

## **MINUTES**

### **HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY**

April 26, 2023

The Higher Education Student Assistance Authority (HESAA) Board held a remote teleconference meeting on April 26, 2023 at 10:00 am via Zoom. Thirty-six people logged into the meeting.

**PRESENT:** HESAA Board Members: Dr. Brian Bridges, Secretary of Higher Education; Ms. Beatrice Daggett; Ms. Jean McDonald Rash; Ms. Shernelle Pringle; Mr. David Socolow; Mr. Robert Tighue, Treasurer's Designee; Dr. Nelson Turcios; Ms. Christy Van Horn, Chair; and Mr. Byron Ward.

**ABSENT:** Ms. Isabella Berdugo-Hernandez; Ms. Nicolette Carpenter; and Mr. Scott Salmon.

#### **CALL TO ORDER**

Christy Van Horn called the meeting to order at 10:01 am. David Socolow stated that the meeting had been noticed in compliance with the requirements of the Open Public Meetings Act.

Ms. Van Horn welcomed the Board members and advised that since this meeting is being held remotely, Roseann Sorrentino would conduct a roll call for the resolutions.

Ms. Van Horn welcomed Janice Venables, Associate Counsel from the Governor's Authorities Unit; and Erin Herlihy, Deputy Attorney General from the New Jersey Division of Law.

Ms. Van Horn asked Roseann Sorrentino to call the roll.

#### **CONSIDERATION OF THE MINUTES OF THE JANUARY 18, 2023 MEETING**

A motion to approve the minutes of the January 18, 2023 meeting was made by Mr. Robert Tighue and seconded by Ms. Beatrice Daggett. The minutes were approved unanimously.

#### **CONSIDERATION OF THE MINUTES OF THE MARCH 22, 2023 MEETING**

A motion to approve the minutes of the March 22, 2023 meeting was made by Mr. Robert Tighue and seconded by Ms. Jean McDonald Rash. The minutes were approved unanimously.

#### **CHAIR TO ANNOUNCE NOMINATING COMMITTEE APPOINTMENTS**

Christy Van Horn announced that Jean McDonald Rash has agreed to chair, and Nicolette Carpenter and Shernelle Pringle have agreed to serve, on the Nominating Committee. Ms. Van Horn advised that any members interested in serving on the Executive Committee should advise Roseann Sorrentino or the Nominating Committee Members of their intention by June 1<sup>st</sup>. She thanked the members for agreeing to be on the Nominating Committee.

## **RESOLUTION 04:23 ADOPTING A SCHEDULE OF MEETINGS FOR FISCAL YEAR 2024**

Marnie Grodman presented Resolution 04:23 to the Board.

At the last Board meeting of the fiscal year HESAA sets the meeting schedule for the next fiscal year in order to provide notice to the public. After polling the Board members regarding their availability it is recommended that for fiscal year 2024 the Board meetings be scheduled on Wednesday, July 26 2023; Wednesday, October 25, 2023; Wednesday, January 17, 2024; and Wednesday, April 24 2024. All of these meetings will take place at 10:00 am.

In addition, HESAA may call additional meetings, including telephone conference meetings and online Zoom meetings. Specific notice of each meeting will be provided prior to the meeting pursuant to the Open Public Meetings Act.

A motion to approve Resolution 04:23 was made by Dr. Brian Bridges and seconded by Mr. Byron Ward.

The motion passed unanimously.

## **RESOLUTION 05:23 APPROVING CONTRACTORS TO PROVIDE TEMPORARY EMPLOYMENT SERVICES**

Patricia Maske presented Resolution 05:23 to the Board.

The current Temporary Employment Services Contracts expire on May 31, 2023. HESAA issued three separate Requests for Proposals (RFPs): one for Administrative, Office, and Clerical positions; one for Finance positions; and one for Information Technology positions.

HESAA received 17 proposals for the Administrative RFP, 14 for Finance, and 17 for IT.

An evaluation committee was developed for each category. Each committee determined the weights for the following selection criteria to provide each vendor with a qualitative score:

1. Experience of the vendor;
2. Ability of vendor to provide needed personnel;
3. Ability of vendor to provide needed personnel in a timely manner;
4. The vendor's references; and
5. Additional fees such as conversion to fulltime employment and background checks.

Once the vendors were scored they were then ranked from highest to lowest score. The vendors were also ranked from lowest to highest price. The qualitative rankings were weighted at 65% and the price rankings were weighted at 35%. The weighted ranks were totaled and the award recommendations went to the vendors with the highest combined ranking.

The recommended awards for Administrative, Office and Clerical positions are:

Primary vendor – 22<sup>nd</sup> Century Technologies Inc.  
Secondary vendor – Aston Carter, Inc.  
Tertiary vendor – AppleOne Employment Services

The recommended awards for Finance positions are:

Primary vendor – J&J Staffing Resources  
Secondary vendor – Proviti  
Tertiary vendor – AcctPositions

The recommended awards for IT positions are:

Primary vendor – J&J Staffing Resources  
Secondary vendor – LikeMinds Consulting, Inc.  
Tertiary vendor – Cogent Infotech Corporation

In addition, HESAA requested each vendor provide a pass-through rate in which HESAA finds the qualified employees the Authority wishes to retain for temporary work. The vendor then hires those employees and provides them to HESAA for temporary employment. HESAA would set the hourly rate for these employees and pay the vendor a set percentage above that rate.

Five vendors provided pass-through rates for Administrative, Office, and Clerical positions; five vendors provided pass-through rates for Finance positions; and three vendors provided pass-through rates for IT positions. It is recommended that the award for providing temporary employees on a pass-through basis for Administrative, Office, and Clerical positions goes to 22<sup>nd</sup> Century Technologies, Inc. at a rate of 14.5% above the hourly rate paid by the vendor to the temporary employee. It is recommended that the awards for providing temporary employees on a pass-through basis for finance and IT positions go to J&J Staffing at a rate of 32% above the hourly rate paid by the vendor to the temporary employee.

We are asking the Board to approve these recommendations.

A motion to approve Resolution 05:23 was made by Ms. Beatrice Daggett and seconded by Dr. Brian Bridges.

Byron Ward asked the term of the contracts. Ms. Maske responded that the contract terms are for three years. Marnie Grodman added that each contract also has two optional one-year extensions.

The motion passed unanimously.

## **RESOLUTION 06:23 APPROVING NEW RULES GOVERNING THE BEHAVIORAL HEALTHCARE PROVIDER LOAN REDEMPTION PROGRAM**

Marnie Grodman presented Resolution 06:23 to the Board.

At its October 26, 2022 meeting the Board approved the proposed New Rules Governing the Behavioral Healthcare Provider Loan Redemption Program (the “Program”). The proposed re-adoption was published in the December 19, 2022 *New Jersey Register* and publicized throughout

the state. During the comment period HESAA received multiple comments from program stakeholders, including individual behavioral healthcare providers and a representative from the New Jersey Association of Mental Health and Addiction Agencies. All of the comments are summarized in detail in the materials provided to the Board in advance of this meeting.

Of note, many of the comments HESAA received were to request an expansion of the definition of behavioral healthcare providers. The commenters provided examples of the types of work providers with the requested titles perform, some of which are among New Jersey's high-demand positions. Therefore, HESAA will not adopt a definition for "Eligible behavioral healthcare providers" at this time and will consider proposing a new definition as part of the forthcoming re-adoption of Chapter 10 after conducting additional research on which behavioral healthcare provider titles are most needed to fill behavioral healthcare provider vacancies in the state.

Additionally, HESAA went live with the pilot Program in January following the selection process from the proposed rules, selecting participants on a first-come, first-served basis. HESAA observed that the earliest submitted applications did not necessarily address the areas of the State with the most severe shortages of behavioral healthcare providers. Therefore, HESAA determined that for this Program to best meet the state's needs, applicants should be provided with a one-month window in which to apply and HESAA should select applicants based on predetermined scoring evaluation criteria, which can be updated annually, to address the most severe shortages in the state. As this change to the application procedure is substantive, it cannot be made upon adoption. Therefore, HESAA will not adopt these application and selection procedures in subsection N.J.A.C. 9A:10-9.4 at this time.

It is recommended that the Board approve the proposal, with these two changes. A copy of the proposal, as published in the *New Jersey Register*, is included in the materials. Upon the Board's approval, the adoption notice will be published in the June 5, 2023 *New Jersey Register*.

A motion to approve Resolution 06:23 was made by Mr. Robert Tighue seconded by Ms. Beatrice Daggett.

The motion passed unanimously.

**RESOLUTION 07:23 APPROVING THE HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY 2022 ANNUAL REPORT PURSUANT TO EXECUTIVE ORDER 37 (2006)**

Margo Chaly presented Resolution 07:23 to the Board.

In accordance with Executive Order 37 (from 2006), all independent State authorities, including HESAA, are required to produce an annual report to reflect a comprehensive overview of the work of the Authority and explain how that work promotes the State's overall economic growth strategies.

Included in your materials is a copy of HESAA's proposed 2022 Annual Report. The report is a useful resource describing all the funding, support, and guidance that HESAA provides while

advancing Governor Murphy's vision of making a postsecondary education in the Garden State more affordable and accessible.

The outstanding work by the HESAA team to deliver new initiatives while administering existing programs at the high standards we seek, and the students of New Jersey expect, is reflected in this document titled "The Promise of a Bright Future." Please allow me to spotlight a few examples from calendar year 2022.

Last spring, teams from Finance, Loan Origination, Compliance, Information Services and Customer Care units launched the 2022 bond series earlier than anticipated, which resulted in savings to our NJCLASS borrowers.

Throughout the summer, we realigned our Customer Contact Center and the Outreach & Communications team to best support the students of New Jersey and their Champions – the counselors, teachers, parents, and financial aid officers throughout the state. The Contact Center responded to nearly 100,000 calls and 40,000 emails with more efficiency, such as shorter hold times and higher resolution rates. The Outreach team increased the number of resources distributed and workshops conducted, with an emphasis on returning to in-person events.

In the fall, our Grants and Scholarships team administered the first year of the Community College Opportunity Grant expanded eligibility Tier 2, and provided their expertise and guidance to Financial Aid Officers at four-year public schools who implemented the inaugural semester of the Garden State Guarantee. All the while this team processed TAG awards for nearly 80,000 students pursuing a postsecondary degree in New Jersey.

During the winter holiday season, our recently created Loan Redemption Team announced new opportunities for student loan debt reduction available to eligible behavioral healthcare providers and New Jersey college graduates working in STEM fields. All loan redemption programs administered by HESAA were assigned to this team, which works closely with Outreach, Government Relations, Information Services, and our Deputy Chief of Staff to optimize the application process and amplify awareness of these programs.

Not included in the pages of the Annual Report, but more than evident based on the astounding results documented therein, are the behind-the-scenes efforts of the HESAA Human Resources, Tech Services, and Facility teams that provide a safe and stable working environment for all HESAA staff, and supported the unprecedented onboarding of 31 new employees and promotion of 10 individuals in 2022.

Once again our Annual Report confirms that the HESAA family works diligently on a daily basis to advance the mission-critical work of the Authority. Specifically, I encourage everyone at HESAA, our esteemed Board members, and the public to be inspired by the brief bios found on page 21 of our 2022 retirees, each of whom served New Jersey students for at least a quarter century.

With your approval today, this final report will be posted to our website and submitted to the Governor's office as required by the Executive Order.

A motion to approve Resolution 07:23 was made by Dr. Brian Bridges and seconded by Ms. Beatrice Daggett.

Chairwoman Van Horn commended the report on a whole and more specifically, the focus on the hard work of the retirees and current employees.

The motion passed unanimously.

## **REPORT OF THE PROGRAM REVIEW AND QUALITY CONTROL COMMITTEE**

Jill Schmid, Director of Audits and Quality Assurance, provided the following report:

Good morning Chairwoman Van Horn and members of the board– my name is Jill Schmid and I am the Director of HESAA’s Audits and Quality Assurance department.

New Jersey’s Statutes define HESAA’s powers to perform audit and review functions, including federally mandated lender and school reviews, campus-level State student financial aid program reviews, and State-mandated annual internal control reviews. To ensure HESAA’s programs are in compliance with Federal and State statutes, regulations, policies, and procedures, the Audits and Quality Assurance unit conducts institutional management reviews focusing on State grant and scholarship programs, special counsel reviews of HESAA’s collection attorneys, internal control evaluations, reviews of New Jersey institutions’ single audit reports, and quality assurance reviews of HESAA’s programs.

On April 14th, HESAA’s Audits and Quality Assurance department met with the Board’s Program Review and Quality Control Committee to discuss its accomplishments and progress during the 2022-2023 review cycle, as well as the proposed review schedule for the upcoming year. I am pleased to report that the Audits and Quality Assurance department has had a successful year and would like to share some highlights from our meeting:

The Audits and Quality Assurance department conducts institutional reviews to ensure State grants and scholarship programs are administered in accordance with all relevant Federal and State statutes, regulations, policies, and procedures. This past year, our team worked on seven full-scale reviews and four limited reviews. Three of those reviews were closed with refunds totaling over \$217,000. Issues identified during the reviews have been corrected. Five more reviews are in progress with two in the report stage and three close to the report stage. All five are expected to close by the end of the quarter. Three reviews were recently announced and requested documents have been received. Per the current review schedule, two more reviews will be announced by the end of the quarter. The proposed 2023-2024 review schedule includes four full and four limited management reviews. New components have been and will continue to be added to the review process as programs, statutes, and regulations go into effect. Examples are shopping sheets, financial aid award letters, 3+1 programs, and now the Garden State Guarantee program.

This is a good segue into the review of the Garden State Guarantee (GSG) program in its inaugural semester. The Audits and Quality Assurance team performed a review of the GSG implementation

during the fall 2022 semester at all 13 participating institutions and campuses, and also performed analysis to assess compliance with each school's Maintenance of Effort requirements. We will conduct additional analysis when spring data becomes available next month.

HESAA contracts with four Attorney firms to perform collection activities on defaulted NJCLASS loans. The Audits and Quality Assurance team reviews these special counsels to verify their compliance with regulations for administering defaulted loans. One of those reviews is in the final stage and should be closing by the end of the quarter, and one review was recently announced. An additional review is planned to commence before the end of the year.

HESAA completed the 2022 annual internal control self-assessment as required by OMB and submitted its certified internal control assessment report in June 2022. No significant weaknesses were identified during this process. The 2023 internal control assessment is currently underway and the certified report is due by July 1, 2023.

HESAA continues to review New Jersey higher education institutions' Single Audit Reports annually. This process helps identify potential issues that may impact State programs. In addition to reviewing the reports, we are responsible for updating Treasury's Grantee Single Audit System with our review results. No special audits were required as a result of this past year's single audit report review process.

The Audits and Quality Assurance department is involved with monitoring compliance with various laws. This includes reviewing and tracking school certifications of compliance, financial aid award letters, and financial aid shopping sheets. As new laws are passed, the Audits & Quality Assurance team will continue to monitor institutions' compliance with all applicable laws.

Additionally, as new programs are introduced, we will adapt the review testing to include any additions and changes to ensure the schools are administering the grants and scholarship programs correctly.

This past year was very productive for the Audits and Quality Assurance team. We continued to perform management reviews, attorney counsel reviews, single audit report reviews, and assisted various HESAA departments with a number of internal projects. The proposed 2023-2024 review schedule, which has been provided in your Board materials, continues the pace of reviews we have been performing in the past, while still allowing flexibility for ad-hoc reviews, new program, adjustments, and special projects as needed.

The proposed review schedule was approved by the Program Review and Quality Control committee on April 14<sup>th</sup> and it is requested that the board approves the schedule today. Thank you.

A motion to accept the Program Review and Quality Control Report and the review schedule for FY 2024 was made by Ms. Jean McDonald Rash and seconded by Ms. Beatrice Daggett.

Chairwoman Van Horn commented on the hard work of the Audits and Quality Assurance team.

The motion passed unanimously.

## **EXECUTIVE DIRECTOR’S REPORT**

Executive Director David Socolow gave the following report:

Thank you Chairwoman Van Horn, members of the Board, and distinguished guests. It’s my honor to outline the plans for the programs of the Higher Education Student Assistance Authority (HESAA) that Governor Murphy proposed in his Fiscal Year 2024 budget, as well as to provide several other important updates on HESAA’s work.

### **Summer TAG Pilot in 2023**

On April 5, 2023 Governor Murphy signed P.L. 2023, c.34 into law, authorizing HESAA to award summer tuition aid grants (Summer TAG) in the summer of 2023, using available funding from the current 2023 Fiscal Year. In this case, the word “summer” is a bit of a misnomer, as many colleges and universities start “summer” terms in mid-May and run them through August.

Offering grants to help TAG-eligible students pay for college coursework during summer terms was the top recommendation of the TAG Study Commission’s final report in October 2022. That same month, this Board’s Budget Policy Statement also urged State policymakers to enact this enhancement. Providing financial aid to students while they are enrolled in summer classes offers them an opportunity to complete their degrees faster with less student loan debt. Recently published research tracked the outcomes for students nine years after receiving federal Year-Round Pell grants in the summer, and found that students completed faster, graduated at higher rates, and earned significantly more income after college.

Under this year’s Summer TAG pilot, eligible students will receive awards during the summer terms starting this month and running through August 2023, as a “trailer” to the academic year 2022-2023. These Summer TAG awards are available only to eligible students who received TAG in the fall 2022 and/or spring 2023 semesters.

### **Fiscal Year 2024 Budget Proposals**

#### **I. New Jersey College Promise**

In Fiscal Year 2024, Governor Murphy proposes to expand the New Jersey College Promise to make college affordable for more students, by increasing the annual income threshold up to \$100,000 starting in the upcoming academic year.

The College Promise consists of two financial aid programs, the Community College Opportunity Grant (CCOG) Program and the Garden State Guarantee (GSG), which together create an affordable pathway for New Jersey students to earn a college degree, by covering a

significant portion or all of their tuition and fees that are not already covered by other financial aid and scholarships. The funding proposed for Fiscal Year 2024, which totals \$134 million, will support the expansion of both programs to cover more students, by providing \$94.4 million for GSG and \$39.8 million for CCOG.

Starting next year, HESAA will administer both of these State student aid programs to ensure consistency and alignment across the state's College Promise policies, based on the protocols and procedures that we have used for the Community College Opportunity Grant over the past four years. Together, these two programs are supporting approximately 29,000 students in the current academic year. The Governor's proposal will expand benefits to 5,000 more students, supporting a projected total of 35,000 students next academic year.

Under the College Promise, students with adjusted gross incomes (AGIs) between \$0 and \$65,000 have a tuition-free net price guarantee, paying \$0 for annual tuition and required fees. Students in the second tier of eligibility, those with AGIs is between \$65,001-\$80,000, pay a maximum net price for tuition and fees of no more than \$7,500 per year in year three or four at a senior public college or university; students in this income category are eligible for CCOG awards that cover up to half the cost of tuition. During this inaugural year of the Garden State Guarantee program, 14,000 students are receiving GSG awards in year three or four of their bachelor's degree program at a senior public institution, and Community College Opportunity Grants are supporting more than 15,000 county college students. The proposed new third tier of eligibility for students with family incomes between \$80,001 and \$100,000 will make college more affordable for many students who typically do not qualify for need-based aid, and will reduce the "eligibility cliff" in the College Promise program.

## **II. Tuition Aid Grants (TAG)**

Governor Murphy's Fiscal Year 2024 budget recommends additional support for TAG-eligible students. The Tuition Aid Grant is New Jersey's premiere need-based college financial aid program, serving as the foundation for all other financial aid and helping nearly 80,000 students pay for tuition at a New Jersey college or university. The budget will add \$15 million to boost the per-student award amount for approximately 22,000 students with the most constrained ability to pay for college. This was another one of the recommendations of the TAG Study Commission, and was included in the HESAA Board's Budget Policy Statement last fall, due to the strong evidence from independent researchers at the RAND Corporation who found significant improvements in graduation rates associated with an increase of \$1,000 in the amount of the TAG award for students with the highest level of financial need. Increasing TAG will help increase degree completion and decrease student debt.

This proposed enhancement next year will build on the key policies in effect during the current academic year, which the Board approved last July using TAG's Fiscal Year 2023 funding not only to boost all award values by three percent across the board, but also to revise eligibility rules to benefit more students. As a result, this year HESAA increased the TAG award amounts for working adult students, by increasing the income protection allowance (IPA) for about 2,000 working independent adult students to deliver higher aid amounts in the current school

year than they would have received otherwise. In addition, your actions last July enabled HESAA to eliminate the prior policy of counting Earned Income Tax Credits (EITC) as a form of income when calculating student's financial need. That important change is now in effect for the first time this year, no longer penalizing the TAG award amounts for students from families that receive federal EITC benefits. These changes are already included in the baseline for next year, and the Governor's proposed funding levels will continue strong support for this vital student aid program.

### **III. Governor's Urban Scholarship Expansion for 2023 High School Graduates**

The Governor's budget also funds the policy change for the Governor's Urban Scholarship that we initiated last year, which will begin supporting newly eligible students in academic year 2023-2024. This program offers merit-based scholarships to high school students who reside in one of these designated cities and towns if they rank in the top five percent of their high school class and have at least a cumulative grade point average of 3.0 by the end of their junior year in high school. Eligible students can receive \$1,000 annual merit-based scholarships for up to four years every year of enrollment at a college or university in New Jersey.

Starting with today's high school seniors in the graduating class of 2023, the Governor's Urban Scholarship will cover residents of an expanded list of 33 municipalities. This change broadened the list of 14 cities and towns from which residents were previously eligible when the program was established in 2012. To notify students of their qualification for these scholarships next academic year, this year HESAA staff took on months of intense effort to reach out to potentially eligible students residing in this wider array of localities.

### **IV. New Jersey Pay It Forward**

The Governor's budget will add a proposed \$2.5 million to the funding for the New Jersey Pay It Forward program. This innovative career training fund is now providing zero-interest, zero-fee loans, as well as stipends and wrap-around supports, to eligible career seekers and training program. Last fall Governor Murphy launched this first-in-the-nation initiative in partnership with the NJ CEO Council of leaders of major employers in New Jersey. By combining private donations with public funds to train New Jerseyans for in-demand careers, Pay It Forward is addressing gaps in the labor market and supporting economic growth in our state.

The program as launched last fall will prepare more than 600 New Jerseyans for in-demand, family-sustaining jobs in health care, information technology, and clean energy, through a student-friendly program design. Students borrow interest- and fee-free loans that pay for the cost of occupational training; with zero interest, the balance does not grow over time. The loans also only require affordable repayments based on post-training income, and if Pay It Forward participants do not secure a good job that pays above a reasonable income threshold, they pay nothing. If they haven't repaid the loan in full after five years of repayment, the remaining balance will be forgiven. Also, to further support student success, the program provides living stipends and wrap-around services that students are not required to repay. Any repayments to the fund will be recyclable, to be "paid forward" to provide training to the next cohort of

learners. This stretches out the benefit of the State funds and private donations, enabling the same dollars to train more students than would be possible through direct tuition grants.

The \$2.5 million proposal in the budget will train more students, expanding the Pay It Forward fund to a total of \$15 million, including more than \$5 million in cumulative philanthropic resources donated by the member companies of the New Jersey CEO Council, and building on the State's prior investments of \$5 million in Fiscal Year 2022 and \$2.5 million in the current year.

Four programs that are up and running at three institutions in New Jersey: the nursing program at Hudson County Community College, cybersecurity training at NJIT, and Heating, Ventilation & Air Conditioning as well as welding courses at Camden County College. Together these programs are already serving about 160 students in this first year. We will serve about 570 students using current funding over the next few years; with the additional funding proposed in the Fiscal Year 2024 budget, we expect to raise that level to about 720 students by supporting an additional 150 students through the program and expanding outreach to individuals in critical need populations (such as justice involved, long-term unemployed, and urban underserved individuals).

#### **V. Addressing the Educator Shortage**

Our state is not immune from the nationwide shortage of primary and secondary school teachers. In Fiscal Year 2024, HESAA is slated to implement some of the new investments that Governor Murphy proposed in response to the recommendations of the Task Force on Public School Staff Shortages in New Jersey. These initiatives are a part of a whole-of-government strategy to help build the trained and dedicated workforce needed to provide top-quality education to public school students in our state.

The Fiscal Year 2024 budget includes \$10 million for HESAA to provide stipends to student teachers as they learn their craft. While meeting student-teaching requirements during their final year in college, future teachers often have to cut back on the number of hours they devote to paid employment. Faced with the likelihood of giving up income due to the rigorous time commitment of student teaching, too often potential candidates reconsider their plans to become educators. To mitigate such disincentives, the Governor has proposed this new program to enable candidates to focus on their student teaching experience. This funding will enable HESAA to provide a \$3,000 stipend to more than 3,000 student teachers, through partnerships with approved educator preparation programs at higher education institutions and the financial aid offices at these institutions.

In addition, the budget includes funding for the NJCLASS Teacher Loan Redemption Program, which will pay off up to \$20,000 in NJCLASS student loan debt for recently hired teachers who agree in exchange to serve for up to four years as a teacher in a high-need field within certain eligible public schools.

## **VI. Other Loan Redemption Programs**

The teacher loan redemption program is just one of six different programs that HESAA now administers, helping help individuals pay down student loan debt in exchange for service for multiple years in a designated profession, in order to address the state’s urgent workforce needs. The budget proposes additional funding or continued support for several of these programs. For instance, at today’s meeting the Board approved the regulations for the Behavioral Healthcare Providers Loan Redemption Program, which offers – in exchange for up to six years of service as a direct provider of behavioral healthcare in a community-based setting – up to \$150,000 in repayment of eligible individuals’ cumulative outstanding student loan balances, and additional awards of up to \$5,000 per year in incentive grants for providers who work primarily with children and adolescents for up to those six years. HESAA provided the first round of awards in January 2023 to more than 50 psychiatrists, licensed psychologists, licensed clinical social workers, psychiatric nurse mental health clinical specialists, board certified behavior analysts, licensed clinical alcohol and drug counselors, and licensed professional counselors received benefits in this first year. To continue this initiative, the Governor’s budget recommends \$5 million in state funding and we are planning to provide additional loan redemption through millions more dollars of federal funding from our partnership with the New Jersey Department of Human Services.

The budget also recommends a \$1 million increase in combined funding for the loan redemption program for Nursing Faculty and Primary Care Practitioners, and continues level support for the STEM loan redemption program to match New Jersey employers’ student loan repayments so as to retain talent in high-growth STEM occupations. All of HESAA’s loan redemption programs play an important role in encouraging talented New Jerseyans to serve in critical occupations that the state needs.

## **VII. Additional Student Aid Programs**

The Governor’s Fiscal Year 2024 budget increases funding for the NJ STARS and NJ STARS II program by about \$860,000 to align the appropriations with the projected demand under the current eligibility policies. The budget also maintains level funding for the part-time TAG programs, last year’s new tuition assistance program for part-time students at Thomas Edison State University, and the World Trade Center Scholarship.

## **College Affordability Act**

New Jersey students and families can now enjoy tax deductions that make college more affordable in the beginning, middle, and end of the higher education financing process. Starting with Tax Year 2022 and every year hereafter, New Jerseyans can receive tax deductions for their tuition costs at a New Jersey institution of higher education, their annual contributions to an NJBEST savings account, or their repayments of a NJCLASS loan. More than 48,000 New Jersey taxpayers claimed more than \$280 million in deductions through one of these opportunities, thus saving hundreds or thousands of dollars on state income taxes. These tax benefits of the New Jersey College Affordability Act are making college more affordable in advance for families that save money for future college expenses; more affordable during college while a student is paying tuition at an in-state institution; and more affordable after the fact when they repay a NJCLASS loan.

### **NJCLASS Loans for Academic Year 2023-24**

Thanks to this Board's swift action last spring, HESAA got ahead of rising interest rates and as a result, NJCLASS loans offered very competitive interest rates for academic year 2022-23. We are now looking ahead to academic year 2023-24, as we anticipate announcing the new rates in the middle of next month. As approved at the March Board meeting, we will be eliminating the origination fee on NJCLASS standard in-school loans, for which we will continue to offer three repayment choices. Student loan interest paid is federally tax deductible, and as I just noted the College Affordability Act now provides a State tax deduction for NJCLASS loan repayments. We will also continue the successful ReFI+ and consolidation loan programs.

### **HESAA Staff Updates**

I will conclude by noting several updates on HESAA's remarkable, dedicated staff. First, I would like to acknowledge that we recently bid farewell to Verna Smith, who retired after more than 35 years of service to HESAA, most recently working in our Customer Care Solutions unit as a Student Loan Investigator. She started out working in the Finance unit and then as a Student Loan Investigator, and she was known for being truly helpful in resolving issues for our customers. We wish Verna well and thank her for her years of service.

In addition, HESAA has continued improving our team's capacity. As Margo Chaly noted earlier this morning in presenting the Annual Report, we achieved significant growth during the 2022 calendar year, welcoming 31 new hires and promoting 10 of our existing staff. Now, just since January 2023, we have added another nine (9) new employees, and we promoted one more employee. HESAA has built an incredible team, who strive every day to help the students and families of New Jersey. Thank you.

Chairwoman Van Horn discussed how these programs did not expand overnight and thanked HESAA's staff for the hard work that goes into creating policies and seeing them through to implementation. Bea Daggett reiterated the thought and thanked HESAA's team for their efforts to make the dollars stretch to support these programs.

### **NEW BUSINESS**

#### **Financial Disclosure Statements**

Chairwoman Van Horn reminded the Board members that the Financial Disclosure Statements and Conflict of Interest Forms filing deadline is May 15, 2023.

### **ADJOURNMENT**

Ms. Van Horn advised that the next regularly scheduled Board meeting is Wednesday, July 26, 2023.

A motion to adjourn was made by Ms. Beatrice Daggett and seconded by Mr. Byron Ward. The motion passed unanimously.

The meeting adjourned at 11:06 am.



*State of New Jersey*

HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY

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Governor

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Lt. Governor

DAVID J. SOCOLOW  
Executive Director

**MEMORANDUM**

**TO:** Members, Higher Education Student Assistance Authority Board

**THROUGH:** David J. Socolow *DJS*  
Executive Director

**FROM:** Marnie B. Grodman, Esq. *MBG*  
Director, Legal and Governmental Affairs

**SUBJECT:** Resolution 04:23 - Adopting a Schedule of Meetings for Fiscal Year 2023

**DATE:** April 26, 2023

Attached for your review is Resolution 04:23 recommending dates for the Fiscal Year ("FY") 2024 HESAA Board meetings. The following dates were chosen after polling the Board members regarding their availability.

Wednesday, July 26, 2023  
Wednesday, October 25, 2023  
Wednesday, January 17, 2024  
Wednesday, April 24, 2024

All regular Board meetings will take place at 10:00 a.m. at HESAA offices, 4 Quakerbridge Plaza, Building 2, Hamilton, New Jersey. HESAA may call additional meetings, including online or telephone conference call meetings, at its discretion.

The HESAA Board adopts a regular meeting schedule so that HESAA may notify Board members and the public of future meeting dates. Specific notice of each meeting will be provided to the public in a timely fashion in accordance with the provisions of the Open Public Meetings Act.

Recommendation

It is recommended that the Board approve the attached Resolution 04:23 – Adopting a Schedule of Meetings for Fiscal Year 2024.

Attachment

**RESOLUTION 04:23**

**ADOPTING A SCHEDULE OF MEETINGS  
FOR FISCAL YEAR 2024**

Moved By: Dr. Brian Bridges  
Seconded By: Mr. Byron Ward

**WHEREAS:** Adopting a regular meeting schedule provides general notice to Board members and to the public of meetings of the Higher Education Student Assistance Authority Board; and

**WHEREAS:** The dates for the regular meetings for Fiscal Year 2024 were chosen after polling the Board members regarding their availability; and

**WHEREAS:** The Higher Education Student Assistance Authority may call additional meetings, including telephone conference call meetings; and

**WHEREAS:** Specific notice of each meeting will be provided to the public in accordance with the provisions of the Open Public Meetings Act.

**NOW, THEREFORE, LET IT BE:**

**RESOLVED:** That the Higher Education Student Assistance Authority hereby adopts the following schedule of meetings for Fiscal Year 2024:

Wednesday July 26, 2023  
Wednesday October 25, 2023  
Wednesday January 17, 2024  
Wednesday April 24, 2024

April 26, 2023



*State of New Jersey*  
HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY  
4 QUAKERBRIDGE PLAZA  
PO BOX 545  
TRENTON, NJ 08625-0545  
1-800-792-8670  
www.hesaa.org

PHILIP D. MURPHY  
Governor

SHEILA Y. OLIVER  
Lt. Governor

DAVID J. SOCOLOW  
Executive Director

**MEMORANDUM**

**TO:** Members, Higher Education Student Assistance Authority Board

**THROUGH:** David J. Socolow *DJS*  
Executive Director

**FROM:** Maja Klynsinski *MK*  
Assistant Director, Human Resources

**SUBJECT:** Resolution 05:23 Approving Contractors to Provide Temporary Employment Services

**DATE:** April 26, 2023

**Background**

In order to accomplish its mission of providing students and their families with financial aid and informational resources to pursue their education beyond high school, it is necessary for the Higher Education Student Assistance Authority (HESAA) to supplement its permanent workforce with temporary services contractors and consultants. To ensure that HESAA employs the most qualified temporary services contractors and consultants in the most cost effective manner, on February 17, 2023 HESAA issued three separate Requests for Proposals for Temporary Employment Services, one for Administrative, Office & Clerical positions, one for Finance positions and one for Information Technology positions (individually "RFP-Admin," "RFP-Finance," and "RFP-IT," respectively, and collectively, "RFPs").

HESAA mailed the RFPs to the vendors currently providing employment services for HESAA, as well as other vendors listed on the State contract, and additional vendors that have expressed interest in providing these services for HESAA in the past. The RFPs were also posted on HESAA's website and advertised in the state's NJ Advance Media and Gannett newspapers.

**Selection Process**

The evaluation committee for the RFP-Admin, comprised of HESAA's Assistant Director, Human Resources; Assistant Director, Customer Contact Center; Manager, Customer Contact Center; and Mailroom Supervisor, properly received 17 responsive proposals from the following firms:

22 <sup>nd</sup> Century Technologies Inc. (TSCTI)	Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services	Aston Carter, Inc.	Careers USA
Compunnel Software Group, Inc.	DatamanUSA, LLC	DevCare Solutions Ltd.	Equiliem
Horizon Staffing Resources	IMCS Group	Infojini Inc.	J&J Staffing Resources
LanceSoft, Inc.	Protiviti	RADgov	Health Advocates Network, d/b/a Staff Today
TemPositions			

The evaluation committee for the RFP-Finance, comprised of HESAA's Director, Human Resources; Associate Director, Grants & Scholarships; Controller; and Associate Director, Customer Care Solutions, received 14 responsive proposals from the following firms:

22 <sup>nd</sup> Century Technologies Inc. (TSCTI)	AcctPositions	Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services	Aston Carter, Inc.
Careers USA	Compunnel Software Group, Inc.	DatamanUSA, LLC	DevCare Solutions, Ltd.
Equiliem	Infojini Inc.	J&J Staffing Resources	Protiviti
RADgov, Inc.	Health Advocates Network, d/b/a Staff Today		

The evaluation committee for the RFP-IT, comprised of HESAA's Personnel Assistant 2, Human Resources; Chief Information Officer; Deputy Chief Information Officer, and Senior Systems Architect, properly received 17 proposals from the following firms, however one was deemed not responsive because the proposal was missing required sections:

22 <sup>nd</sup> Century Technologies Inc. (TSCTI)	Cogent Infotech Corporation	CompuForce TemPositions	Crystal Data LLC
DatamanUSA, LLC	DevCare Solutions Ltd.	Effervescent Consulting	Vidhwan Inc. dba E-Solutions
IMCS Group	Infojini Inc.	J&J Staffing Resources	Likeminds Consulting, Inc.
Maestro Technologies, Inc.	RADgov, Inc.	Resource Logistics, Inc.	TEKsystems
V Group Inc.			

Each evaluation committee provided each firm with a qualitative score based on the following criteria:

1. Experience of the bidder;
2. Ability of vendor to provide needed personnel;
3. Ability of vendor to provide needed personnel in a timely manner;
4. The bidder's past performance under similar contracts and/or references; and
5. Additional fees for conversion to fulltime employment and background checks.

The scores, and a summary of each committee’s reasoning for the scores, can be found on the Evaluation Scoresheets.

Once the firms were scored they were then ranked from highest to lowest score. The firms were also ranked from lowest to highest price. The qualitative rankings were weighted at 65% and the price rankings were weighted at 35%. The weighted ranks were totaled and the award recommendations went to the firms with the highest combined ranking.

Based on the combined scores, staff recommends making the following contract awards:

	Primary	Secondary	Tertiary
Admin	22 <sup>nd</sup> Century Technologies Inc.	Aston Carter, Inc.	AppleOne Employment Services
Finance	J&J Staffing Resources	Protiviti	AcctPositions
IT	J&J Staffing Resources	Likeminds Consulting, Inc.	Cogent Infotech Corporation

Additionally, HESAA requested that each firm provide a pass-through rate, for cases in which HESAA finds a qualified temporary services contractor that the Authority wishes to engage to provide temporary services. The firm then hires those individuals as employees and assigns them to HESAA for temporary employment. In such cases, HESAA would set the hourly rate of pay for these individuals and agree to pay the firm a pass-through rate defined as a set percentage above the individual’s hourly rate.

Five firms provided pass-through rates for administrative, office, and clerical positions; five firms provided pass-through rates for finance positions; and three firms provided pass-through rates for information technology positions. Pursuant to the RFPs the pass-through rate contract is to be awarded to one of the three vendors awarded each of the contracts. Therefore, the committee recommends that the Board award a contract for providing temporary services contractors on a pass-through basis for administrative, office, and clerical positions to 22<sup>nd</sup> Century Technologies, Inc. at a rate of 14.50% over the hourly rate paid by the firm to the temporary employee. The committee recommends further that the Board award contracts for providing temporary services contractors on a pass-through basis for finance and information technology positions to J&J Staffing Resources at a rate of 32% above the hourly rate paid by the firm to the temporary employee.

**Recommendation**

It is recommended that the Board approve Resolution 05:23 Appointing Vendors to Provide Employment Services, to award contracts to the firms listed on the chart above for services rendered on an hourly basis, on a pass-through basis for administrative, office, and clerical positions to 22<sup>nd</sup> Century Technologies, Inc. at a rate of 14.50% over the hourly rate paid by the firm to the temporary employee; and on a pass-through basis for finance and information technology positions to J&J Staffing Resources at a rate of 32% above the hourly rate paid by the firm to the temporary employee.

Attachments

**RESOLUTION 05:23**

**APPOINTING VENDORS TO PROVIDE EMPLOYMENT SERVICES**

Moved by: Ms. Beatrice Daggett  
Seconded by: Dr. Brian Bridges

**WHEREAS:** On February 17, 2023 the Higher Education Student Assistance Authority (HESAA) issued three separate Requests for Proposals for Temporary Employment Services, one for Administrative, Office & Clerical positions, one for Finance positions and one for Information Technology positions (individually “RFP-Admin”, “RFP-Finance” and “RFP-IT,” respectively, and collectively “RFPs”); and

**WHEREAS:** HESAA received 17 proposals in response to the RFP- Admin, 14 proposals in response to the RFP- Finance and 17 proposals in response to the RFP- IT; and

**WHEREAS:** An evaluation committee comprised of HESAA’s Assistant Director, Human Resources; Assistant Director, Customer Contact Center; Manager, Customer Contact Center; and Mailroom Supervisor met and reviewed the responses to the RFP-Admin; and

**WHEREAS:** An evaluation committee comprised of HESAA’s Director, Human Resources; Associate Director, Grants & Scholarships; Controller; and Associate Director, Customer Care Solutions met and reviewed the responses to the RFP-Finance; and

**WHEREAS:** An evaluation committee comprised of HESAA’s Personnel Assistant 2, Human Resources; Chief Information Officer; Deputy Chief Information Officer; and Senior Systems Architect met and reviewed the responses to the RFP- IT; and

**WHEREAS:** The evaluation committees ranked the firms based on both a qualitative score and their price proposals and determined the highest ranking firms for each RFP.

**NOW, THEREFORE, LET IT BE:**

**RESOLVED:** That the Board appoints the following vendors to provide employment services on an hourly basis, as listed on the attached pricelist:

	Primary	Secondary	Tertiary
Admin	22 <sup>nd</sup> Century Technologies Inc.	Aston Carter, Inc.	AppleOne Employment Services
Finance	J&J Staffing Resources	Protiviti	AcctPositions
IT	J&J Staffing Resources	Likeminds Consulting, Inc.	Cogent Infotech Corporation

And be it further,

**RESOLVED:** That the Board appoints 22<sup>nd</sup> Century Technologies, Inc. to provide employment services on a pass-through basis for Administrative, Office, and Clerical positions at a rate of 14.5% over the hourly rate paid to the temporary employee;

And be it further,

**RESOLVED:** That the Board appoints J&J Staffing Resources to provide employment services on a pass-through basis for Finance and Information Technology positions at a rate of 32% over the hourly rate paid to the temporary employee.

April 26, 2023

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: 22nd Century Technologies Inc.  
(TSCTI)

Date: March 30, 2023

Comments: They have local headquarters in Princeton and fulfill the State contract for staffing services. Experienced staffing over 20,000 people in multiple Administrative, Office, and Clerical positions. They have a 96% employee retention rate. Provided hourly breakdown of timeline for 24-48 hours for finalization.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	9	9	7	20	660
Ability to provide appropriate personnel	8	9	9	7	40	1320
Ability to provide appropriate personnel in a timely manner	8	7	8	8	20	620
References	8	9	9	7	15	495
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						<b>3175</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
 RFP: Employment Services - Administrative, Office & Clerical

Bidder: Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services

Date: March 30, 2023

Comments: They place over 145,00 people nationwide. They will complete a customized evaluation process for HESAA including in-depth, in-person interviews as well as a review of job requirements and expectations. They have four-hour turnaround time to place non-specialty positions. Certified minority/woman owned business. Specialize in providing opportunities to disadvantaged employees and minorities.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	9	6	7	7	9	20
Ability to provide appropriate personnel	8	7	8	8	7	40
Ability to provide appropriate personnel in a timely manner	8	7	7	7	8	20
References	6	6	7	7	6	15
Additional Fees (conversion and background checks)	4	4	4	4	4	5
<b>Total:</b>						2875

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: Aston Carter, Inc.

Date: March 30, 2023

Comments: They have existing government contracts on federal, state, and local levels and an 80% successful placement rate across higher education partnerships. If they fail to find a suitable candidate within 48 hours they will reach out to HESAA to see if they need to adjust their approach. They are committed to diversity, equity, and inclusion.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	7	7	7	20	560
Ability to provide appropriate personnel	6	8	7	7	40	1120
Ability to provide appropriate personnel in a timely manner	7	7	7	7	20	560
References	6	6	7	6	15	375
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						2695

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: Careers USA

Date: March 30, 2023

Comments: They do not have a New Jersey office, the closest office is in Philadelphia. They conduct behavioral based interviews to evaluate communication skills and planning and decision-making aptitude. Management conducts regular reviews and audits of their employees and will hold weekly/monthly/quarterly reviews with HESAA's hiring staff to discuss the performance of their employees. Candidate availability is confirmed multiple times per week. Certified woman owned business enterprise. headquarters or office.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	6	7	6	20	540
Ability to provide appropriate personnel	7	7	7	7	40	1120
Ability to provide appropriate personnel in a timely manner	5	6	7	6	20	480
References	5	5	6	5	15	315
Additional Fees (conversion and background checks)	4	4	4	4	4	80
<b>Total:</b>						<b>2535</b>

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: Compunnel Software Group, Inc.

Date: March 30, 2023

Comments: They are locally based and current clientele including state and higher education entities. Their transition rate of temporary to permanent employees is 35% and they have been averaging 45% year over year placement growth. They are a minority business enterprise.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	6	8	8	20	580
Ability to provide appropriate personnel	7	7	7	7	40	1120
Ability to provide appropriate personnel in a timely manner	7	6	7	7	20	540
References	5	5	7	7	15	360
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						<b>2680</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: DatamanUSA, LLC

Date: March 30, 2023

Comments: They have a local New Jersey office but most of their clients appear to be out of state. They have contracts with more than 12 local city and government agencies and a lot of higher education experience. They received a 95% rating from a survey of current customers. Detailed a meticulous screening process and process for backfilling positions.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	6	7	8	20	560
Ability to provide appropriate personnel	5	6	7	7	40	1000
Ability to provide appropriate personnel in a timely manner	5	6	7	7	20	500
References	5	5	7	4	15	315
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						<b>2455</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: DevCare Solutions, Ltd.

Date: March 30, 2023

Comments: While they list New Jersey clients, such as the Departments of Labor and Treasury, they do not list a New Jersey office. Over the last 5 years they have successfully placed 10,000 temporary employees with Administrative, Office and Clerical skill sets, but the business seemed primarily focused on IT position. Certified minority and woman owned business.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	5	6	7	6	20	480
Ability to provide appropriate personnel	6	7	7	6	40	1040
Ability to provide appropriate personnel in a timely manner	6	6	7	7	20	520
References	5	7	7	7	15	390
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						<b>2510</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: Equiliem

Date: March 30, 2023

Comments: They have a local office and are a certified women business enterprise. They staff to several higher education and State of New Jersey entities. However, their references are misleading because they list the State of New Jersey, but it appears that they are a sub-contractor because the email address is for a corp. Use an enterprise grade system for finding applicants, tracking, ranking and reporting.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	6	7	7	7	20
Ability to provide appropriate personnel	6	7	7	8	8	40
Ability to provide appropriate personnel in a timely manner	5	6	7	8	8	20
References	5	6	6	5	5	15
Additional Fees (conversion and background checks)	4	4	4	4	4	5
<b>Total:</b>						2570

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: Horizon Staffing Resources

Date: March 30, 2023

Comments: Has a local office and over 30 years of experience. Experience with New Jersey state and local government entities. Seemed more focused on healthcare positions. The fees were hard to read as they were handwritten. While they included resumes for their management team they did not provide many details on the business.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	8	6	7	20	560
Ability to provide appropriate personnel	6	5	6	6	40	920
Ability to provide appropriate personnel in a timely manner	4	4	6	6	20	400
References	7	8	6	7	15	420
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						2380

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
 RFP: Employment Services - Administrative, Office & Clerical

Bidder: IMCS Group

Date: March 30, 2023

Comments: Proposal detailed a wide array of resources to attract talent including their comprehensive recruitment methodology process to customize the candidates that can meet HESAA's needs. . They will ensure all candidates are available for an interview within 24 hours of submittal of resumes. Still use paper timesheets, but also have an electronic option. They support local, state and federal government offices. They are located out of Texas and do not list any New Jersey offices. Certified MBE and WBENC.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	8	7	7	7	20
Ability to provide appropriate personnel	6	8	8	8	6	40
Ability to provide appropriate personnel in a timely manner	6	6	7	7	6	20
References	6	6	7	7	6	15
Additional Fees (conversion and background checks)	4	4	4	4	4	5
<b>Total:</b>						2635

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
 RFP: Employment Services - Administrative, Office & Clerical

Bidder: Infojini, Inc.

Date: March 30, 2023

Comments: Company has a local presence and experience within New Jersey. They have an extensive resume database with over 2 million candidates, including staff ready to work for HESAA now. Have many higher education clients. They are a minority owned business with over 700 employees. Proposal included detail on their extensive recruitment and screening process, including an avenue for employer feedback and a pre-vetted resume database.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	9	8	6	20	580
Ability to provide appropriate personnel	7	9	8	7	40	1240
Ability to provide appropriate personnel in a timely manner	7	6	8	7	20	560
References	6	8	8	8	15	450
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						2910

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: J&J Staffing Resources

Date: March 30, 2023

Comments: Has a long-standing relationship with HESAA. Locally based, veteran owned company with over 50 years of experience. Their screening process is not detailed and the skill-set of existing pool not clear.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	9	7	7	9	20	640
Ability to provide appropriate personnel	6	6	6	6	40	960
Ability to provide appropriate personnel in a timely manner	8	6	6	7	20	540
References	8	6	6	7	15	405
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						2625

# Evaluation Sheet

Higher Education Student Assistance Authority  
 RFP: Employment Services - Administrative, Office & Clerical

Bidder: LanceSoft, Inc.

Date: March 30, 2023

Comments: Have experience in New Jersey but do not have a New Jersey office. List only one client in New Jersey. Their closest office is in Philadelphia which leaves the evaluators unsure as to whether they recruit New Jersey residents. Proposal demonstrated ability to place workers in a short amount of time. Minority Owned Business ENTERprise. Proposal stated that they have 15 million qualified staffers, out of which 1 million match the requirements of HESAA.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	7	7	7	20	540
Ability to provide appropriate personnel	6	7	7	6	40	1040
Ability to provide appropriate personnel in a timely manner	5	6	6	6	20	460
References	5	6	7	6	15	360
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						<b>2480</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
 RFP: Employment Services - Administrative, Office & Clerical

Bidder: Protiviti

Date: March 30, 2023

Comments: This proposal was lacking a lot of details. They do not list a New Jersey office and do not explain how they vet the resumes before sending them to HESAA. The training courses they provide for the employees seem helpful.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	8	7	8	20	580
Ability to provide appropriate personnel	4	6	6	5	40	840
Ability to provide appropriate personnel in a timely manner	5	6	6	5	20	440
References	5	7	7	4	15	345
Additional Fees (conversion and background checks)	4	4	4	4	5	80
<b>Total:</b>						<b>2285</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: RADgov, Inc.

Date: March 30, 2023

Comments: Ability to provide employee within 24 hours. No New Jersey references. Located in Florida.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	6	6	6	6	480
Ability to provide appropriate personnel	4	6	6	6	4	800
Ability to provide appropriate personnel in a timely manner	4	6	6	6	4	400
References	5	6	6	6	4	315
Additional Fees (conversion and background checks)	4	4	4	4	4	80
<b>Total:</b>						<b>2075</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
 RFP: Employment Services - Administrative, Office & Clerical

Bidder: Health Advocates Network, Inc.,  
 d/b/a Staff Today

Date: March 30, 2023

Comments: Primarily focused on the healthcare industry. No local offices. Ability to immediately offer an alternative employees option if a hire does not work out. Aim to have one to two years of experience for the staff they supply to HESAA. They only list 25,000 as placement in Administrative positions.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	5	6	6	6	6	460
Ability to provide appropriate personnel	5	7	7	7	5	960
Ability to provide appropriate personnel in a timely manner	5	6	7	7	5	460
References	5	6	7	7	5	345
Additional Fees (conversion and background checks)	4	4	4	4	4	80
<b>Total:</b>						<b>2305</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Administrative, Office & Clerical

Bidder: TemPositions

Date: March 30, 2023

Comments: No New Jersey presence. Their office is in New York City. Has 61 years of experience and 60% of their clients are government agencies. Utilizes a fully online hiring system. The hiring system simplifies the process for rehiring temporary employees that were previously assigned to HESAA. There does not seem to be lot of hands-on assistance from the staff.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	9	7	9	9	9	680
Ability to provide appropriate personnel	6	6	5	5	7	960
Ability to provide appropriate personnel in a timely manner	6	6	5	5	7	480
References	6	6	5	5	6	345
Additional Fees (conversion and background checks)	4	4	4	4	4	80
<b>Total:</b>						<b>2545</b>

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

**Higher Educations Student Assistance Authority  
Employment Services  
Adminstrative, Office & Clerical**

Firm	Price Rank (Lowest = 17) (35%)	Score	Score rank (best = 17) (65%)	Total	Final Rank (best = 1)
22nd Century Technologies Inc.	13	3175	17	15.6	1
Apple One Employment Services	10	2875	15	13.25	3
Aston Carter, Inc.	14	2695	14	14	2
CareersUSA	15	2535	8	10.45	8
Compunnel Software Group, Inc.	5	2680	13	10.2	9
DatamanUSA, LLC	1	2455	5	3.6	17
DevCare Solutions Ltd.	17	2510	7	10.5	7
Equiliem	2	2570	10	7.2	11
Horizon Staffing Resources	7	2380	4	5.05	15
IMCS Group	8	2635	12	10.6	6
Infojini Inc.	3	2910	16	11.45	5
J&J Staffing Resources	16	2625	11	12.75	4
LancSoft, Inc.	6	2480	6	6	12
Protiviti	12	2285	2	5.5	14
RADgov	9	2075	1	3.8	16
Staff Today	11	2305	3	5.8	13
TemPositions	4	2545	9	7.25	10

**Higher Educations Student Assistance  
Authority  
Employment Services - Pass-through rate  
Administrative, Office & Clerical**

Firm	% over hourly rate
22nd Century Technologies Inc.	14.50%
Aston Carter	29.00%
Careers USA	36.00%
DatamanUSA	27%
Horizon	60%
J&J	32%

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: 22nd Century Technologies Inc.  
(TSCTI)

Date: April 5, 2023

Comments: Has a Local office and is a current state vendor. They have experience with the public sector and in educations. Referenced their work with HESAA and while they have current HESAA contracts, they are not the primary and HESAA has not worked with them to date.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	7	7	7	20	560
Ability to provide appropriate personnel	7	6	6	7	40	1040
Ability to provide appropriate personnel in a timely manner	7	6	6	7	20	520
References	7	7	6	7	15	405
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						2625

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: AcctPositions

Date: April 5, 2023

Comments: Proposal focused on accounting positions. One of their references is from a company HESAA with which HESAA has successfully worked. They list multiple specialized staffing groups and have government clients. No local references. All contacts are online.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	8	8	9	20	640
Ability to provide appropriate personnel	6	8	7	8	40	1160
Ability to provide appropriate personnel in a timely manner	6	8	7	8	20	580
References	5	8	7	8	15	420
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						2900

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Howroyd-Wright Employment Agency, Inc. dba AppleOne Employment Services

Date: April 5, 2023

Comments: Have a local presence but do not list any New Jersey clients. Most of the positions this company fills seem to be out-of-state. While they have a 4-hour turnaround time for non-specialized positions there is no discussion in the proposal of the positions HESAA is seeking through this RFP which leads to concerns as to whether they can provide qualified finance personnel.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	7	8	7	20	560
Ability to provide appropriate personnel	5	6	7	6	40	960
Ability to provide appropriate personnel in a timely manner	5	6	7	7	20	500
References	5	7	6	5	15	345
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						2465

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Aston Carter

Date: April 5, 2023

Comments: They have a local office and New Jersey references While they work with government entities, the positions they fill most often are not the positions HESAA needs most often.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	6	7	6	6	500
Ability to provide appropriate personnel	6	6	7	7	7	1040
Ability to provide appropriate personnel in a timely manner	6	6	7	6	6	500
References	5	7	7	6	6	375
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						<b>2515</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Careers USA

Date: April 5, 2023

Comments: This company did not list any local offices, local references, or any New Jersey clients. They did not provide a timeframe for filling positions. This was a generic proposal that did not necessarily respond to the positions HESAA is seeking to fill.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	7	7	8	20	560
Ability to provide appropriate personnel	4	7	6	7	40	960
Ability to provide appropriate personnel in a timely manner	4	7	6	7	20	480
References	5	7	6	6	15	360
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						2460

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Compunnel Software Group, Inc.

Date: April 5, 2023

Comments: This company has New Jersey references and government experience. Nothing about the proposal stood out to the evaluation committee.

Criteria	Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response					Total
	Score 1	Score 2	Score 3	Score 4	Weight	
Experience	6	7	7	7	20	540
Ability to provide appropriate personnel	6	7	7	6	40	1040
Ability to provide appropriate personnel in a timely manner	5	7	7	6	20	500
References	5	7	6	6	15	360
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						<b>2540</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: DatamanUSA, LLC

Date: April 5, 2023

Comments: This company has a local office and government experience. They list a lot of New York clients but none in New Jersey. The case studies in the proposal show examples of placing people in the titles HESAA is seeking.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	7	6	6	6	20
Ability to provide appropriate personnel	6	7	6	6	6	40
Ability to provide appropriate personnel in a timely manner	6	7	6	6	6	20
References	5	7	7	6	6	15
Additional Fees (conversion and background checks)	5	5	5	5	5	5
<b>Total:</b>						2495

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: DevCare Solutions Ltd.

Date: April 5, 2023

Comments: This company did not list any local offices and all of the references were for IT positions. They did not discuss any finance or accounting positions.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	2	3	3	4	20	240
Ability to provide appropriate personnel	2	3	3	4	40	480
Ability to provide appropriate personnel in a timely manner	2	3	3	4	20	240
References	2	3	3	4	15	180
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						<b>1240</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Equiliem

Date: April 5, 2023

Comments: This company did not list any titles they work with or the amount of time it takes to fill positions. While they listed the State of New Jersey as a reference, the email was for another temp agency.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	4	6	6	6	6	20
Ability to provide appropriate personnel	4	5	6	6	6	40
Ability to provide appropriate personnel in a timely manner	4	5	5	6	6	20
References	4	5	6	6	6	15
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						2095

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Infojini Inc.

Date: April 5, 2023

Comments: This company has a New Jersey office and local clients but they did not list any New Jersey references. While they have a pool of over 500 candidates, they did not provide information on the titles they place most often. It is not clear as to whether they charge a placement fee. The proposal states that if candidate is not satisfactory they do not charge fees for first 80 hours of replacement.

Criteria	Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response					Total
	Score 1	Score 2	Score 3	Score 4	Weight	
Experience	7	7	7	7	7	20
Ability to provide appropriate personnel	7	6	7	7	7	40
Ability to provide appropriate personnel in a timely manner	7	6	7	7	7	20
References	5	6	7	6	6	15
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						2640

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: J&J Staffing Resources

Date: April 5, 2023

Comments: This company has a local office and local references. They are a veteran owned business. Previous experiences have been positive. They do not have a focus on finance and accounting positions.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	8	8	8	8	640
Ability to provide appropriate personnel	7	7	7	7	7	1120
Ability to provide appropriate personnel in a timely manner	7	7	7	7	7	560
References	8	7	7	7	7	435
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						<b>2855</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Protiviti

Date: April 5, 2023

Comments: This company has local references and government experience. Previous experience with the parent company was positive with regards to their ability to provide qualified staff. The staffing focus of the proposal was in the areas of accounting, finance, and technology offices.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	6	5	9	20	560
Ability to provide appropriate personnel	8	7	5	8	40	1120
Ability to provide appropriate personnel in a timely manner	7	7	5	7	20	520
References	8	7	5	7	15	405
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						<b>2705</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: RADgov

Date: April 5, 2023

Comments: This company is based in Florida. While they listed some New Jersey clients, the committee is concerned about their ability to provide local candidates. The proposal focused on their experience providing IT consulting services.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	5	7	6	5	20	460
Ability to provide appropriate personnel	4	6	6	5	40	840
Ability to provide appropriate personnel in a timely manner	4	6	6	5	20	420
References	4	7	6	6	15	345
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						<b>2165</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Finance

Bidder: Health Advocates Network, d/b/a  
Staff Today

Date: April 5, 2023

Comments: This company did not provide any local references. The proposal focused on nursing and healthcare positions, not finance or collections.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	6	5	6	6	20
Ability to provide appropriate personnel	4	5	5	5	5	40
Ability to provide appropriate personnel in a timely manner	4	5	6	5	5	20
References	4	5	6	5	5	15
Additional Fees (conversion and background checks)	5	5	5	5	5	100
<b>Total:</b>						200

**Higher Educations Student Assistance Authority  
Employment Services  
Finance**

<b>Firm</b>	<b>Price Rank (lowest = 14) (35%)</b>	<b>Score</b>	<b>Score rank (best = 14) (65%)</b>	<b>Total</b>	<b>Final Rank (best = 1)</b>
22 <sup>nd</sup> Century Technologies Inc. (TSCTI)	11	2625	10	10.35	4
AcctPositions	5	2900	14	10.85	3
AppleOne	8	2465	6	6.7	9
Aston Carter, Inc.	7	2515	8	7.65	7
Careers USA	10	2460	5	6.75	8
Compunnel Software Group, Inc.	6	2540	9	7.95	5
DatamanUSA, LLC	1	2495	7	4.9	11
DevCare Solutions Ltd.	14	1240	1	5.55	10
Equiliem	3	2095	3	3	14
Infojini, Inc.	2	2640	11	7.85	6
J&J Staffing Resources	13	2855	13	13	1
Protiviti	12	2705	12	12	2
RADgov	4	2165	4	4	13
Staff Today	9	2020	2	4.45	12

**Higher Educations Student Assistance Authority  
Employment Services - Pass-through rate  
Finance**

<b>Firm</b>	<b>% over hourly rate</b>
22 <sup>nd</sup> Century	14.50%
Aston Carter	29.00%
Careers USA	36.00%
DatamanUSA	25.00%
J&J	32.00%

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: 22nd Century Technologies Inc.  
(TSCTI)

Date: April 5, 2023

Comments: This is a local company and they have the State contract. They have federal, state and New Jersey specific referenes. Their experience is mostly in providing non-IT positions. They have experience supplying talent to PHEAA, an agency similar to HESAA in Pennsylvania. Minority owned.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	6	5	8	20	540
Ability to provide appropriate personnel	8	5	6	7	40	1040
Ability to provide appropriate personnel in a timely manner	7	5	5	8	20	500
References	7	5	8	8	15	420
Additional Fees (conversion and background checks)	7	5	5	5	5	110
<b>Total:</b>						2610

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Cogent Infotech Corporation

Date: April 5, 2023

Comments: This company is not local and does not list any New Jersey references. They are located in Pittsburgh so their talent pool does not appear to be local. They supply DBS analysts and java administrators to other entities and have a stated turnaround time of 5 working days.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	5	6	8	20	520
Ability to provide appropriate personnel	7	5	6	6	40	960
Ability to provide appropriate personnel in a timely manner	8	5	6	8	20	540
References	7	5	8	6	15	390
Additional Fees (conversion and background checks)	7	5	5	5	5	110
<b>Total:</b>						2520

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: CompuForce

Date: April 5, 2023

Comments: All of this company's references are in New York. Sixty percent of their clients are government entities. Their turnaround time is 5-10 days. There were not a lot of details in the proposal.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	5	9	10	20	600
Ability to provide appropriate personnel	6	5	5	6	40	880
Ability to provide appropriate personnel in a timely manner	6	5	5	7	20	460
References	6	5	7	6	15	360
Additional Fees (conversion and background checks)	6	5	5	5	5	105
<b>Total:</b>						2405

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Crystal Data LLC

Date: April 5, 2023

Comments: This is a local company with State experience. The proposal is silent on experience and recruitment time. It is a Minority Business Entity.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	5	5	5	1	20
Ability to provide appropriate personnel	6	5	6	6	6	40
Ability to provide appropriate personnel in a timely manner	6	5	5	5	1	20
References	6	5	7	7	7	15
Additional Fees (conversion and background checks)	6	5	5	5	5	105
<b>Total:</b>						2080

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: DatamanUSA, LLC

Date: April 5, 2023

Comments: This company is located in Florida and does not list New Jersey references. The proposal is geared towards positions in higher education as opposed to HESAA's IT personnel needs. Their onboarding time is 7-10 days. This is a Minority owned company with a workforce of 150-200.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	5	5	5	8	520
Ability to provide appropriate personnel	7	5	5	6	6	960
Ability to provide appropriate personnel in a timely manner	7	5	5	5	7	480
References	7	6	7	7	7	405
Additional Fees (conversion and background checks)	7	4	4	5	5	105
<b>Total:</b>						<b>2470</b>

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response



# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Effervescent Consulting

Date: April 5, 2023

Comments: This proposal was deemed non-responsive as it did not include any of the required forms or a price sheet.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience					20	0
Ability to provide appropriate personnel					40	0
Ability to provide appropriate personnel in a timely manner					20	0
References					15	0
Additional Fees (conversion and background checks)					5	0
<b>Total:</b>						0

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Vidhwan Inc. dba E-Solutions

Date: April 5, 2023

Comments: This company has a New Jersey office and one of the listed references is in New Jersey. They have less than seven years experience and placement time is 2-4 weeks. This is a Minority Business Entity.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	5	6	8	20	520
Ability to provide appropriate personnel	7	5	6	6	40	960
Ability to provide appropriate personnel in a timely manner	6	5	6	7	20	480
References	7	5	7	6	15	375
Additional Fees (conversion and background checks)	7	4	5	5	5	105
<b>Total:</b>						<b>2440</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: IMCS Group

Date: April 5, 2023

Comments: This company is out of Texas and has no New Jersey presence. They have 20 years of experience and a turnaround time of 48 hours. Highlighted their recruitment of minority workers via HBCU's and Women in Tech. They only list non-programming positions.

Criteria	Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response					Total
	Score 1	Score 2	Score 3	Score 4	Weight	
Experience	8	5	6	8	20	540
Ability to provide appropriate personnel	9	5	6	6	40	1040
Ability to provide appropriate personnel in a timely manner	8	5	5	3	20	420
References	8	5	7	5	15	375
Additional Fees (conversion and background checks)	8	6	5	5	5	120
<b>Total:</b>						<b>2495</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Infojini Inc.

Date: April 5, 2023

Comments: This company has a New Jersey office but does not list any New Jersey references. They have 16 years of experience, employ 150 recruiters and highlighted their database of resumes. This company is Minority owned and is focused on diversity and inclusion. Onboarding time is 3-10 days. It is not clear as to whether they charge a placement fee. The proposal states that if candidate is not satisfactory they do not charge fees for first 80 hours of replacement.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	9	5	6	7	20	540
Ability to provide appropriate personnel	8	5	6	6	40	1000
Ability to provide appropriate personnel in a timely manner	8	5	6	8	20	540
References	8	5	7	5	15	375
Additional Fees (conversion and background checks)	8	5	5	5	5	115
<b>Total:</b>						2570

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: J&J Staffing Resources

Date: April 5, 2023

Comments: This is a veteran owned business, with a New Jersey office and \$5 years of experience. Turnaround time is 2-10 days depending on title. This company is strong on administrative, clerical and office placements.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	5	9	7	20	580
Ability to provide appropriate personnel	8	5	5	6	40	960
Ability to provide appropriate personnel in a timely manner	8	5	5	7	20	500
References	8	5	8	6	15	405
Additional Fees (conversion and background checks)	8	8	5	5	5	130
<b>Total:</b>						<b>2575</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Likeminds Consulting, Inc.

Date: April 5, 2023

Comments: This is a New Jersey company with over seven years of experience successfully placing IT staff with HESAA. They have strong federal references and their turnaround time is 5 days.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	7	8	7	20	580
Ability to provide appropriate personnel	7	6	9	10	40	1280
Ability to provide appropriate personnel in a timely manner	7	7	9	10	20	660
References	7	7	7	10	15	465
Additional Fees (conversion and background checks)	7	7	5	5	5	120
<b>Total:</b>						<b>3105</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Maestro Technologies, Inc.

Date: April 5, 2023

Comments: This is a local company out of Trenton that works with the city of Trenton. They have 20 years of experience. This was the only company that listed a conversion fee.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	5	6	6	1	360
Ability to provide appropriate personnel	6	5	6	6	6	920
Ability to provide appropriate personnel in a timely manner	6	5	6	6	1	360
References	6	5	7	4	4	330
Additional Fees (conversion and background checks)	6	5	5	5	1	85
<b>Total:</b>						<b>2055</b>

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: RADgov, Inc.

Date: April 5, 2023

Comments: This company is based in Florida. They have 17 years of experience and list a 24 hour turnaround time. They list a wide ranging client base including other state gov agencies and US House of Representatives. This is a Minority Business Entity.

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	7	5	6	6	20	480
Ability to provide appropriate personnel	8	5	7	6	40	1040
Ability to provide appropriate personnel in a timely manner	7	5	7	1	20	400
References	6	5	7	4	15	330
Additional Fees (conversion and background checks)	6	5	5	5	5	105
<b>Total:</b>						<b>2355</b>

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: Resources Logistics, Inc.

Date: April 5, 2023

Comments: This proposal focused on the company's higher education clients and not the IT positions HESAA is seeking. They have worked with other New Jersey agencies. Minority owned.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	5	7	8	20	520
Ability to provide appropriate personnel	6	5	6	6	40	920
Ability to provide appropriate personnel in a timely manner	6	5	6	1	20	360
References	6	5	7	5	15	345
Additional Fees (conversion and background checks)	6	5	5	5	5	105
<b>Total:</b>						2250

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: TEKsystems

Date: April 5, 2023

Comments: This company's local office is in Pennsylvania. They have 24 years of experience, including experience in New Jersey. They have successfully placed talent with HESAA in the past and provided strong references of education clients in both New Jersey and Pennsylvania. They highlighted diversity, equity, and inclusion as a priority and maintain business relationships with 110 minority and veteran owned businesses.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response						
Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	8	7	9	8	20	640
Ability to provide appropriate personnel	8	7	7	9	40	1240
Ability to provide appropriate personnel in a timely manner	8	5	7	10	20	600
References	8	7	8	9	15	480
Additional Fees (conversion and background checks)	8	4	5	5	5	110
<b>Total:</b>						3070

# Evaluation Sheet

Higher Education Student Assistance Authority  
RFP: Employment Services - Information Technology

Bidder: V Group, Inc.

Date: April 5, 2023

Comments: This is a local company with an office in East Windsor. This company worked as a consultant with MTA and other large organizations. Their turnaround time is 7-10 business days. They have 22 years of experience but did not include any New Jersey references. The proposal was very detailed and included project examples relevant to HESAA's needs. This company is a Women Owned and Minority Business Enterprise.

Scoring: 9-10 = Excellent 7-8 = Very Good 5-6 = Good 3-4 = Fair 1-2 = Poor 0 = No Response

Criteria	Score 1	Score 2	Score 3	Score 4	Weight	Total
Experience	6	6	7	8	20	540
Ability to provide appropriate personnel	5	5	7	6	40	920
Ability to provide appropriate personnel in a timely manner	5	5	6	3	20	380
References	7	6	7	7	15	405
Additional Fees (conversion and background checks)	5	4	5	5	5	95
<b>Total:</b>						2340

**Higher Educations Student Assistance Authority  
Employment Services  
Information Technology**

<b>Firm</b>	<b>Price Rank (lowest = 17) (35%)</b>	<b>Score rank (best = 17) (65%)</b>		<b>Total</b>	<b>Final Rank (best = 1)</b>
22 <sup>nd</sup> Century Technologies Inc	5	15	2610	11.5	5
Cogent Infotech Corporation	12	12	2520	12	3
CompuForce TemPositions	1	8	2405	5.55	15
Crystal Data LLC	11	3	2080	5.8	14
DatamanUSA, LLC	3	10	2470	7.55	10
DevCare Solutions Ltd.	13	5	2300	7.8	9
Effervescent Consulting	0	0	0	0	0
E-Solutions	7	9	2440	8.3	8
ICMS Group	10	11	2495	10.65	6
Infojini, Inc.	6	13	2570	10.55	7
J&J Staffing Resources	16	14	2575	14.7	1
Likeminds Counsilting, Inc.	9	17	3105	14.2	2
Maestro Technologies, Inc.	15	2	2055	6.55	13
RADgov, Inc.	8	7	2355	7.35	12
Resource Logistics, Inc.	14	4	2250	7.5	11
TEKsystems	4	16	3070	11.8	4
V Group Inc.	2	6	2340	4.6	16

<b>Higher Educations Student Assistance Authority Employment Services - Pass-through rate Information Technology</b>	
<b>Firm</b>	<b>% over hourly rate</b>
22 <sup>nd</sup> Century	14.50%
DatamanUSA	20.00%
J&J	32.00%



*State of New Jersey*

HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY

4 QUAKERBRIDGE PLAZA

PO Box 545

TRENTON, NJ 08625-0545

1-800-792-8670

[www.hesaa.org](http://www.hesaa.org)

PHILIP D. MURPHY  
Governor

SHEILA Y. OLIVER  
Lt. Governor

DAVID J. SOCOLOW  
Executive Director

**MEMORANDUM**

**TO:** Members, Higher Education Student Assistance Authority

**THROUGH:** David J. Socolow *DJS*  
Executive Director

**FROM:** Marnie B. Grodman *MBG*  
Director, Legal & Governmental Affairs  
Administrative Practice Officer

**SUBJECT:** Resolution 06:23 Adopting New Rules Governing the Behavioral Healthcare Provider Loan Redemption Program

**DATE:** April 26, 2023

**Background**

On June 30, 2022, Governor Murphy signed P.L. 2022, c. 34 (N.J.S.A. 18A:71C-87 et seq.), establishing a loan redemption program for behavioral healthcare providers. The Act provides that the Higher Education Student Assistance Authority ("HESAA" or "the Authority") shall adopt rules necessary for the administration of the Act.

The Act authorizes loan redemption not to exceed \$50,000 of principal and interest of eligible student loan expenses for every two (2) full years of service satisfactorily completed by the program participant, for up to six (6) years of service and a total loan redemption amount not to exceed \$150,000. In addition, program participants who work primarily with children or adolescents are eligible to receive individual incentive grants that shall not exceed \$5,000 annually.

At its October 26, 2022 meeting the Board approved the proposed New Rules Governing the Program, N.J.A.C. 9A:10-9. The proposed new rules, PRN 2022-159, were published in the December 19, 2022 New Jersey Register at 54 N.J.R. 2360(a), posted on the HESAA website at HESAA.org, and sent to the Statehouse news media; secondary notice was emailed to interested parties and a press release was distributed to the news media. The 60-day legislative review period for this rule expired on January 6, 2023, with no comments received. The public comment period expired on February 17, 2023. HESAA received seven comments from the following members of

the public: 1) Jennifer Galuppo, LPC, LMHC, Clinical Program Manager Children's Behavioral Health, Hackensack Meridian Jersey Shore University Medical Center; 2) Carly Kasten, MSW, LSW, Clinical Therapist, Children's Behavioral Health, Hackensack Meridian; 3) Kenneth J. Gill, Ph.D., Associate Dean for Faculty Development, Chairperson, Professor, Department of Psychiatric Rehabilitation and Counseling Professions, Director, Psychiatric Rehabilitation Co-director, Region II Mental Health Technology Transfer Center, Rutgers School of Health Professions; 4) Collan B. Rosier, Vice President of Government Relations, Pyramid Healthcare; 5) Kathryn Campbell, LSW, Clinician I, SPIRIT Program; 6) Debra L. Wentz, Ph.D., President and CEO, New Jersey Association of Mental Health and Addiction Agencies, Inc.; and 7) Sara Moyano, Substance Abuse Counselor.

The comments, along with HESAA's responses, are summarized below:

1. COMMENT: Jennifer Galuppo stated that behavioral health professionals deserve to be credited for the hard work, dedication and sacrifices made over the past few years and should be permitted to submit requests for forgiveness retroactively to include time served during the pandemic, as early as March 2020.

RESPONSE: The purpose of the Behavioral Healthcare Provider Loan Redemption Program (the "Program") is to address the current need for qualified community providers of behavioral and mental health services in New Jersey by providing an incentive for professionals to both enter and remain in these fields going forward. Therefore, the Program provides redemption at the completion of a participant's two years of service, after the participant's application is accepted and the participant agrees to the prospective employment service obligation in the Program contract. Current behavioral healthcare providers are encouraged to apply for the Program and to provide their needed services for an additional two to six years in exchange for future loan redemption. Because the statute does not allow Program participants to receive loan redemption in exchange for years of service prior to Program's start date, HESAA declines to adopt the commenter's suggestion in the final rule.

2. COMMENT: Carly Kasten, Debra Wentz, and Kathryn Campbell request that eligibility for the Program be extended to Licensed Social Workers and Licensed Associated Counselors. Carly Kasten states that Licensed Social Workers and Licensed Associate Counselors receive master's degrees in their respective majors and then must obtain a minimum amount of clinical hours to become a Licensed Clinical Social Worker or Licensed Professional Counselor, respectively. She adds that since Licensed Social Worker and Licensed Associate Counselor are considered entry-level positions they are paid a lower salary than Licensed Clinical Social Workers and Licensed Professional Counselors. Debra Wentz states that Licensed Social Workers and Licensed Associate Counselors make up a significant portion of the behavioral health workforce and her association believes that their advanced degrees and licensure are in line with the intent and goals of the Program. Cathryn Camp stated that many new professionals are tasked with the difficult decision to accept lower wages at non-profit agencies or turn to private for-profit entities that provide higher compensation and that "Granting these individuals eligibility in the program will increase the financial flexibility of student loan borrowers and incentivize employment at these sites."

Sara Moyano requests that eligibility for the Program be extended to Certified Alcohol and Drug Counselors. Ms. Moyano states that Certified Alcohol and Drug Counselors have the same scope of practice as Licensed Clinical Alcohol Drug Counselors with the only difference being that Certified Counselors are required to practice with appropriate clinical supervision from a license holder.

Kenneth Gill requests that that eligibility for the Program be extended to Licensed Associate Counselors, Licensed Social Workers, Certified Alcohol and Drug Counselors, Certified Psychiatric Rehabilitation Practitioners specially trained to work with persons with serious mental illnesses, Certified Rehabilitation Counselors, Licensed Rehabilitation Counselors, and Licensed Occupational Therapy Assistants.

Collan Rosier requests that eligibility for the Program be extended to include both direct care workers, client-facing workers, as well as those that support direct care workers, including the drivers that transport clients, behavioral health technicians, peer support specialists, and certified recovery specialists.

RESPONSE: HESAA appreciates these comments and is taking all of these requests under advisement. The statutory definition of eligible behavioral healthcare providers lists eligible professionals and authorizes the Executive Director to identify additional professionals for inclusion in the Program. However, the Executive Director must balance the expansion of the list of eligible professionals with the obligation to ensure that the limited funds designated to the Program are targeted to meeting the needs of the State. Therefore, HESAA will not adopt a definition for "Eligible behavioral healthcare providers" at this time and will consider proposing a new definition as part of the forthcoming readoption of Chapter 10 after conducting additional research on which behavioral healthcare provider titles are most needed to fill the behavioral healthcare provider vacancies in the State.

3. COMMENT: Collan Rosier requests an expansion of the definition of "Approved Site" to include private sector providers who serve public sector programs such as Medicaid, Medicare, the Children's Health Insurance Program, the U.S. Department of Veterans Affairs, the U.S. military's TRICARE system, or programs funded by state, county, or municipal governments. Collan Rosier states that insufficient state Medicaid fee-for-service schedule reimbursement rates have not been substantively increased to allow providers to pay more competitive wages to staff in order to be able to provide the capacity the State needs.

RESPONSE: HESAA appreciates this comment and agrees that the purpose of this program is to provide capacity that the State needs. However, HESAA has determined that the State's resources are best focused on ensuring capacity in government and non-profit settings.

Additionally, HESAA went live with the pilot Behavioral Healthcare Provider Loan Redemption Program on January 18, 2022. Due to the overwhelming response to the Program, within a few weeks of initially accepting applications in January 2023 HESAA exhausted the appropriation and stopped taking new applications. For the pilot program HESAA followed the selection process from the proposed rules, selecting participants on a first-come, first-served basis. HESAA observed that the earliest submitted applications did not necessarily address the areas of the State

with the most severe shortages of behavioral healthcare providers. Therefore, HESAA determined that for this Program to best meet the State's needs, applicants should be provided with a one-month window in which to apply and HESAA should select applicants based on predetermined scoring evaluation criteria, which can be updated annually, to address the most severe shortages in the State. As this change to the application procedure is substantive it cannot be made upon adoption. Therefore, HESAA will not adopt these application and selection procedures in subsection N.J.A.C. 9A:10-9.4 at this time.

**Recommendation**

It is recommended that the Board approve Resolution 06:23 Adopting New Rules Governing the Behavioral Healthcare Provider Loan Redemption Program.

Attachments

**RESOLUTION 06:23**

**ADOPTING NEW RULES GOVERNING  
THE BEHAVIORAL HEALTHCARE PROVIDER LOAN REDEMPTION PROGRAM**

Moved by: Mr. Robert Tighue  
Seconded by: Ms. Beatrice Daggett

- WHEREAS:** On June 30, 2022, Governor Murphy signed P.L. 2022, c. 34, establishing a loan redemption program for behavioral healthcare providers; and
- WHEREAS:** The Act provides that the Higher Education Student Assistance Authority (HESAA) shall adopt rules necessary for the administration of the Act; and
- WHEREAS:** At its October 26, 2022 meeting the HESAA Board approved the proposed New Rules Governing the Behavioral Healthcare Provider Loan Redemption Program; and
- WHEREAS:** The proposed new rules, PRN 2022-159, were published in the December 19, 2022 New Jersey Register at 54 N.J.R. 2360(a), posted on the HESAA website at HESAA.org, and sent to the Statehouse news media; and secondary notice was emailed to interested parties and a press release was distributed to the news media; and
- WHEREAS:** The 60-day legislative review period for this rule expired on January 6, 2023, with no comments received; and
- WHEREAS:** The public comment period for this rule expired on February 17, 2023 with seven comments received;
- WHEREAS:** In response to the comments, the Authority is not adopting a definition for “Eligible behavioral healthcare providers” at this time; and
- WHEREAS:** Based on the response to the pilot Behavioral Healthcare Provider Loan Redemption Program, HESAA will not adopt the application and selection procedures in subsection N.J.A.C. 9A:10-9.4 at this time.

**NOW, THEREFORE, LET IT BE:**

**RESOLVED:** That the Board approves the Adoption of New Rules Governing the Behavioral Health Care Provider Loan Redemption Program, N.J.A.C. 9A:10-9.

April 26, 2023

necessary, based on feedback from mentor logs, each school improvement panel, and data on teacher and student performance.

1. The chief school administrator, or the chief school administrator's designee, shall collaborate annually with each school improvement panel to review the district mentoring plan, consider ways to support the plan at the school level, and take steps to ensure that all new teachers are receiving the necessary professional supports.

2. Each school improvement panel shall oversee the school-level implementation of the district mentoring plan and shall communicate the plan to all nontenured teachers and their mentors.

(c) The chief school administrator, or the chief school administrator's designee, shall make available to all staff an electronic copy of the current district mentoring plan.

#### 6A:9C-5.4 Mentoring and evaluation by approved agencies

An approved agency and its designated staff shall be authorized to provide the services, evaluations, and recommendations specified [within] at N.J.A.C. 6A:9B-8.6, 8.7, and 8.9 for provisional Teachers of Supplemental Instruction in Reading and Mathematics, Grades K-8 in their employ.

## HIGHER EDUCATION

### (a)

#### HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY

#### Student Loan and College Savings Programs Behavioral Healthcare Provider Loan Redemption Program

#### Proposed New Rules: N.J.A.C. 9A:10-9

Authorized By: Higher Education Student Assistance Authority, Christy Van Horn, Chairperson.

Authority: N.J.S.A. 18A:71C-87 et seq. (P.L. 2022, c. 34).

Calendar Reference: See Summary below for explanation of exception to calendar requirement.

Proposal Number: PRN 2022-159.

Submit written comments by February 17, 2023, to:

Marnie B. Grodman, Esquire  
Administrative Practice Officer  
Higher Education Student Assistance Authority  
PO Box 545  
Trenton, NJ 08625-0545  
Email: [Regulations@hesaa.org](mailto:Regulations@hesaa.org)

The agency proposal follows:

#### Summary

On June 30, 2022, Governor Murphy signed P.L. 2022, c. 34 (N.J.S.A. 18A:71C-87 et seq.) (Act), establishing a loan redemption program for behavioral healthcare providers. The Act provides that the Higher Education Student Assistance Authority ("Authority" or "HESAA") shall adopt rules necessary for the administration of the Act.

The Act authorizes loan redemption not to exceed \$50,000 of principal and interest of eligible student loan expenses for every two full years of service satisfactorily completed by the Behavioral Healthcare Provider Loan Redemption Program (Program) participant, for up to six years of service and a total loan redemption amount not to exceed \$150,000.

The proposed new rules govern the policy, administration, and procedures of the Program, and are summarized below.

Pursuant to the Act, proposed new N.J.A.C. 9A:10-9.1 provides that the purpose of the proposed new subchapter is to provide redemptions not to exceed \$50,000 of principal and interest of eligible student loan expenses for every two full years of service satisfactorily completed by the Program participant, for up to six years of service and a total loan redemption amount not to exceed \$150,000.

Proposed new N.J.A.C. 9A:10-9.2 provides the definitions for words and terms used within this subchapter, which include "approved site," "Authority," "Department," "eligible behavioral healthcare providers," "eligible qualifying loan expenses," "Executive Director," "Program," "Program participant," "qualifying loan," and "total and permanent disability."

Proposed new N.J.A.C. 9A:10-9.3 provides the eligibility requirements that an applicant must meet in order to participate in the Program pursuant to subsection 3(a) of the Act.

Proposed new N.J.A.C. 9A:10-9.4 establishes the application procedures that an applicant must follow to participate in the Program. Proposed new N.J.A.C. 9A:10-9.4(a) provides the minimum information required by the application, specifically, the applicant's identification and contact information, as well as documentation of whether the applicant works primarily with children or adolescents from the applicant's current employer or anticipated employer, and documentation necessary to demonstrate the applicant's eligibility to practice as a behavioral health provider. Proposed new N.J.A.C. 9A:10-9.4(b) establishes that applications will be considered in the order they are received, subject to available funding. Proposed new N.J.A.C. 9A:10-9.4(c) provides that eligibility is based on the information submitted on the application and that the Authority will notify applicants of their acceptance into the Program.

Proposed new N.J.A.C. 9A:10-9.5 provides the terms that participants must meet in order for the Authority to release funds for loan redemption. Pursuant to subparagraph 3.c of the Act, proposed new N.J.A.C. 9A:10-9.5(a) provides that the process of establishing eligibility for loan redemption funds is initiated by a written contract between the participant and the Authority. The contract shall specify that the participant's approved service obligation will be for two years and that applicants will be eligible to apply for up to two additional two-year terms, subject to appropriation. The duration of the participant's approved employment service obligation, with extensions, shall not exceed six years.

Pursuant to subparagraph 3.d of the Act, proposed new N.J.A.C. 9A:10-9.5(b) specifies that the loan redemption pursuant to the Program shall not exceed \$50,000 of principal and interest of eligible student loan expenses in exchange for each two-year term of service satisfactorily completed by the Program participant. Proposed new N.J.A.C. 9A:10-9.5(b)1 provides that, at the time an applicant is accepted as a Program participant and has entered into a written contract with the Authority for a two-year term, the Authority will encumber up to \$150,000 of Program funds, as necessary, to provide for the redemption of the participant's outstanding eligible student loan expenses and that the total loan redemption for three two-year terms shall not exceed \$150,000.

To verify that Program participants meet the employment requirements for loan redemption, proposed new N.J.A.C. 9A:10-9.5(c) requires participants to submit, to the Authority, certification, in the form approved by the Authority, of full-time employment.

Proposed new N.J.A.C. 9A:10-9.5(d) establishes that Program participants are not eligible for any benefits pursuant to the Program for less than two full years of service, pursuant to subsection 4(c) of the Act.

Proposed new N.J.A.C. 9A:10-9.6 establishes incentive grants to be awarded to Program participants who work primarily with children and adolescents, pursuant to section 6 of the Act. The proposed section provides that the Executive Director shall annually allocate a portion of the Program's appropriation for the incentive grants and that the individual incentive grant amount awards will be determined by dividing the annual allocation by the number of Program participants who are anticipated to complete a full year of service, working primarily with children or adolescents, during that fiscal year. Pursuant to the Act, annual individual incentive grants shall not exceed \$5,000.

Pursuant to subsection 4(h) of the Act, proposed new N.J.A.C. 9A:10-9.7 outlines the conditions for termination or suspension of the participant's participation contract. Proposed new N.J.A.C. 9A:10-9.6(a) provides that the Authority will terminate a participant's contract if: the participant has a total and permanent disability; the participant is deceased; continued enforcement of the employment service obligation may result in an extreme hardship for the participant; the participant is no longer employed as an eligible behavioral healthcare provider at an approved site; the participant's license to practice has been revoked; has

committed an act of gross negligence in the performance of his or her employment service obligation, or that the participant has not met the employer's performance standards; or the participant has not provided the documentation required prior to annual redemption of loan indebtedness within 60 days of written request for the required documents by the Authority.

Proposed new N.J.A.C. 9A:10-9.7(b) provides that the Authority will suspend the participant's participation contract if continued enforcement of the employment service obligation may result in extreme hardship for the participant. The proposed new subsection defines extreme hardship to include temporary disability, active duty military service, or temporary suspension of the participant's professional license, pending the outcome of an investigation. The subsection further provides that the contract may be suspended for up to two years, but that it may be extended pursuant to exceptional circumstances.

Proposed new N.J.A.C. 9A:10-9.7(c) provides that the participant can nullify the participation contract by notifying the Authority, in writing. Proposed new N.J.A.C. 9A:10-9.7(d) establishes that the Authority has final decision-making authority to terminate a participation contract. Proposed new N.J.A.C. 9A:10-9.7(e) advises participants that, if a participation agreement is terminated or nullified, the participant is not eligible to reapply to participate in the Program.

Proposed new N.J.A.C. 9A:10-9.8 sets forth the procedures that an applicant must follow in order to appeal a notification of ineligibility for Program participation from the Authority and also requires the Authority to be responsible for providing the Authority's final decision on the appeal to the applicant within 30 days of receipt of the appeal.

As the Authority has provided a 60-day comment period on this notice of proposal, this notice is excepted from the rulemaking calendar requirement pursuant to N.J.A.C. 1:30-3.3(a)5.

**Social Impact**

The proposed new rules are intended to address the need for qualified community providers of behavioral and mental health services in New Jersey. Providing loan redemption in exchange for service at an approved site will encourage professionals to enter the behavioral healthcare field and encourage participants to accept positions with behavioral healthcare providers operated by nonprofits; institutions of higher education; school districts; and county, State, municipal, and the Federal government.

**Economic Impact**

The Act appropriates \$5,000,000 to the Program, of which no more than eight percent may be dedicated to administrative costs of the Program. HESAA will encumber the full \$150,000 for six years of service for each participant. In addition, assuming that all participants will be eligible for the \$5,000 incentive grant for providers who work primarily with children and adolescents, HESAA will encumber an additional \$30,000 per participant for all six years of service. After subtracting the administrative costs, the appropriation will pay for loan redemption and incentive grants for 26 participants.

The cost to administer the Program following the first year is scalable. The number of participants and incentive grants will be determined annually to fit within the appropriation.

**Federal Standards Statement**

A Federal standards analysis is not required since the proposed new rules are not subject to any Federal requirements or standards, with the exception of those governing health care practitioners' student loan redemptions using Federal funds provided to the State through a matching grant pursuant to the Public Health Services Act, 42 U.S.C. § 254q-1. The rules governing the Program are consistent with, and do not exceed, the terms and conditions of contracts pursuant to the Public Health Services Act; therefore, a Federal standards analysis is not applicable.

**Jobs Impact**

The proposed new rules will not result in the loss or generation of jobs but will encourage people to become behavioral healthcare providers.

**Agriculture Industry Impact**

The proposed new rules will have no impact on the agriculture industry.

**Regulatory Flexibility Analysis**

As non-profit placement sites may be small businesses, as defined in the Regulatory Flexibility Act, N.J.S.A. 52:14B-16 et seq., a regulatory flexibility analysis is required.

The purpose of the Program is to attract people to behavioral healthcare professions by providing a student loan redemption benefit as an incentive to become behavioral healthcare providers at non-profit and governmental sites. This benefit is available only to eligible applicants at an approved site, which has the effect of assisting such sites in recruiting and hiring qualified behavioral healthcare providers. As this is a new program, the number of sites meeting the definition of a small business is indeterminate at this time.

The requirements imposed pursuant to the proposed rules are described in the Summary above. The reporting requirements imposed on placements sites are minimal as they are limited to certifying as to a participant's employment status.

**Housing Affordability Impact Analysis**

The proposed new rules will have an insignificant impact on the affordability of housing in New Jersey and there is an extreme unlikelihood that the proposed new rules would evoke a change in the average costs associated with housing because the proposed new rules concern loan redemptions for behavioral healthcare providers.

**Smart Growth Development Impact Analysis**

The proposed new rules will have an insignificant impact on smart growth and there is an extreme unlikelihood that the proposed new rules would evoke a change in housing production in Planning Areas 1 or 2, or within designated centers, under the State Development and Redevelopment Plan in New Jersey because the proposed new rules concern loan redemptions for behavioral healthcare providers.

**Racial and Ethnic Community Criminal Justice and Public Safety Impact**

The Authority has evaluated this rulemaking and determined that it will not have an impact on pretrial detention, sentencing, probation, or parole policies concerning adults and juveniles in the State. Accordingly, no further analysis is required.

Full text of the proposed new rules follows:

**SUBCHAPTER 9. BEHAVIORAL HEALTHCARE PROVIDER LOAN REDEMPTION PROGRAM**

**9A:10-9.1 Purpose and scope**

The rules established by this subchapter provide the policies and procedures for participation in the Behavioral Healthcare Provider Loan Redemption Program administered by the Higher Education Student Assistance Authority. This Program shall provide redemptions not to exceed \$50,000 of principal and interest of eligible student loan expenses for every two full years of service satisfactorily completed by the Program participant, for up to six years of service and a total loan redemption amount not to exceed \$150,000.

**9A:10-9.2 Definitions**

The following words and terms, when used in this subchapter, shall have the following meanings, unless the context clearly indicates otherwise:

"Approved site" means a community provider of behavioral and mental health services in the State, identified by the Authority, in consultation with the Department, for inclusion in the Program. Approved sites include providers operated by a nonprofit; institutions of higher education; school district, county; the State; municipalities; and the Federal government.

"Authority" means the Higher Education Student Assistance Authority.

"Department" means the Department of Health.

"Eligible behavioral healthcare providers" means psychiatrists; licensed psychologists; licensed clinical social workers; psychiatric nurse mental health clinical specialists; board certified behavior analysts; licensed clinical alcohol and drug counselors; and licensed professional counselors.

"Eligible qualifying loan expenses" means the cumulative outstanding balance of student loans covering the cost of attendance at an undergraduate or graduate institution of higher education at the time an applicant is selected for the Program. Interest paid or due on qualifying loans that an applicant has taken out for use in paying the costs of undergraduate or graduate education shall be considered eligible for reimbursement pursuant to the Program.

"Executive Director" means the Executive Director of the Higher Education Student Assistance Authority.

"Program" means the Behavioral Healthcare Provider Loan Redemption Program established pursuant to N.J.S.A. 18A:71C-87 et seq.

"Program participant" means a behavioral healthcare provider who contracts with the Authority to engage in the clinical practice of mental or behavioral healthcare at an approved site in exchange for the redemption of eligible qualifying loan expenses provided pursuant to the program.

"Qualifying loan" means a government or commercial loan for the actual costs paid for tuition and reasonable education and living expenses relating to the obtaining of a degree for use in a mental or behavioral healthcare profession.

"Total and permanent disability" means a physical or mental disability that is expected to continue indefinitely or result in death and renders a Program participant unable to perform that person's service obligation, as determined by the Executive Director, or the Executive Director's designee.

#### 9A:10-9.3 Eligibility requirements for Program participation

(a) To be eligible for participation in the Program, an applicant shall:

1. Be a New Jersey resident and maintain residency in the State during Program participation;
2. Be employed, or plan to be employed, as an eligible behavioral healthcare provider at an approved site;
3. Maintain a license, as applicable, to practice as a behavioral healthcare provider in the State of New Jersey throughout participation in the Program;
4. Agree to practice as a behavioral healthcare provider at an eligible site pursuant to the terms specified at N.J.A.C. 9A:10-9.5;
5. Not be in default on any eligible qualifying loan;
6. Not previously have been selected for participation in the Program;

and

7. Not currently be participating in any other State tuition or loan redemption program or in the Federally administered National Health Service Corps Loan Repayment Program, section 338B of the Public Health Service Act (42 U.S.C. § 2541-1).

#### 9A:10-9.4 Application procedures

(a) In order to apply for participation in the Program, an applicant must complete a Program application and submit the complete application to the Authority.

1. The Program application includes, but is not limited to:
  - i. The applicant's identification and contact information;
  - ii. Certification of full-time employment, as well as whether the applicant works primarily with children or adolescents from the applicant's current employer or anticipated employer;
  - iii. Documentation necessary to demonstrate the applicant's eligibility to practice as a behavioral health provider, which includes, but is not limited to, a copy of the applicant's license to practice as a behavioral health provider, the applicant's undergraduate or graduate transcript, or the applicant's diploma; and
  - iv. Documentation evidencing qualifying education loan expenses.

(b) The Authority will consider applications for approval of Program participation in the date order they are received, subject to available funding.

(c) The Authority will determine the applicant's eligibility for the Program based upon the information submitted on the application and will provide notification to the applicant of their acceptance into the Program.

#### 9A:10-9.5 Terms for loan redemption

(a) An applicant who has been selected for participation in the Program shall enter into a written contract with the Authority. The contract shall specify that the participant's approved service obligation will be for two years and that applicants will be eligible for up to two additional two-year

terms. The duration of the participant's approved employment service obligation, with extensions, shall not exceed six years.

(b) Loan redemption pursuant to the Program shall not exceed \$50,000 of principal and interest of eligible student loan expenses in exchange for each two-year term of service satisfactorily completed by the Program participant.

1. At the time an applicant is accepted as a Program participant and has entered into a written contract with the Authority for a two-year term, the Authority will encumber up to \$150,000 of Program funds, as necessary, to provide for the redemption of the participant's outstanding eligible student loan expenses. Total loan redemption for three two-year terms shall not exceed \$150,000.

(c) In order for a participant to qualify for a redemption payment, the Program participant shall submit to the Authority certification, in the form approved by the Authority, of full-time employment as an eligible behavioral healthcare provider at an approved site for the previous two years.

(d) No amount of loan redemption shall be provided for service performed for less than two full years.

#### 9A:10-9.6 Incentive grants

(a) The Executive Director shall annually allocate a portion of the Program's appropriation for incentive grants to be awarded to Program participants who work primarily with children and adolescents. The individual incentive grant amount awards will be determined by dividing the annual allocation by the number of Program participants who are anticipated to complete a full year of service, working primarily with children or adolescents, during that fiscal year. Annual individual incentive grants shall not exceed \$5,000.

(b) To receive an incentive grant each year the participant remains in the Program, within 30 days of written request from the Authority, the Program participant must submit a certification from the participant's employer of successful completion of a full year of full-time service primarily with children and adolescents.

(c) Program participants are eligible to receive up to six incentive grants, for a total of no more than \$30,000.

#### 9A:10-9.7 Termination or suspension of the Program participant's participation contract

(a) The Authority shall terminate the Program participant's participation contract if it determines:

1. On the basis of a sworn affidavit of a qualified physician, that the participant has a total and permanent disability;
2. On the basis of a death certificate, or other evidence of death that is conclusive pursuant to State law, that the participant has died;
3. On the basis of substantiating documentation, as may be deemed necessary by the Authority upon specific case review, that continued enforcement of the employment service obligation may result in extreme hardship for the participant;
4. That the participant is no longer employed as an eligible behavioral healthcare provider at an approved site;
5. That the participant's license to practice has been revoked;
6. That the participant has committed an act of gross negligence in the performance of his or her employment service obligation, or that the participant has not met the employer's performance standards; or
7. The participant has not submitted the certification required pursuant to N.J.A.C. 9A:10-9.5(c) to receive the loan redemption within 60 days of the written request for the required documents by the Authority.

(b) The Authority may suspend the Program participant's participation contract if the Authority determines, on the basis of substantiating documentation, as may be deemed necessary by the Authority upon specific case review, that continued enforcement of the employment service obligation may result in extreme hardship for the participant. Extreme hardships include, but are not limited to, temporary disability, active duty military service, or temporary suspension of the participant's professional license pending the outcome of an investigation.

1. The Authority may suspend the participant's participation contract for a period of up to two calendar years from the date the suspension commences. At the end of the first year of suspension, the participant must provide the Authority with substantiating documentation, as defined in this subsection, to renew the suspension for a second year.

2. The suspension, as stipulated at (b)1 above, may be extended beyond two years for exceptional circumstances at the discretion of the Authority on the basis of substantiating documentation, as defined in this subsection.

(c) A participant may nullify the participation contract by notifying the Authority, in writing.

(d) The Authority shall have final decision-making authority to terminate a participant's participation contract.

(e) Participants who nullify their participation agreement, or whose participation agreements are terminated by the Authority, are not eligible to reapply to participate in the Program.

9A:10-9.8 Appeals process

(a) When an applicant has received a notification of ineligibility for Program participation, the applicant may submit a written appeal to the Authority within 30 days of the date of the notification. The written appeal must include the following:

1. A copy of the notification of ineligibility received by the applicant from the Authority; and

2. The reasons why the applicant believes the applicant is eligible to participate in the Program, along with any documentation that the applicant has obtained to support the appeal, if applicable.

(b) Within 30 days of the receipt of the appeal, the Authority shall provide the applicant with the Authority's final determination of the appeal. Final decisions of the Authority can be appealed to the Appellate Division of the Superior Court.

**CORRECTIONS**

(a)

**THE COMMISSIONER**

**Administration, Organization, and Management  
Proposed Readoption with Amendments: N.J.A.C.  
10A:1**

**Proposed Repeal: N.J.A.C. 10A:1-3.7**

**Proposed New Rule: N.J.A.C. 10A:1-3.8**

Authorized By: Victoria L. Kuhn Esq., Commissioner, Department of Corrections.

Authority: N.J.S.A. 30:1B-6 and 30:1B-10.

Calendar Reference: See Summary below for explanation of exception to calendar requirement.

Proposal Number: PRN 2022-160.

Submit written comments by February 17, 2023, to:

Kathleen Cullen  
Administrative Rules Unit  
New Jersey Department of Corrections  
PO Box 863  
Trenton, New Jersey 08625-0863  
or through email to [ARU@doc.nj.gov](mailto:ARU@doc.nj.gov)

The agency proposal follows:

**Summary**

Pursuant to N.J.S.A. 52:14B-5.1, N.J.A.C. 10A:1 was scheduled to expire on November 9, 2022. Pursuant to N.J.S.A. 52:14B-5.1.c(2), as the Department of Corrections ("DOC" or "Department") submitted this notice of proposal to the Office of Administrative Law prior to that date, the chapter expiration date was extended 180 days to May 8, 2023. The Department has reviewed this chapter and, with the exception of the proposed amendments, has determined it to be necessary, reasonable, and proper for the purpose for which it was originally promulgated. Therefore, the rules are proposed for re-adoption with amendments.

The Department of Corrections has determined that the comment period for this notice of proposal will be 60 days; therefore, pursuant to N.J.A.C. 1:30-3.3(a)5, this notice is excepted from the rulemaking calendar requirement.

N.J.A.C. 10A:1 sets forth rules for administration, organization, and management rules and regulations including, among other things, rulemaking activity, petitions, rule exemptions, the cost for copies, Americans with Disability matters, and inmate research requests.

Subchapter 1, Operation, procedures, and rulemaking activity of the Department of Corrections sets forth the functions of the agency including, but not limited to, petitions for rulemaking, public and inmate information requests, costs of copying, and other rulemaking activity.

Subchapter 2 contains general provisions, such as definitions, rulemaking, policy and procedure making, and high-level procedures for requesting rule exemptions. At N.J.A.C. 10A:1-2.2, the Department proposes to delete definitions of "administrative segregation" and "Centralized Reception and Assignment Facility (CRAF)" and to replace reference to the Central Reception and Assignment Facility (CRAF) within the definition of "Institutional Classification Reception Committee (I.C.R.C.)" with "an intake facility" as those terms are obsolete. At N.J.A.C. 10A:1-2.8(c), the Department proposes to replace "following form related to Disability Discrimination Grievance is available at N.J.A.C. 10A:1-3.7 or" with "Americans with Disabilities Act Grievance Form 100 can be obtained by contacting the ADA Coordinator, New Jersey Department of Corrections" and deleting paragraph (c)1, as it has been merged into subsection (c) and the contents of the form previously codified at N.J.A.C. 10A:1-3.7 is proposed for repeal.

Subchapter 3 sets forth provisions and procedures for disability discrimination and related grievance procedures. At N.J.A.C. 10A:1-3.3, the Department proposes to delete duplicate language also appearing at N.J.A.C. 10A:1-3.5, beginning with the words "As those rules indicate" through numbered paragraph 2. Existing N.J.A.C. 10A:1-3.7 is proposed for repeal. N.J.A.C. 10A:1-3.3, paragraphs 3 and 4 are proposed as new N.J.A.C. 10A:1-3.7(b) and N.J.A.C. 10A:1-3.3, paragraphs 6 and 7 are proposed for relocation as new N.J.A.C. 10A:1-3.8, Rights of persons filing ADA grievances. N.J.A.C. 10A:1-3.5, paragraph 5 is proposed for deletion, as this language is better suited to internal documentation.

Subchapter 4 sets forth rules for the Inmate Remedy System, which also includes inmate inquiries, grievances, and administrative appeals.

Subchapters 5, 6, 7, 8, and 9 are reserved.

Subchapter 10 sets forth rules associated with research and the Department proposes to amend the heading at N.J.A.C. 10A:1-10.3 to replace "[p]rocedure for submitting and handling requests" with "[r]equests," as this section does not include detailed procedures, but rather rules from which such procedures are developed for internal purposes. In order to update recent organizational changes, the Department proposes to update the address and include an email address at subsection (a). The Department proposes to delete N.J.A.C. 10A:1-10.3(b) and paragraphs (b)1 and 2, as the contents of the research application package is subject to change, as may be needed, to protect the rights of inmates and staff members. Existing paragraph (a)3 is proposed to be recodified as subsection (b) with an amendment to add "In addition to completion of the research request application as instructed in the application package provided by DOC, the researcher(s) shall also provide." At N.J.A.C. 10A:1-10.3(c)4, 10.4(a), and 10.5(c), the Department proposes to add the words "or staff" following the word "inmate," so that research requests requiring inmates and/or Department staff are included in this chapter.

At N.J.A.C. 10A:1-10.4 and subsection (a), the rules refer to express written inmate informed consent, which is redundant and the Department proposes a technical correction to replace the language with "written informed consent" in both instances. The Department also proposes to delete N.J.A.C. 10A:1-10.4(b), as this level of detail is better suited to internal management procedures.

At N.J.A.C. 10A:1-10.5(b), the Department proposes to replace "constitute a reason for imposing penalties upon" with "result in adverse consequences or penalties for" to clarify the meaning of the subsection.

At N.J.A.C. 10A:1-10.8, the Department proposes a technical change by merging subsections (a) and (b) to improve readability, to replace "development of" with "related," and to delete language related to the signatures needed on the documents.

Subchapter 11 sets forth rules for the personal property of inmates including, but not limited to, permissible inmate personal property, inventory of such property, and storage of non-permissible property.



*State of New Jersey*

HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY  
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PHILIP D. MURPHY  
Governor

SHEILA Y. OLIVER  
Lt. Governor

DAVID J. SOCOLOW  
Executive Director

**MEMORANDUM**

**TO:** Members, Higher Education Student Assistance Authority

**THROUGH:** David J. Socolow  
Executive Director 

**FROM:** Jennifer Azzarano  
Director of Communications 

**SUBJECT:** Resolution 07:23 - Approving the Higher Education Student Assistance Authority 2022 Annual Report Pursuant to Executive Order 37 (2006).

**DATE:** April 26, 2023

**Background**

Paragraph 2 of Executive Order 37 (2006) requires each State authority to prepare a comprehensive report concerning the authority's operations on an annual basis.

Executive Order 37 requires that the annual report set forth the significant actions of the authority from the previous year, including a discussion of the degree of success the authority had in promoting the State's economic growth strategies and other policies. The report is also required to include the authority's financial statements and to identify internal financial controls at the authority that govern expenditures, financial reporting, procurement, and other financial matters and transactions. Pursuant to Executive Order 37, the report shall also contain a certification by the appropriate senior staff member(s) that during the preceding year the authority has, to the best of their knowledge, followed all of the authority's standards, procedures, and internal controls, or, where such certification is not warranted, shall set forth the manner in which such controls were not followed and a description of the corrective action to be taken by the authority.

The Higher Education Student Assistance Authority (HESAA) has prepared the attached 2022 Annual Report in compliance with Executive Order 37.

**Recommendation**

It is recommended that the Board approve Resolution 07:23 approving the Higher Education Student Assistance Authority 2022 Annual Report pursuant to Executive Order 37 (2006) and that the Board authorize staff to submit the 2022 Annual Report to the Governor's Authorities Unit and post it on HESAA's website.

Attachments

**RESOLUTION 07:23**

**APPROVING THE HIGHER EDUCATION STUDENT ASSISTANCE AUTHORITY  
2022 ANNUAL REPORT PURSUANT TO EXECUTIVE ORDER 37 (2006)**

Moved by: Dr. Brian Bridges  
Seconded by: Ms. Beatrice Daggett

**WHEREAS:** Paragraph 2 of Executive Order 37 (2006) requires each State authority to prepare a comprehensive report concerning the authority's operations on an annual basis; and

**WHEREAS:** Executive Order 37 requires that the annual report set forth the significant actions of the authority from the previous year, including a discussion of the degree of success the authority had in promoting the State's economic growth strategies and other policies; and

**WHEREAS:** The report is also required to include the authority's financial statements and to identify internal financial controls at the authority that govern expenditures, financial reporting, procurement, and other financial matters and transactions; and

**WHEREAS:** Pursuant to Executive Order 37 the report shall also contain a certification by the appropriate senior staff member(s) that during the preceding year the authority has, to the best of their knowledge, followed all of the authority's standards, procedures, and internal controls, or, where such certification is not warranted, shall set forth the manner in which such controls were not followed and a description of the corrective action to be taken by the authority; and

**WHEREAS:** The Higher Education Student Assistance Authority (HESAA) has prepared the attached 2022 Annual Report in compliance with Executive Order 37.

**NOW THEREFORE, BE IT:**

**RESOLVED:** That the Higher Education Student Assistance Authority Board approves the attached Higher Education Student Assistance Authority 2022 Annual Report; and be it further

**RESOLVED:** That the attached Higher Education Student Assistance Authority 2022 Annual Report shall be submitted to the Governor's Authorities Unit and posted on the HESAA website.

April 26, 2023

# Audits and Quality Assurance 2023 Annual Report to the Program Review and Quality Control Committee

## **Introduction**

To ensure HESAA's programs are in compliance with federal and state statutes, regulations, policies and procedures, the Audits & Quality Assurance unit (A&QA) is tasked with conducting institutional management reviews focusing on state grants and scholarship programs, special counsel reviews of HESAA's collection attorneys, internal control evaluations, reviews of New Jersey institutions' single audit reports, and quality assurance reviews of HESAA's programs.

## **Institutional Management Reviews**

HESAA conducts institutional management reviews to verify that institutions administer state grants and scholarship programs in accordance with all applicable federal and state statutes, regulations, policies and procedures. The management reviews are also designed to provide institutions with recommendations on how to improve the operations of the business offices that have a part in the administration of their financial aid to ensure compliance with state and federal statutes and regulations. These include the Financial Aid, Admissions, Registrar, Bursar, and Accounting offices.

HESAA conducts two types of reviews. Limited reviews focus on areas with the greatest potential for error, such as reconciliations, certification of student eligibility, dependency overrides, and professional judgment cases. Full scale reviews have more in-depth testing and consist of the limited review components as well as adding a review of students selected for verification. Several variables are evaluated to determine if an institutional review is going to be limited or full scale. These variables include, but are not limited to, the total dollar amount of awards, length of time since the last review, recent news or changes at the institution, unexpected trends observed, and findings from single audit reviews.

The following provides a summary of the 2022-2023 scheduled reviews:

**Full scale reviews:** A&QA has been working on seven full scale reviews in the past year. One of these reviews has been closed with refunds totaling over \$213,000 being sent back to the State. The issue that caused the large refund to be due has since been resolved. Three reviews are in the final stages, two are in progress, and one is in the early stages of the review process.

**Limited reviews:** Four limited reviews have been worked on this past year. Two reviews were closed with a refund amount of almost \$4,200 due back to the State. Two reviews are in the early testing phase. Two more will be announced by the end of the quarter.

### **Garden State Guarantee (GSG) Review**

The Garden State Guarantee program was introduced for fiscal year 2023. A&QA performed a mini-review of the 13 institutions that granted GSG awards in the Fall 2022 semester. This review ensured that institutions were calculating the awards correctly and determining eligibility per the program definition. In addition to the review, the unit coordinated with OSHE to perform data analysis on each participating institution's awarded aid to ensure compliance with the terms of the Garden State Guarantee handbook, specifically the maintenance of effort (MOE) requirements.

A&QA will be performing additional MOE analysis at the end of the 2022-2023 academic year to ensure institutional compliance. A review of the GSG program will also be added to future management reviews.

### **Special Counsel Reviews**

HESAA contracts with special counsel to perform collection activities on defaulted NJCLASS loans. The Audits and Quality Assurance unit conducts reviews of these special counsels to verify compliance with regulations for administering defaulted loans.

A&QA is currently in the final stages of one attorney review and recently announced the start of another attorney review. An additional attorney review is scheduled to commence before the end of 2023.

### **Annual Internal Control Evaluation**

The State Office of Management & Budget (OMB) requires all executive branch agencies to conduct an annual self-assessment of their internal controls. HESAA participates in this process through a series of evaluations and discussions that are conducted during the first and second quarters of each year by the Audits & Quality Assurance unit and HESAA's senior staff members. The results of the internal control evaluations are analyzed, summarized, and reported to HESAA's Executive Staff in a report detailing the review requirements, reviews conducted, and any weaknesses identified, along with recommendations for remediation.

On June 20, 2022, HESAA's Executive Director and Chief Financial Officer sent a letter to the Director of OMB confirming that HESAA performed the 2022 Internal Control Evaluation as required and that HESAA's system of internal accounting and administrative controls complies with the standards prescribed by the State of New Jersey. HESAA was pleased to report that no significant weaknesses were identified as a result of the review.

A&QA is currently in the process of completing the 2023 assessment which is due to OMB by July 1, 2023.

### **New Jersey Institution Single Audit Report Reviews**

As of academic year end 2016, HESAA has audit cognizance over New Jersey's institutions of higher education. In accordance with state policy, OMB Circular Letter 15-08, HESAA must obtain and review

the annual single audit reports for institutions identified by New Jersey's Treasury department and update Treasury's Grantee Single Audit (GSA) system with the review results on an annual basis.

HESAA completed the review of all required single audit reports and updated the GSA in 2022 and is currently reviewing the institutions' most recent audit reports to update the GSA system by the 2023 deadline.

### **Compliance monitoring**

When Public Law 2021, chapter 53 was passed in April 2021, HESAA, in coordination with OSHE, took on the responsibility of monitoring NJ institutions' compliance with the new legislation. A joint communication was sent in June 2021 requiring schools to certify compliance with the law. HESAA will be requiring this certification annually and A&QA will review and track the certifications.

As new regulations are passed, HESAA will be involved in ensuring compliance with the new laws. The Audits and Quality Assurance unit, in coordination with the Grants unit, is in the process of reviewing financial aid award letters and shopping sheets for compliance with Public Law 2022, c.127 and Public Law 2019, c.201.

### **Conclusion**

HESAA's Audits and Quality Assurance team is on target to complete the reviews listed on the 2022-2023 review schedule, and plans to continue with a similar pace as proposed in the 2023-2024 review schedule. The proposed schedule has the flexibility to address additional needs as they arise. The details of the 2023-2024 plan are listed in the attached review schedule.

# Higher Education Student Assistance Authority Compliance and Audits & Quality Assurance Units

## Proposed Review Schedule for 2023-2024

Type of Review	Auditee	Description	Review Date / Status
Annual Internal Control Evaluation 2023	HESAA	Assessment of Internal Accounting and Administration Controls	April – June 2023
Collection Counsel Review	Attorney	Review of compliance with regulations for administering defaulted loans	In Progress
Limited Review (22/23 – L3)	2022-2023 Independent Institution Limited Review #3	State Grants and Scholarship Program Review	In Progress
Full Review (22/23 – F2)	2022-2023 Senior Public Institution Full Review #2	State Grants and Scholarship Program Review	In Progress
Single Audit Reports	All institutions for which HESAA has audit cognizance	Review institutions' single audit reports and update Treasury's Grantee Single Audit System.	Ongoing through June 2023
Limited Review (22/23 – L4)	2022-2023 Community College Limited Review #4	State Grants and Scholarship Program Review	April – August 2023
Full Review (22/23 – F3)	2022-2023 Community College Full Review #3	State Grants and Scholarship Program Review	May – September 2023

# Higher Education Student Assistance Authority Compliance and Audits & Quality Assurance Units

## Proposed Review Schedule for 2023-2024

Type of Review	Auditee	Description	Review Date / Status
Limited Review (22/23 – L5)	2022-2023 Senior Public Institution Limited Review #5	State Grants and Scholarship Program Review	May – September 2023
Compliance	All NJ institutions certifying students for State aid	Review for compliance with regulations for financial aid award letters and shopping sheets	May 2023
Garden State Guarantee	Compliance review of GSG implementation at Senior Public Institutions	State Grants and Scholarship Program Review	June – July 2023
Compliance	All NJ institutions certifying students for State aid	Annual certifications for compliance with Public Law 2021, chapter 53	June – September 2023
Full Review (22/23 – F4)	2022-2023 Senior Public Institution Full Review #4	State Grants and Scholarship Program Review	June – October 2023
Limited Review (23/24 – L1)	2023-2024 Community College Limited Review #1	State Grants and Scholarship Program Review	August – November 2023

# Higher Education Student Assistance Authority Compliance and Audits & Quality Assurance Units

## Proposed Review Schedule for 2023-2024

Type of Review	Auditee	Description	Review Date / Status
Full Review (23/24 – F1)	2023-2024 Independent Institution Full Review #1	State Grants and Scholarship Program Review	October 2023 – February 2024
Collection Counsel Review	Attorney Review	Review of compliance with regulations for administering defaulted loans	November 2023 – May 2024
Limited Review (23/24 – L2)	2023-2024 Independent Institution Limited Review #2	State Grants and Scholarship Program Review	November 2023 – March 2024
Single Audit Reports	All institutions for which HESAA has audit cognizance	Review institutions' single audit reports and update Treasury's Grantee Single Audit System	January - June 2024
Full Review (23/24 – F2)	2023-2024 Community College Full Review #2	State Grants and Scholarship Program Review	January – May 2024
Limited Review (23/24 – L3)	2023-2024 Independent Institution Limited Review #3	State Grants and Scholarship Program Review	February – June 2024
Full Review (23/24 – F3)	2023-2024 Community College Full Review #3	State Grants and Scholarship Program Review	March – July 2024

# Higher Education Student Assistance Authority Compliance and Audits & Quality Assurance Units

## Proposed Review Schedule for 2023-2024

Type of Review	Auditee	Description	Review Date / Status
Annual Internal Control Evaluation 2024	HESAA	Assessment of Internal Accounting and Administration Controls	April – June 2024
Limited Review (23/24 – L4)	2023-2024 Community College Limited Review #4	State Grants and Scholarship Program Review	April – August 2024
Collection Counsel Review	Attorney Review	Review of compliance with regulations for administering defaulted loans	May 2024 – November 2024
Full Review (23/24 – F4)	2023-2024 Independent Institution Full Review #4	State Grants and Scholarship Program Review	May – September 2024

## **Executive Director's Report**

**April 26, 2023**

- I. Summer TAG pilot in 2023
- II. Governor Murphy's Fiscal Year 2024 Budget
  - a. New Jersey College Promise
    - i. Community College Opportunity Grant
    - ii. Garden State Guarantee
  - b. Tuition Aid Grant
  - c. Governor's Urban Scholarship
  - d. Pay It Forward
  - e. Student-Teacher Stipends
  - f. Loan Redemption Programs
- III. NJ College Affordability Act: Tax Savings for New Jersey Families in 2022
- IV. HESAA staff updates