

Annual Report 2009



**Department of Human Services
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A Message from...

**Stephen R. Gruchacz, Administrator
Department of Human Services**



The year 2009 has presented unique challenges to the residents of Sussex County and to the Sussex County Department of Human Services as it has sought to respond to increase need and demand for services throughout the community.

The Department's mission to improve the quality of life of Sussex County residents through an integrated approach to comprehensive services that meets the needs of individuals, families, and communities was never more critical than in 2009. Through strong leadership, the Department delivered human services programs in a planned, professional, respectful and dignified manner. We partnered with individuals, families and communities to provide resources that maximize potential and provided the highest quality care and services in a cost-effective manner.

The Sussex County Department of Human Services has worked hard with its partner agencies and members of the community to meet those needs through innovative and creative use of its resources and personnel. Service levels throughout each of the Department's four Divisions have increased without increases in funding levels, and in some cases, with decreases in funding amounts.

Four examples illustrate accomplishments that focus both on community services and fiscal responsibility.

First, the closing of the Juvenile Detention Center and implementation of the Home Detention Program resulted in cost savings and a model program for children who would have been incarcerated. Through collaboration with all stakeholders, juveniles who have been ordered by the court to be placed in detention are immediately supervised and remain connected to the community, family and school by means of electronic monitoring, case management and twenty-four hour supervision. This program was created to supplement our secure detention program and shelter program in partnership with Morris County.

The Sussex County Homestead continued to provide outstanding quality services for Sussex County citizens through innovative programs (sub acute rehabilitation, adult day care, the awarding of a \$25,000 Healthcare Facility Emergency Preparedness mini-grant by the New Jersey Department of Health and Senior

Services), enhanced revenues, reduced expenditures and improved case mix resulted in greater efficiencies.

The Division of Social Services experienced many challenges in 2009. As the economic conditions worsened, case loads increased and emergency requests from citizens often time occurred and demands on Skylands Ride (Office of Transit) increased monthly. These operations, however, met all resident needs without additional staff. Key community partnerships and staff competencies resulted in services being provided to those in need. The increase efforts of our food pantry program in collaboration with WNNJ and Champions for Charity improved the availability of a basic human need, food for the hungry throughout Sussex County.

The Division of Senior Services initiated "Project Healthy Living." The kickoff included special guest Heather Howard, Commissioner of the NJ State Department of Health and Senior Services. Additionally, the Division will be presenting "A Model Collaboration: Maximizing Capacity for Evidence-Based Health Promotion" at the Aging in America 2010 Conference sponsored by the National Council on Aging and the American Society on Aging in March 2010.

As we look at 2009 accomplishments, it is appropriate to commend the staff of our partner agencies, the staff of the Department of Human Services and all those within the County of Sussex who have done more with less in the service to the residents of our County.

Lastly, the Board of Chosen Freeholders have supported the needs of the community during these difficult economic times, not only with financial resources but with strong advocacy and enabling the Department to carry out its mission in the interest of all citizens.

As we look forward to 2010, the Department of Human Services will continue to serve the public, improve accountability, enhance revenues and create efficiencies.

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Department of Human Services

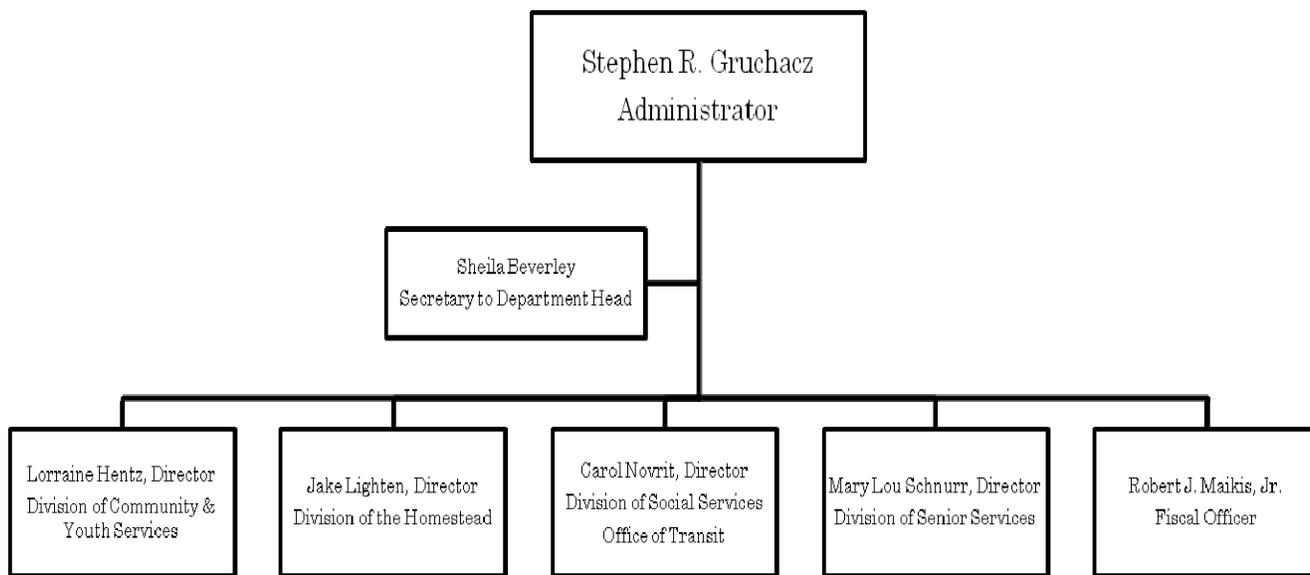
Mission Statement: The mission of the Sussex County Department of Human Services is to improve the quality of life of Sussex County residents through an integrated approach to comprehensive services that meets the needs of Individuals, families and communities.

Vision: The Department's vision is to provide leadership resulting in services that exceed the expectations of the community and to serve as a model system for Human Service delivery

We value:

1. Delivering health and human services in a professional, respectful and dignified manner.
2. Partnering with individuals, families and communities to provide resources that maximize potential.
3. Providing the highest quality care and service in a cost-effective manner.

Organizational Chart



Departmental Overview

The Sussex County Department of Human Services provides a vast number of services to the residents of Sussex County. Four Divisions operate under its umbrella: Community and Youth Services; the Homestead (a long term care facility), Senior Services and Social Services. The Office of Transit, now Sussex County Skylands Ride, operates under the Division of Social Services.

2009 Departmental Highlights

- Implementation of a Home Detention Program operated by the Division of Community and Youth Services.
- Stuff the Bus and Champions for Charity Food Drives to maintain the food pantry at the Division of Social Services.
- A Matter of Balance and The Balancing Act: Managing Concerns about Falls programs implemented by the Division of Senior Services.
- In Good Company Adult Day Care program implemented by the Division of the Homestead.
- Total number of rides provided through both demand response and public LOOP transportation service provided by Division of Social Services Skylands Ride increased by 3% to 120,560.

Division of Community and Youth Services

The mission of the Division of Community and Youth Services is two-fold:
Community Services: to provide planning and community leadership to ensure the highest quality of human services to Sussex County residents.

Juvenile Detention Center: to provide secure custody for juveniles placed in detention, offering services supporting the juveniles' physical, emotional, and social development and educational, recreational, religious and social programs in accordance with the policies and procedures outlined in the New Jersey Juvenile Justice Commission's *Manual of Standards for Juvenile Detention Facilities*.

The population at the Detention Center remains at 60% of capacity, and the cost for the program is, approximately, two million dollars. The State of New Jersey is undertaking the Juvenile Detention Alternatives Initiative (JDAI), which is a pathway to juvenile reform minimizing the placement of offenders in secure care and providing them better alternatives to detention. Detention populations throughout the state have decreased significantly, and the projections for the future show these numbers continuing to fall. Three counties (Passaic, Warren, and Gloucester) have already closed their detention centers to achieve County budget stability, while meeting the needs of this population.

With these indicators in mind, the Division looked at various additional revenue sources and budget cuts to sustain the current program. Once it was determined that these strategies would not be cost effective, the Division looked at other avenues to serve children in Sussex County, while implementing shared services with Morris County for detention. The majority of this year was spent on maintaining a high quality secure care program, while creating a Home Detention program that would better meet the needs of the low risk offenders currently housed in our detention center.

To ensure the safety and security of Sussex County youth, the Home Detention program will provide intensive supervision, electronic monitoring, community service, and case management to court involved youth. At the same time, the youth will be maintained with his/her family within the community where s/he can maintain school involvement/enrollment, seek and maintain employment, and have access to local social services.

The program, which offers 24 hour electronic monitoring services to all participants, is designed to ensure youth are compliant with house arrest provisions as well as treatment services. Additionally, case management

services and transportation for the youth in secured care at the Morris County Juvenile Detention Center will be provided by the Home Detention team. While maintaining youth in the community, the program will assist in connecting the youth and his/her family with community resources in order to ensure a successful completion of the program. The program is designed to assist in removing barriers of treatment and services.

Implementation of this program makes it possible for Sussex County to plan proactively for the future instead of reacting to situations as they arise. The Home Detention program was developed based on best practice models and will effectively meet the needs of the children, their families and communities, and assist these individuals in becoming productive and self sufficient.

2009 Highlights:

Community Services:

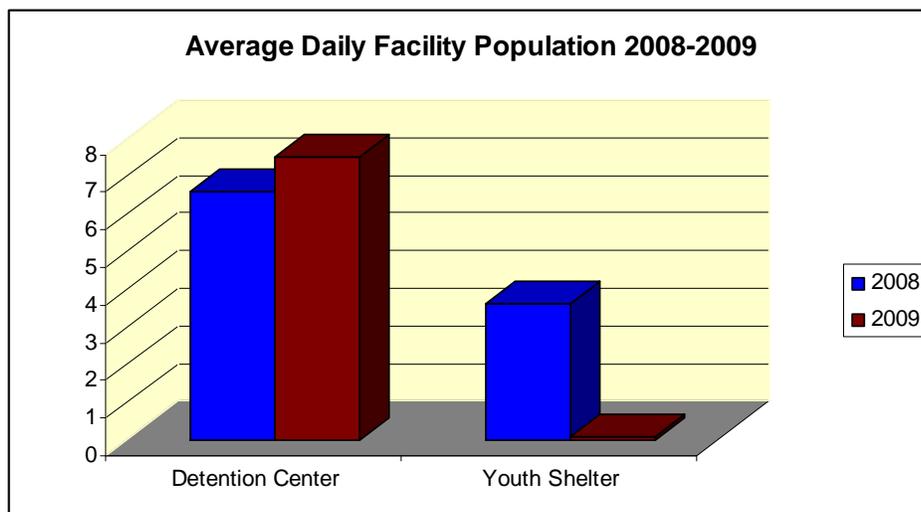
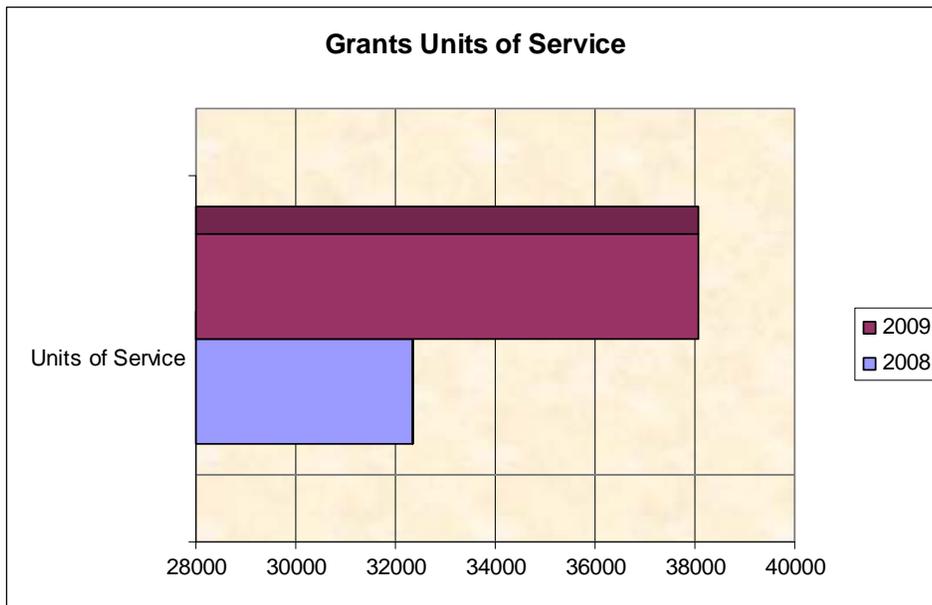
- Implemented the County-wide Human Services Needs Assessment by reallocating Grant-in-Aid dollars to met priority areas of need. Completed the 2009 Project Homeless Connect along with the Point-in-Time survey, which makes Sussex County eligible for HUD funding. There were 277 homeless individuals counted in Sussex County.
- Held quarterly Clergy Breakfasts in collaboration with service providers to coordinate emergency services with the faith-based community.
- Held an Education Partnership Event to bring information to the local school systems about the Children's System of Care. This program educated 175 Sussex County school personnel and was the kick-off event to begin the Education Partnership Committee. This Committee will strengthen the communication and collaboration between the local schools and service providers working with children.

Juvenile Detention Center:

The Sussex County Juvenile Detention Program has continued to meet high standards in 2009 set forth by the Juvenile Justice Commission (JJC). Within this time period, the following performance measures were met:

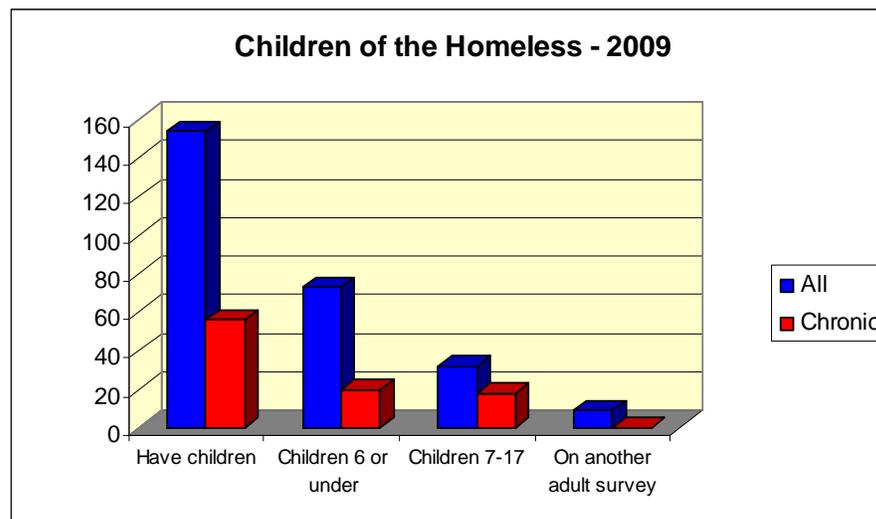
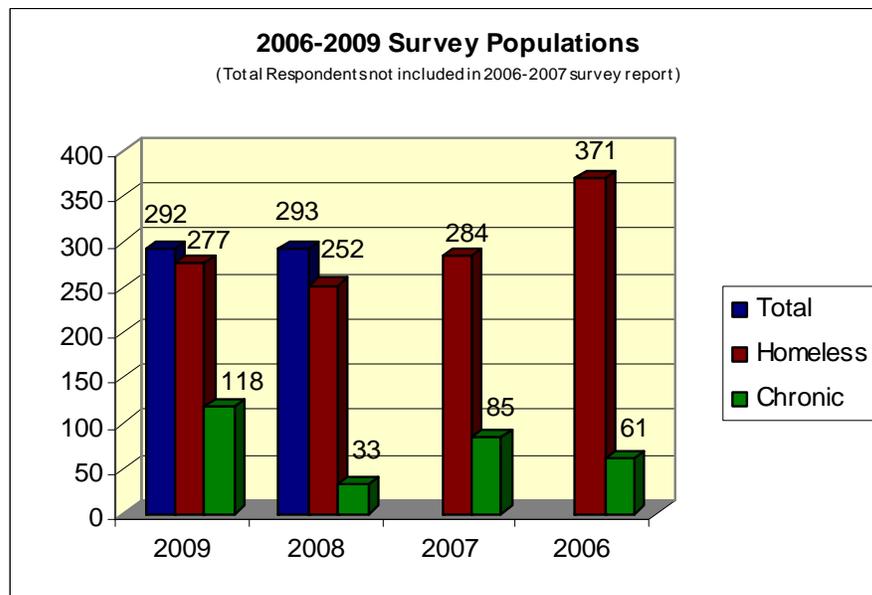
- There were zero allegations of abuse.
- Positive Program Monitoring from the JJC.
- Positive Suicide Prevention Monitoring indicating that the program complies with all suicide prevention procedures.

2009 Performance Division of Community and Youth Services	
Total Revenue Received	\$1,727,100.00
Community Services:	
Grants - Units of Service	38,055.32
Clients Served	2,500
Grant Spend-down	98%
Detention Center:	
Children Achieving a Level	101
# Abuse & Neglect Reports	0



Point in Time Survey of Homelessness in Sussex County

- The 2009 Point in Time survey of homelessness in Sussex County showed that homelessness increased by 10% over that reported in 2008.
- The number of those who are chronically homeless increased from 33 to 118 between 2008 and 2009.
- The number of homeless individuals surveyed who had children with them while homeless declined between 2008 and 2009 from 170 to 154. The total number of homeless children reported in 2009 was 188, 111 of whom were under age 6.



Division of the Homestead

The Sussex County Homestead has been serving Sussex County and the surrounding areas for over 50 years. The mission of the Sussex County Homestead is to deliver the highest quality, individualized care in a family atmosphere that fosters independence and freedom of choice. Its vision is that each member of the Homestead community will contribute to the well-being of others and embrace one another's uniqueness as we share life's journey.

The Homestead is a 102 bed not-for-profit nursing facility set in a beautiful country setting with gardens, a pond, a lighted fountain and patios. Residents are encouraged to personalize their rooms with photographs, afghans/bedspreads and small items that carry treasured memories.

Skilled nursing care is provided to all residents by a team of skilled professionals who address the needs of residents requiring both long-term and short-term stays. Services include; audiology, optometry/ophthalmology, podiatry, psychological services, pastoral care, pain management, personal laundry services, respite care, recreation therapy, family support groups, Alzheimer's support groups, wound care, beauty/barber services and rehabilitative nursing. Medicare, Medicaid and private insurances are accepted.

In 2007, The Homestead opened a new sub-acute unit which offers modernized rooms that include DVD players, flat screen HDTV televisions, laptops, high speed Internet access, wireless telephones, adjustable thermostats, cable television and vanity mirrors. Services in this unit are: neuromuscular reeducation, therapeutic activity, aphasia treatment, cognitive/language treatment, ADL training, wheelchair management, electrical stimulation, hot/moist pack, ultrasound, physical therapy, occupational therapy and speech therapy.

There are eight operating units within the Sussex County Homestead that address the needs of residents and the surrounding community. All units work together to ensure that operations at the Homestead run efficiently and effectively.

The primary responsibility of the **Social Services** unit is to attend to the psychosocial needs of the residents, including psychosocial assessment, development and implementation of care plans to enhance residents' ability to cope with age, disability, illness, loss, institutional life and discharge planning. They also act as an advocate for the institutionalized population to ensure that their rights are respected.

Social workers provide supportive counseling to families of residents and assist

families in planning for the return of short-term residents to the community.

The **Admissions, Community Relations, and Volunteers Departments** are responsible for sub-acute admissions. The coordinator maintains contact with area hospitals to continue a steady flow of admissions and discharges on the sub-acute unit. In 2009, there were 126 sub-acute admissions and 115 long term admissions, not including residents who returned within their 10-day bed-hold. There were 85 residents admitted from Newton Memorial Hospital, 14 from St. Clare's Sussex, and the remaining residents came from other hospitals, nursing homes or their own homes. There were 192 unduplicated long-term and short-term admissions for the year 2009.

The Sussex County Homestead is represented at various events throughout the County, and hosts a number of programs for Sussex County residents. The Homestead continues to host Healthy Bones (a low impact exercise program for the elderly) and In Good Company (a caregiver respite program, which began their operations in 2008).

Volunteers provide a number of services to the Homestead, and donated 6,708 hours in 2009, including hours donated by 167 new volunteers.

The **Activities Department** provides many programs to reduce long-term memory deterioration and provide intellectual stimulation, concentration and physical movement in addition to encouraging social interaction. In 2009, the Activities Department began to integrate the Wii system into the activities calendar. The New Jersey Herald wrote a piece for the newspaper and utilized the Homestead as an example of how well it works with the older population. Also in 2009, the Activities Department established the Homestead Country Store. All items being sold at the store have been obtained through donations. Items are placed at a low price to give residents a significant discount. The residents themselves run the weekly operations of the store, and the money generated from the store goes to benefit the Resident Council.

This year the New Jersey Association of Homes and Services for the Aging named resident Ellen Courtright Resident of the Year. This award recognizes a resident for his/her charitable work, volunteer efforts or other personal endeavors on behalf of the residential or general community in which he/ she resides. Mrs. Courtright a happy eager to help 100 years old who has not only contributed to the nursing home, but to the community of Sussex County. She has helped raise donations for the local food pantry and helped establish the "Homestead Country Store" as well as hold numerous positions and coordinated various projects for the Resident Council.

A Registered Dietitian and Food Service Manager directs the **Dietary Department** to provide well-balanced, home-cooked meals daily, with therapeutic diets provided as prescribed by the physician. Residents participate

in menu selection. Special events and theme-oriented meals and activities are catered by the Dietary Department.

The Sussex County Homestead provides a well-maintained environment, and the **Environmental Services Department** has recently “gone green” with their cleaning agents. These agents provide a better method of cleaning and disinfecting the facility, while embracing environmentally safe practices. The Department also provides personal laundry service at no extra charge.

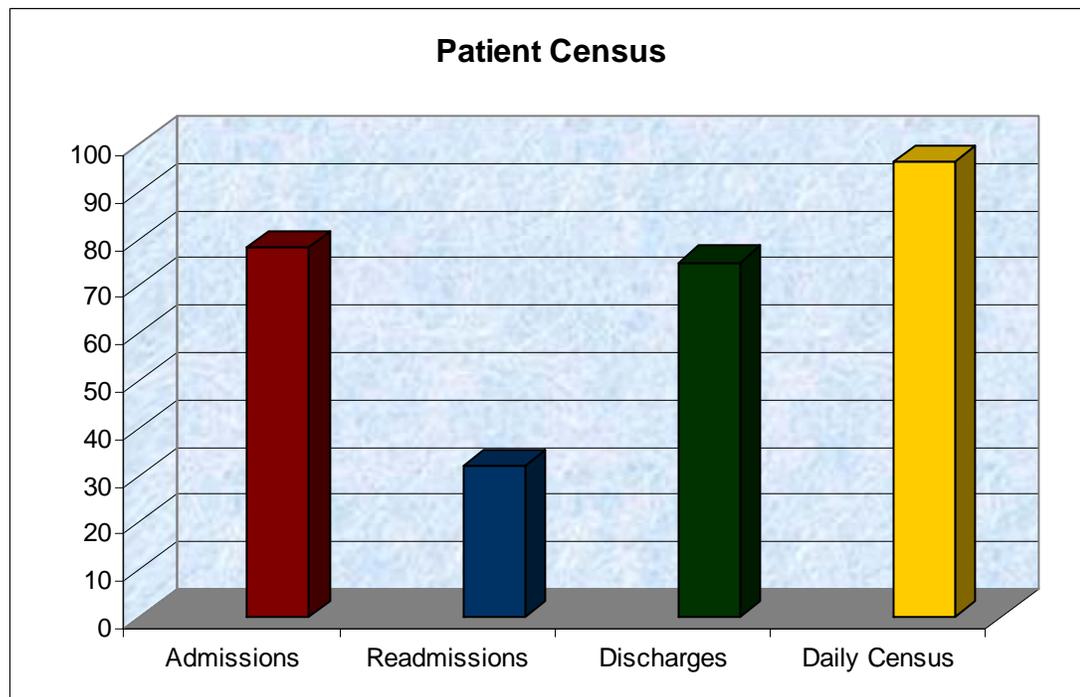
Under the direction of a Director of Nursing, Assistant Director of Nursing and a Medical Director (physician), the medical team in the **Nursing Department** provides assistance with activities of daily living as well as the necessary treatment and care of residents. The team consists of Registered Nurses, Licensed Practical Nurses and Certified Nursing Assistants. In 2008, seven students graduated from a Certified Nurses Aide class taught by the Assistant Director of Nursing and received their certifications from the State of New Jersey. The Sussex County Homestead is currently looking into beginning another Certified Nurses Aide class in 2010.

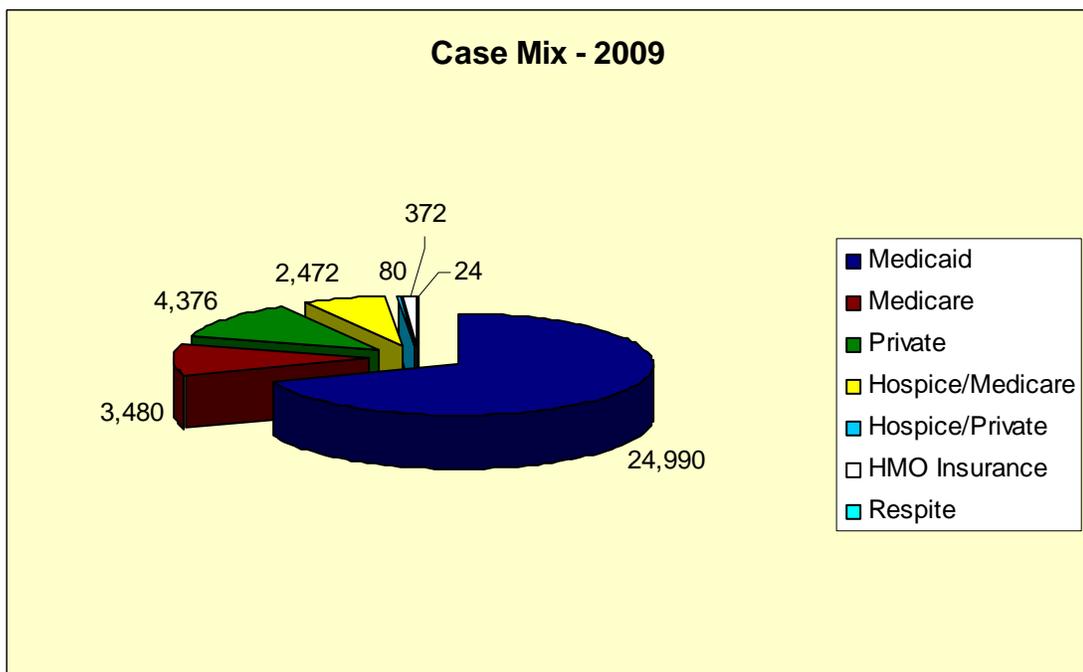
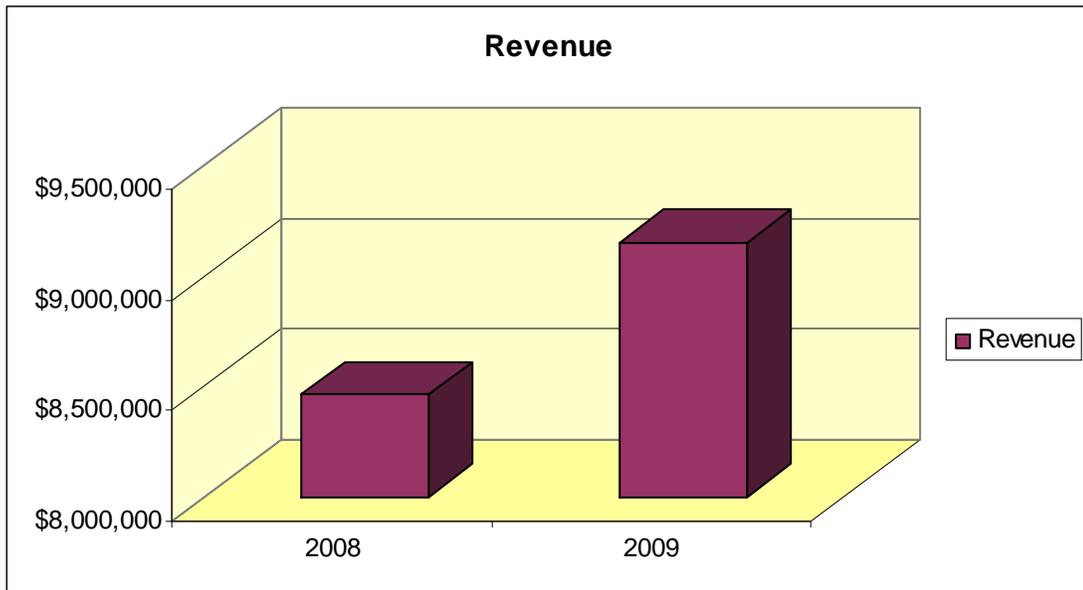
The Sussex County Homestead is very proud to announce recent promotions within the Nursing Department.

Fiscal Operations handles all monetary operations for the residents and the facility. The business office at the Sussex County Homestead handles all monetary operations for the residents and the facility. One major accomplishment in 2009 was another increase in revenue received. Revenue has climbed since 2006, when the Sussex County Homestead received \$7,254,230.00. 2007 revenue was \$7,739,540.00, 2008 revenue was \$8,537,255.00 and 2009 revenue rose to \$9,151,517.00. The Homestead is well on their way to continue increasing their yearly revenue.

The **Administration Department** has been awarded a \$25,000 Healthcare Facility Emergency Preparedness mini-grant by the New Jersey Department of Health and Senior Services. This is the third grant of this kind awarded in as many years, and the Sussex County Homestead is proud to be able to further provide the necessary emergency items and upgrades for the staff, residents and citizens of Sussex County.

2009 Performance - Division of The Homestead	
Total Revenue Received (Net)	9,151,517
Admissions	243
Readmissions	87
Discharges	241
Average Daily Census	98.06
Percentage of Occupancy	96.14
Total Volunteer Hours	7249
# Resident Group Activities	3718
# Participants in Resident Group Activities	38342
# Special Events	197
# Participants in Special Events	2725





Division of Senior Services

The mission of the Division of Senior Services is to empower older individuals and/ or their caregivers to choose from a coordinated system of services that enable seniors to live as independently as possible in their homes and in their communities while enjoying a dignified quality of life.

The Division of Senior Services accomplishes this mission through a vast array of programs and services provided either directly or through sub-contracts with service providers. The majority of programs are federally funded under the Older Americans Act. State and County funds also support the multitude of opportunities available to individuals age 60+ and/or their caregivers.

Funded programs and services designed to support independence in the community include: Congregate Nutrition Program, offered at four sites throughout the County, and Home Delivered Meals; Transportation and Assisted Transportation; Legal Services; Home Care Services; Adult Day Services; Caregiver Respite and Caregiver Support Group; Adult Protective Services; Outreach and Care Management.

Information, Assistance and Referral are direct services of the Division of Senior Services. Staff is readily available to assist individuals with navigating the aging network, completing applications for various entitlements, making them aware of programs and services available and making referrals as warranted.

The state-funded Senior Farmers Market Nutrition Program (SFMNP), expedited by Senior Services staff and volunteers, provides vouchers to income eligible seniors, age 60+, that are used to purchase locally grown fresh fruits, vegetables, and herbs from authorized farm stands during the growing season. The program also provides seniors with valuable nutritional information.

A dedicated corps of trained volunteers offers two much needed programs through the Division of Senior Services. The State Health Insurance assistance Program (SHIP) offers counseling and assistance with Medicare issues including billing concerns, secondary insurance options, and prescription plans. The Volunteer Income Tax Assistance (VITA) Program offers assistance to individuals whose income is \$50,000 or less, regardless of age, with completing basic Income Tax returns, Homestead Rebate forms and Earn Income Tax Credit applications.

Health promotion is a Senior Services priority. The Division sponsors several evidence-based programs to support active and healthy aging including:

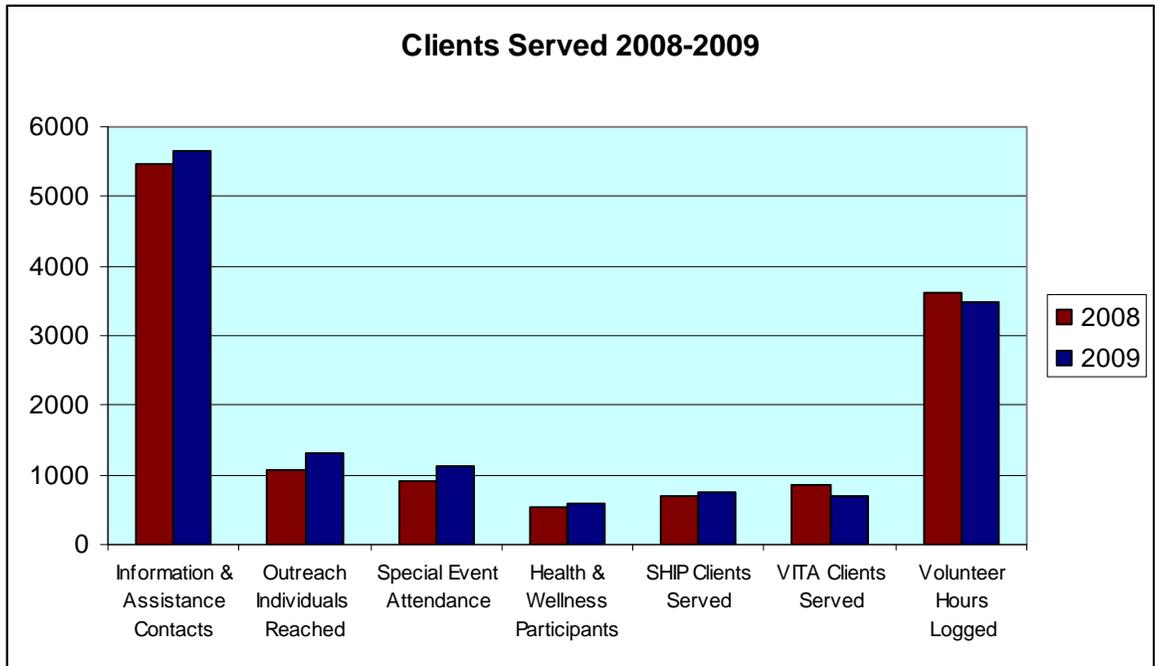
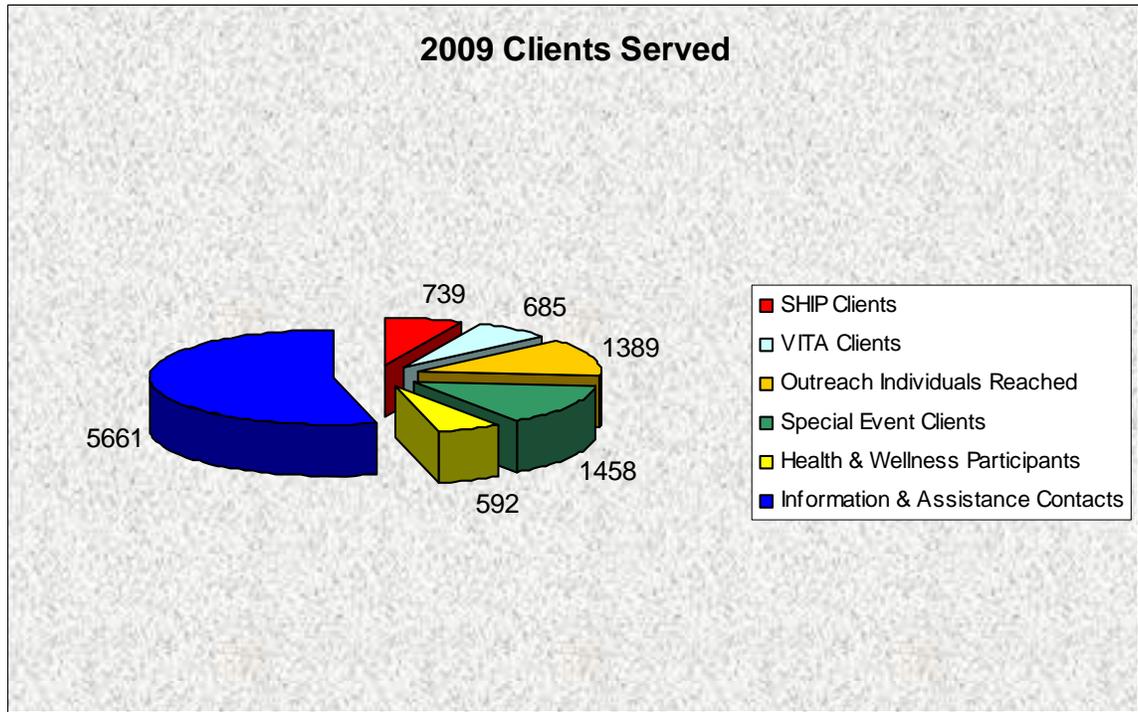
HealthEASE educational programs, such as “Be Wise About Your Medications,” “Serving Up Good Nutrition,” and “Keeping Your Mind Sharp.” Workshops such as “Take Control of Your Health,” a peer-led chronic disease self management program; and “A Matter of Balance: Managing Concerns about Falls,” a volunteer coach-led program, to promote health and safety. An annual Healthy Living Festival consists of free health screenings, informational exhibits and life enrichment opportunities. “The Balancing Act: A Fall Prevention Road Show” offers free balance screenings for seniors at various locations including nutrition sites, senior clubs and senior housing venues. The County’s new Balance Center will offer follow-up evaluation and interventions as warranted.

Older Americans Day in May; Senior Day at the NJ State Fair; a Caregiver Expo and an Annual Salute to Military Veterans comprise additional special events offered by the Sussex County Division of Senior Services.

2009 Highlights:

- Initiated “A Matter of Balance: Managing Concerns About Falls” Program.
- Received a \$5,000 grant award from the NJ Division of Aging and Community Services to sustain “Take Control of Your Health,” a chronic disease self-management program.
- “Project Healthy Living” Kickoff included special guest Heather Howard, Commissioner of the NJ State Department of Health and Senior Services.
- Had proposal accepted to present “A Model Collaboration: Maximizing Capacity for Evidence-Based Health Promotion” at the Aging in America 2010 Conference sponsored by the National Council on Aging and the American Society on Aging.
- Created and distributed a Senior Services promotional brochure.
- Forged collaboration with Centenary College to expand the Volunteer Income Tax Assistance (VITA) Program.
- New “Social Assistance Management System” (SAMS) software program initiated as mandated by the NJ Division of Aging and Community Services.

2009 Performance - Division of Senior Services	
Total Information & Assistance Contacts	5661
Total Outreach Events	66
Total Outreach Individuals Reached	1389
Total Special Events Held	7
Total Special Event Attendance	1458
Total Health & Wellness Programs Offered	31
Total Health & Wellness Participants	756
Total SHIP Clients Served	739
Total VITA Clients Served	685
Total Volunteer Hours Logged	3481.5



Division of Social Services

The mission of the Division of Social Services is to improve the quality of life of Sussex County residents through an integrated approach to comprehensive services that meets the needs of individuals, families and communities.

This is accomplished through the provision of an array of services, including those funded by the State of New Jersey and the federal government such as Adult Protective Services, Caregiver Assistance Program and Community Care Program for the Elderly and Disabled, Child Support and Paternity, Food Stamps, General Assistance, Homelessness Prevention, Medicaid, Temporary Assistance for Needy Families and WorkFirst New Jersey.

The Division offers a number of programs to help individuals and families become self-sufficient. Cash assistance programs include Temporary Assistance for Needy Families (TANF), General Assistance (GA), and Food Stamps (FS). Medical assistance programs include NJ Kid Care for children, Medicaid for eligible TANF and GA recipients, Medicaid for the Aged, Blind and Disabled, Medically Needy and Long Term Care

There are several programs designed to assist seniors and people with disabilities to remain in their homes and avoid institutionalization. They include NJ EASE, Chore/Homemaker Services, Caregiver Assistance, Care Management, Community Care Program for the Elderly and Disabled, Global Options and Jersey Assistance for Community Caregiving. The Medically Needy program helps people stay in the community. If remaining at home is no longer an option, Medicaid Long Term Care provides coverage for long term care and medical costs.

A number of emergency services are available through the Division. Emergency Assistance and the Food Pantry offer emergency funds, services, homelessness prevention and food for persons in need. Funds may assist with utility shut-offs, emergency shelter, temporary rental assistance and relocation to permanent housing.

Child Support and Paternity helps to locate non-custodial parents for the general public and in conjunction with Family Court, provides genetic testing in all contested paternity matters, as well as initiating complaints for child support in both local and out-of-state courts.

Adult Protective Services investigates concerns about elderly, disabled or blind

individuals over the age of 18 who may be subject to abuse, neglect or exploitation. Services such as homemaker or nurses' aid, chore and Medicaid waiver programs help the individual to remain in their home.

Information and referral services are available to assist County residents to find out about other community resources and services. The Division acts as a "one-stop shopping" resource for individuals seeking information on social services.

As part of its "One-Stop" service, the Division of Social Services is a NJ EASE access point, giving anyone over the age of 60 the ability to obtain information, referral, benefits screening and outreach services with a single phone call. As a One-Stop site for the Department of Labor and Workforce Development, all job seekers can conduct a computer-assisted job search without the need to establish program eligibility.

Transportation services are provided for Medicaid clients who need to access medical services. Sussex County Skylands Ride, formerly the Office of Transit, also operates under the auspices of the Division of Social Services (see Skylands Ride for details on their services).

The following is a complete list of all of the services available through the Division of Social Services:

- Adult Protective Services (APS)
- Board Home/Rooming House Services
- Caregiver Assistance Program (CAP)/Community Care Program for the Elderly and Disabled (CCPED) and Global Options (GO)
- Care Management
- Child Support and Paternity (CSP)
- Chore/Homemaker Services
- Emergency Assistance
- Early Periodic Screening, Diagnosis and Treatment Program (EPSDT)
- Family Planning
- Food Pantry
- Food Stamps
- Fraud Investigation
- Funeral Benefits
- General Assistance
- Health Related Services
- Homelessness Prevention
- Information and Referral
- Jersey Assistance for Community Caregiving (JACC)
- Medicaid
- Medical Transportation
- NJ EASE
- One-Stop Career Services

Temporary Assistance for Needy Families
 Transportation
 WorkFirst New Jersey

2009 Division Highlights:

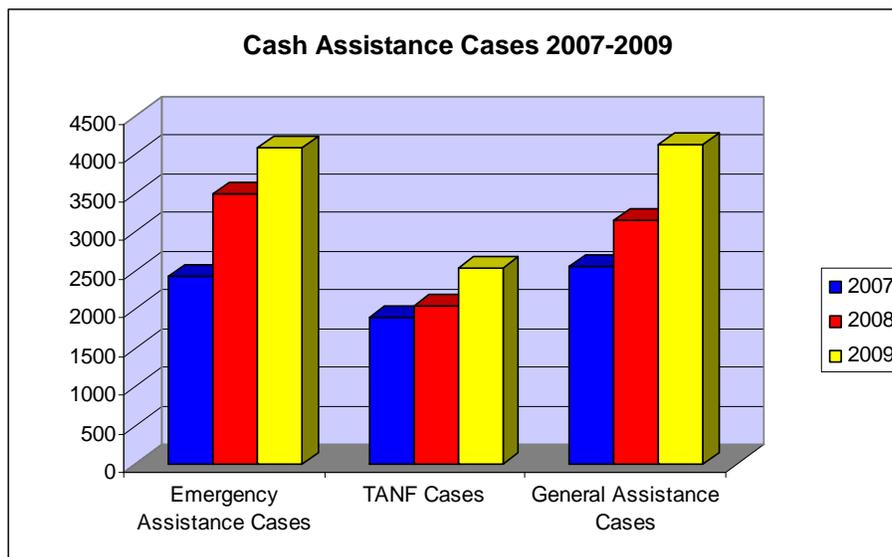
- Significant rise in the number of Sussex County residents serviced.
- Numbers of people needing food and heating assistance has risen.
- Homelessness prevention services are in greater demand because of people losing their homes due to foreclosures.
- Many of the 5070 people who have exhausted their unemployment benefits from August 2009 to December 2009 are now also in need of services.

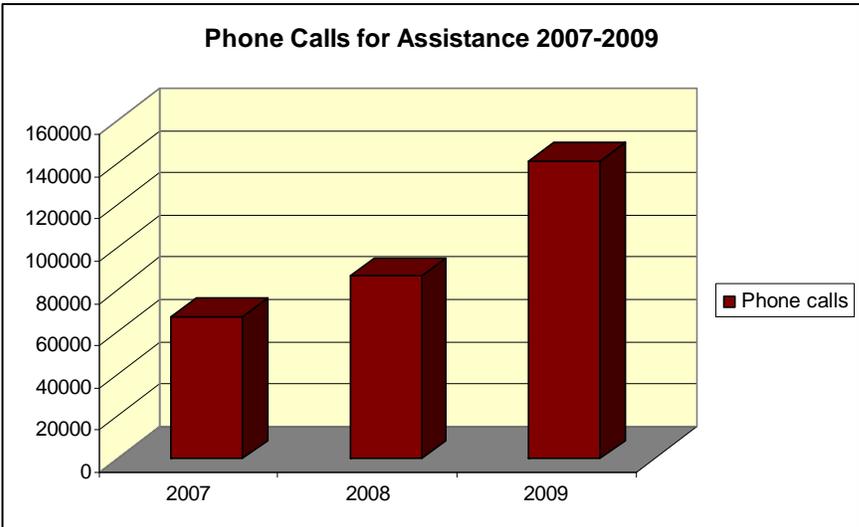
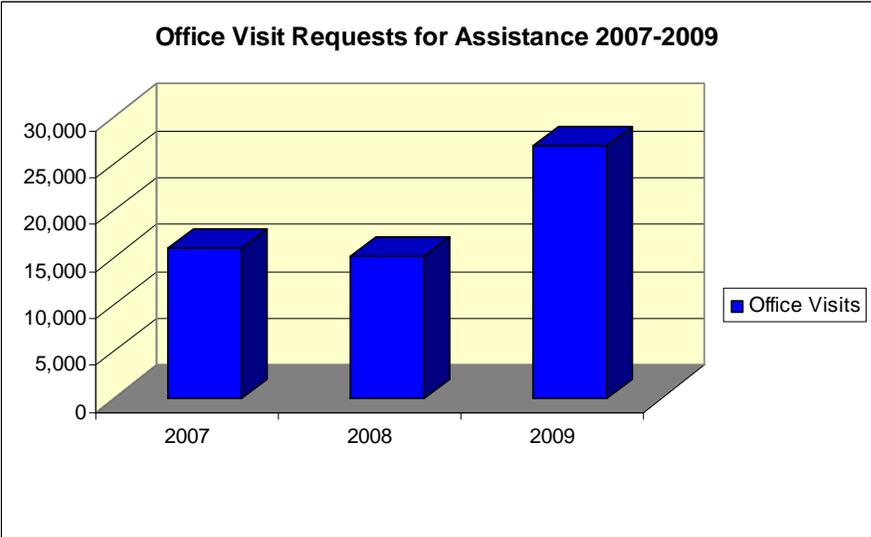
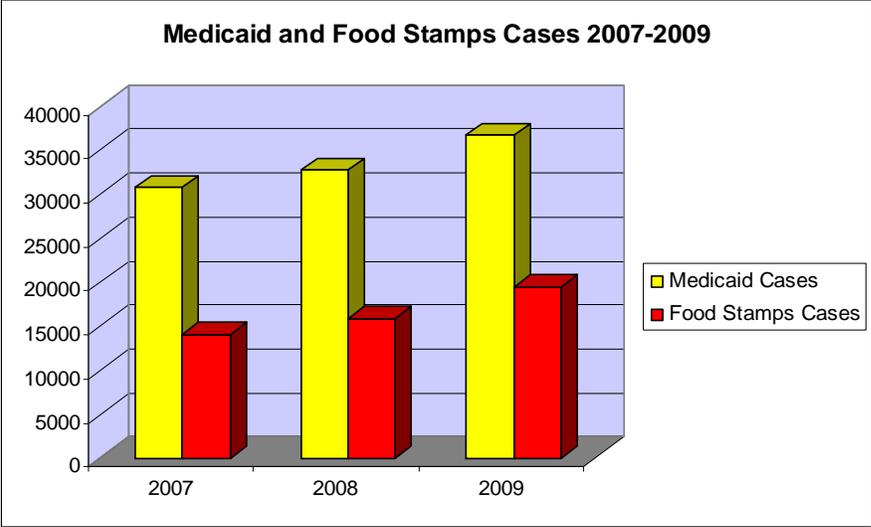
These factors have brought people who are financially and emotionally devastated to find help wherever they can, which greatly increases the demand on Social Service staff who serve them.

Caseloads have risen dramatically from 2007 to 2009. General Assistance cases are up by 61%, TANF cases are up by 35%, Medicaid cases are up by 19% and Food Stamps cases are up by 39%. Incoming calls have risen by 110% and office visits have risen by 68% over the two year period.

2009 Performance - Division of Social Services	
# Cases (duplicated number)	69,150*
Total People Walking Through the Door	27,017
Unable to Be Seen	2,111
# Calls	140,862
# Receiving Emergency Assistance/Homelessness Prevention	4,093

*Includes Adult Protective Services Child Support and Fraud not reflected in charts below





Skylands Ride (formerly Sussex County Transit)

The mission of Sussex County Skylands Ride is to provide safe, efficient, professional and courteous public and paratransit services to the residents of Sussex County in accordance with all federal and state requirements. Skylands Ride is committed to excellence in both customer service and safety.

Skylands Ride (SCSR) was established in 1981 as a Federal Highway Demonstration Project to offer rural public transportation to the residents of the County. Over the years, SCSR has evolved into a multi-faceted operation serving a number of programs and public sectors. The service began with two buses and four staff members and has grown to 25 fleet vehicles and 30 staff. Nearly 120,000 rides are provided annually.

SCSR service is divided into two major categories: deviated fixed route public transit and paratransit or demand response transit. These services are operated over the course of a 14-hour day from 5 a.m. to 7 p.m., Monday through Friday, with the exception of County holidays.

Because the last fifteen months have been a time of great change and growth, Tim Sharpe, Regional Program Administrator for Local Program at New Jersey Transit, suggested that a new name and motto would be appropriate. According to Mr. Sharpe, "Sussex County has re-invented itself into a premier provider of community transportation services and to help convey that message to the community, a new name and logo would go along way in the "branding" of transportation services in the County."

Sussex County Transit held a contest that solicited suggestions for names and mottos from all transit employees. When all suggestions had been made, employees had the opportunity to vote on their favorite. Sussex County Skylands Ride – Serving Sussex County with Pride was the winning combination. The new name and motto were chosen to reflect a new vision for the future of a public transportation system in Sussex County that is dedicated to serve its customers efficiently, courteously and professionally. County residents will continue to see the old name on existing vehicles and published materials, while the new name is being phased in over time on all new buses and materials.

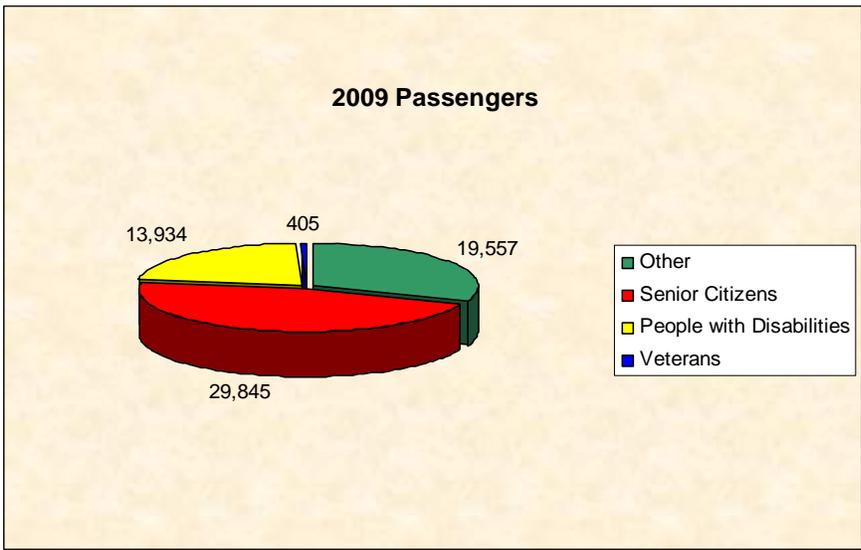
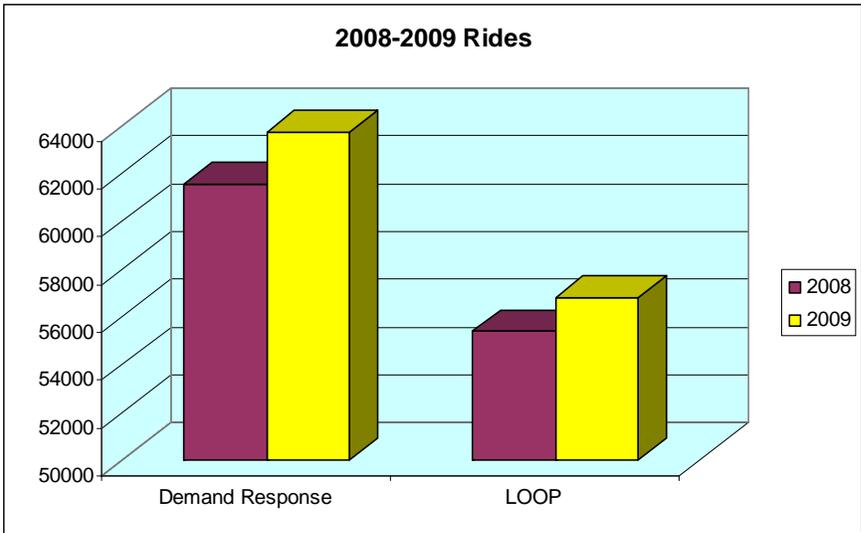
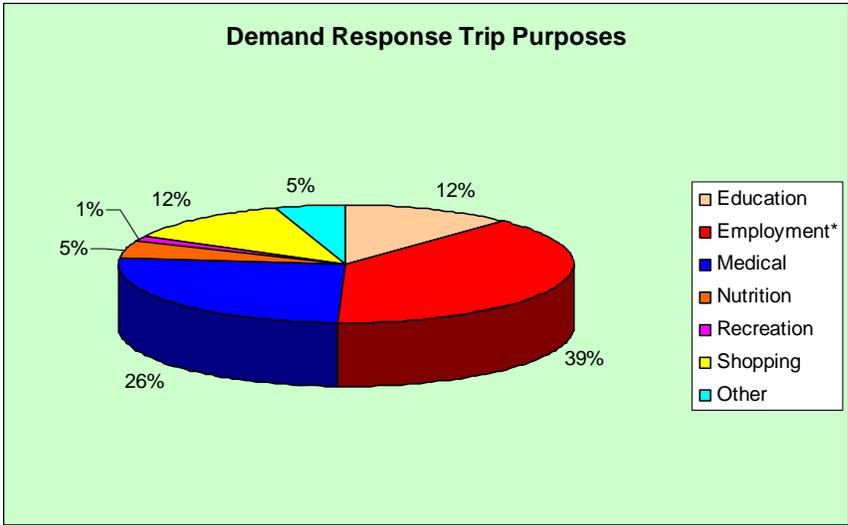
2009 Highlights:

- Two members of the Skylands Ride staff were honored by the New Jersey Council on Special Transportation (NJ COST) at its annual expo in

September 2009. John Jackson, Program Coordinator, and Linda Phister, Supervising Omnibus Operator, were named Co-administrators of the Year. This award has never before been given to two top contenders. The entire State of New Jersey has taken notice of the many positive changes that have taken place in the area of public transportation in Sussex County.

- In a coordinated effort to make transit operations more efficient and customer friendly and to serve more Sussex County residents, Sussex County Skylands Ride has begun using its computerized scheduling software to do automatic trip scheduling. This automation has made it possible to schedule trips more efficiently, making significant cuts in the amount of overtime and comp time earned by drivers and reducing salary and fringe costs.
- Enforcement of the no-show policy has significantly reduced the number of incidents of people canceling at the door, thus avoiding wasted time and miles driven and enabling Skylands Ride to provide more rides to more customers.
- In spite of cuts in funding from Job Access:Reverse Commute (JARC) and Senior Citizens and Disabled Residents Transportation Assistance Program (SCDRTAP), Skylands Ride has provided more one-way passenger trips in 2009 than in 2008 (120,560 compared to 116,937).

2009 Performance - Skylands Ride	
Total Revenue Received	\$1,967,236
# Demand Response Trips	63,746
# LOOP Passengers	56,819
# Unable to accommodate request	1,178
# No-shows	854
# Cancellations by Customer	13,252
# Cancellations by Skylands Ride	209
# JARC Passengers	15,823



Departmental References

- Department of Human Services (973) 579-0559
<http://www.sussex.nj.us/Cit-e-Access/webpage.cfm?TID=7&TPID=3373>
- Division of Community and Youth Services (973) 948-6000
<http://www.sussex.nj.us/Cit-e-Access/webpage.cfm?TID=7&TPID=6594>
- Division of the Homestead (973) 948-5400
<http://www.sussex.nj.us/Cit-e-Access/webpage.cfm?TID=7&TPID=1558>
- Division of Senior Services (973) 579-0559
<http://www.sussex.nj.us/Cit-e-Access/webpage.cfm?TID=7&TPID=933>
- Division of Social Services (973) 383-3600
<http://www.sussex.nj.us/Cit-e-Access/webpage.cfm?TID=7&TPID=994>
- Sussex County Skylands Ride (973) 579-0480
<http://www.sussex.nj.us/Cit-e-Access/webpage.cfm?TID=7&TPID=1565>