



PASSAIC COUNTY BOARD OF SOCIAL SERVICES

Talisa A. Coleman
Director

Notice of Possible Delays, Impacts and Requests

Dear Passaic County,

As we are all aware, COVID-19 has impacted the public and continues to impact us all. As we continue to work through these challenges, we remain dedicated to improving our services and value your patience during this time.

We are continuously updating our best practices and adopting guidance from the state to ensure that we are providing services to all Passaic County residents.

Currently, we are experiencing changes that may affect services as indicated below:

- Delays in interviews
- Processing delays
- Longer than usual hold times in our call center

We are diligently working on cases and updating information daily. As the need for assistance increases, we are maintaining emails, processing cases, and answering phone calls. Accordingly, terms, conditions, commitments, and/or schedules, among others, may in certain circumstances require adjustment as we work together to navigate and mitigate the effects of this pandemic.

We remain steadfast and committed to serving the residents of Passaic County!

For any questions or concerns please go to pcbss.org and leave a comment or question. We will be checking regularly.

Thank you,

PCBSS Management Team

A handwritten signature in blue ink, appearing to be "Talisa A. Coleman".

7-7-2022

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