



# THE MCBOSS BUZZ



❄️ **SPECIAL EDITION:** ❄️

## MCBOSS WELCOMES YOU IN JANUARY 2022!

Effective Monday, January 10, 2022, the Mercer County Board of Social Services will reopen on a limited capacity basis to the public. Hours of operation will be Monday through Friday from 8:30 am until 4:30 pm (excluding holidays). Our Tuesday night extended hours are suspended until further notice. Before coming to the agency, please review the following frequently asked questions to determine if a visit is necessary. If after reading the following information you are still uncertain if there is a need to visit the agency, please call 609.989.4320 and follow the voice prompts.

### 1. Do I need to apply in person?

No, you do not need to apply in person for the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), General Assistance (GA) or New Jersey Family Care (Medicaid). You can apply for these benefits online via [www.njhelps.org](http://www.njhelps.org), [oneapp.dhs.state.nj.us](http://oneapp.dhs.state.nj.us) or if you are applying for child support services, please visit [www.njchildsupport.org](http://www.njchildsupport.org). Applying online is the safest and most effective way to apply for benefits. For all other benefit types, including housing assistance, or if you do not have access to the internet, you may contact 609.989.4320 to determine how best to apply.

### 2. I am homeless and in need of help, what can I do?

You should contact the Homeless Hotline at 609.468.8296 during normal business hours. If you are homeless and it is after business hours or during the weekend, please call NJ 2-1-1 for assistance.

### 3. I am behind in my rent or utilities and facing eviction, what can I do?

A. You can apply for the Emergency Rental Assistance Program (ERAP) at [www.mercercounty.org/ERAP](http://www.mercercounty.org/ERAP).

### 4. I need to return paperwork or provide verifications, how can I do that?

Paperwork or verifications can be mailed back to the agency at the following address:

Mercer County Board of Social Services  
200 Woolverton St  
PO Box 1450  
Trenton, NJ 08650



In addition, paperwork can be left in the green agency drop box at the customer entrance of the building. Paperwork may also be emailed to the agency at [mcboss@mcboss.org](mailto:mcboss@mcboss.org) or faxed to 609.394.6638.

### 5. If I arrive at the agency after January 10th, 2022, will I be seen?

We will be reopening on a limited capacity basis. You may be scheduled for a telephone appointment for a later date. We encourage applicants to apply online via [www.njhelps.org](http://www.njhelps.org), [oneapp.dhs.state.nj.us](http://oneapp.dhs.state.nj.us) or [www.njchildsupport.org](http://www.njchildsupport.org).

**Mercer County Board of Social Services Winter 2022**

## CONTACT NUMBERS

### Consumer Information-All Programs

(609) 989-4320

### Adult Protective Services &

### Adult Social Services

(609) 989-4346 or (609) 989-4347

### Americans with Disabilities Act Coordinator

(609) 656-6301

### Child Support-General Information

1-(877) NJKIDS1 (1-877-655-4371)

### Emergency Assistance, Family Planning & Early Periodic Screening and Treatment Programs

(609) 989-4451

### Homeless Hotline

(609) 989-4320

After Hours Dial "211"

### Fraud Tip Line

(609) 989-4400

### Work First NJ Case Management Unit

(609) 989-6248

### Toll Free Information-All Programs

1-(800) 564-1595

Fax (609) 394-6638

## CONTACT INFORMATION

### E-MAIL:

mcboss@mcboss.org

### ADDRESS:

Mercer County Board of Social Services

200 Woolverton Street

P.O. Box 1450

Trenton, NJ 08650-2099

## HOURS OF OPERATION

Monday and Wednesday through Friday:

8:30 a.m. - 4:30 p.m.

## NEW JERSEY EBT CARD WEBSITE

HTTP://WWW.EBT.ACS-INC.COM

## NEED TO CONTACT YOUR HMO?

AMERIGROUP: 1 (800) 600-4441

UNITED HEALTHCARE: 1 (800) 941-4647

HORIZON: 1 (877) 765-4325

WELLCARE: 1 (888) 453-3534



## 6. What are the current COVID-19 protocols for coming to the agency?

If you are required to be here in person, the agency has implemented the following procedures to ensure the safety of our staff and visitors:

- Masks are required in every area of the building
- Temperature scanning will be conducted
- Sanitizing stations are available
- Visitors must stay six feet apart to comply with social distancing measures
- **Due to limited capacity only caregivers or dependents may accompany an applicant into the building.**
- If you are not feeling well, do NOT enter the agency. If you need (immediate) assistance, you may call 609.989.4320.

## 7. I lost my Electronic Benefits Transfer (EBT) card, how can I receive a new one?

You may call 609.989.4320 wait for the prompt and report a lost or damaged EBT card. You will receive a new card in the mail.

## GREEN Drop Box Available 24/7

Located curbside at the Customer Entrance of our agency, 200 Woolverton Street, Trenton, New Jersey 08650.



## No One Will Have to Pay for The COVID-19 Vaccine

There are No out-of-pocket costs for the vaccine. COVID-19 vaccines are available to individuals regardless of insurance coverage status. Individuals won't pay coinsurance, deductibles, or copayments.

If you need help or assistance with the New Jersey Vaccine Scheduling System, the Vaccine Call Center (1-855-568-0545) is available to answer questions about the vaccine, register individuals, provide contact information for sites, check and confirm registration status, and update registration information if needed or complete an online form at [covid19.nj.gov/vaccinehelp](https://covid19.nj.gov/vaccinehelp).

The Vaccine Call Center hotline is open from 8 a.m. to 8 p.m. every day and can help callers in more than 240 different languages.

## Winter 2022 Holiday Schedule

MCBOSS will be closed on the following business days:

- January 17 – Martin Luther King Day
- February 21 – President's Day

For more information, call 1(800) 564-1595 or visit [www.mcboss.org](http://www.mcboss.org)

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