



BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

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**Protocol for Referrals to BCHHHC
From County Offices at
One Bergen County Plaza**

When individuals/constituents contact various departments at the county for assistance it usually is for one of two reasons. Either they do not know how to access the available services at BCHHHC or they have been denied services on the basis of ineligibility and wish to appeal.

In the first case, if the individual/family is about to become homeless and is facing eviction then the appropriate protocol is to furnish them with the number for HPRP at the Center which is 201-336-6490. A phone interview will be conducted by a representative to determine eligibility. It would be helpful if the point of contact person at the county also calls my office (direct call from the county are extension 6476) so that I can follow the person's progress here. I will then follow-up with an email or phone-call to the county contact to keep them updated on the person's status. In all emails, the Division Director will be included on the distribution list as well.

In the case of someone who has been discharged from the Center or has been deemed ineligible for HPRP funds please have the contact person at the county call me directly so that I may research the problem and advise what the next step would be for that person. HPRP matters will be referred to the HPRP supervisor at the Housing Authority of Bergen County. All persons denied HPRP may appeal within 10 days of their notification of ineligibility.

On matters of discharge from the Center, I can provide you with some explanation within the confines of confidentiality or with written permission from the individual for full disclosure. A person may request the opportunity for appeal in this case as well. In both cases I will follow-up with an email regarding the disposition of the case.

Should an individual (not family) be requesting shelter they can come over to the Center during the hours of Next Step (9:30am-11:00am and 1:30-4:00pm) every day of the week. The contact person for shelter is Mary Sunden (direct line from the county is extension 6486). It is helpful for Mary to know ahead of time if you are sending someone so she can greet them and make sure they get to the right place.

Should an individual or family like to come for a meal they can be sent over for lunch at 11:30am every day and 5:00pm every evening. No notification is required.