



**BERGEN COUNTY
BOARD OF SOCIAL SERVICES**

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ROCHELLE PARK, NJ 07662

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Telephone: 201-368-7680

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TANF/POST TANF Trans Wrap Grievance Procedure

If you have any concerns about the services you receive through the BCBSS TANF or Post TANF Trans Wrap programs, please know that BCBSS is available to assist you in resolving the issue. In order to assist you, please :

1. Call the WFNJ Social Worker assigned to your case. If this person is not available or has not resolved the problem to your satisfaction
2. Call the WFNJ Social Work Supervisor, Ms. Phipps at 201-368-4222.
3. If the WFNJ Social Work Supervisor is not available or able to resolve the problem, please contact the Assistant Administrative Supervisor of Social Work, Ms. Aberasturi, at 201-368-4297 or via email at maberasturi@bcbss.com.

Please sign below to acknowledge the receipt of this procedure.

Thank you

WFNJ TANF/Post TANF Trans Wrap Supervisor

Customer Signature: _____

Date: _____