

BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER
120 South River Street • Hackensack, NJ 07601 • (201) 336-6480

THE CENTER

The Housing Authority of Bergen County has joined in a shared project with the County of Bergen to form a collaborative approach to meeting human services needs. The Bergen County Housing, Health and Human Services Center a one stop location serving individual men and women who are homeless, individuals and families who are precariously housed, and others who require assistance connecting to needed services.

The Center goal is to place individuals who are homeless in housing and provide the support services needed to ensure that the placement is permanent. Those served may have a history of substance abuse, physical and mental health problems, and unemployment, in addition to homelessness. Because of the range of services available, others who need human services or a meal, but are not homeless, also receive assistance.

The Center is managed by the Housing Authority. Onsite services include professional evaluation of client needs, development of individualized treatment plans, care management, placement in permanent housing, medical screening, mental health and substance abuse counseling, legal aid, veteran's services, HIV/AIDS testing and counseling, Alcoholics Anonymous, Narcotic Anonymous and nutrition services. The Center provides breakfast for temporary shelter guests, and lunch and dinner for those from the community who cannot afford a meal. Dinner is provided by local churches and community organizations.

Assistance with job readiness and placement, and registration for various public programs, such as Medicaid and welfare/benefits applications is available onsite. Employment counseling, homelessness prevention services including emergency rent, utility and food vouchers are also available.

These services are provided by existing public and private health and human service agencies either collaboratively or through selection in response to public requests for proposals (contracted).

The Center Supports job search by providing computers, mail service and telephones for contacts with employers. Showers, bathrooms, and laundry facilities are available.

Efforts to place guests in permanent rental housing begin immediately following assessment. When a housing placement is made, care managers work directly with guest and property owner to ensure the placement is permanent.



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HOUSING AUTHORITY OF BERGEN COUNTY

The Housing Authority of Bergen County was established in 1964 with the goal of providing housing opportunities for low income families and older adults. Its main emphasis is on its prime responsibility and mission, which is the efficient management and maintenance of its public housing and other subsidized housing and the administration of its rental subsidy programs. The Authority's programs and activities are funded, for the most part, by the United States Department of Housing and Urban Development.

In 1978, the Housing Authority incorporated a non-profit housing development corporation called The Housing Development Corporation of Bergen County (HDC). This organization is an instrumentality of the Housing Authority. The starting goal of this entity was to undertake and manage the development of the extensive portfolio of development properties that the Authority planned to develop. At this time, HDC develops all of the properties for the Housing Authority, which then manages the properties after their construction. The Housing Authority presently manages and/or owns nearly 1,000 units of affordable housing.

The thrust of the Authority's initial years of development focused on the housing needs of older adults and the disabled population. Over a ten-year period beginning in 1975, the Authority developed, or was involved in, the development of over 600 units of housing for these populations in Bergenfield, Dumont, East Rutherford, Fairview, Lyndhurst, Palisades Park, Park Ridge, and Ridgewood.

In the area of family housing, the Authority has developed a significant number of affordable condominium units for families with low and moderate incomes. The availability of Community Development Block Grant Funds, provided by the federal government through the Bergen County Office of Community Development, in large measure, has been instrumental in subsidizing the construction of these units. The Authority has developed units for families in Edgewater, Ridgewood, Leonia, Ridgely Park, Lodi, Hackensack, and Teaneck.

In addition to its affordable housing development and elderly and disabled housing programs, the Authority also administers a large rental assistance program, commonly referred to as the Section 8 Rental Assistance Program. This assistance is available to families, older adults, and the disabled. The Authority is presently helping approximately 3,600 households, making this program one of the largest of its kind in the State that is administered by any single housing authority. In addition, the Housing Authority manages Shelter Plus Care, Housing Opportunities for Persons with AIDS (HOPWA), and Temporary Based Rental Assistance vouchers that are utilized to house people who are homeless or at risk of being homeless.

The Housing Authority of Bergen County is an extremely active agency that is very proud of its past accomplishments, but at the same time continues to pave the way to do more in providing housing opportunities for all.

Julia Orlando, Director of the Bergen County Housing, Health and Human Services Center, who is under the employ of the Housing Authority of Bergen County oversees the daily onsite services and manages all of the contracted and collaborative partners at the Center. Julia follows through on the mission to end homelessness by providing a full continuum of housing services including homelessness prevention, temporary shelter, and permanent placement.



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CHRIST CHURCH COMMUNITY DEVELOPMENT CORPORATION

Christ Church Community Development Corporation (CCDC) is a non-sectarian, non-profit agency whose mission is to reach people in need and initiate programs that will be a source of change and hope for them. By practicing hospitality, building creative partnerships, marshalling resources and encouraging volunteer efforts, we provide individual advocacy, guidance and mentoring; address gaps in service, and foster dignity, achievement and independence for each person we serve.

For the last 13 years, CCDC has worked to realize the vision of ending homelessness in Bergen County. The agency came into existence in 1997 to administer a unique *"no questions asked"* safe haven named Peter's Place which was created the year before by the Interreligious Fellowship for the Homeless (now known as Bergen Family Promise) and Christ Church. Initially the program offered shelter overnight to some 40 individuals in the Parish Hall of Christ Church. Then in 2004, the Hill House Annex was opened, expanding safe haven capacity by an additional 14 beds. The Interreligious Fellowship coordinated the volunteers needed to operate the shelters, and prepared and served an evening meal, and breakfast.

Not long after CCDC took over management of the safe haven, we started a client advocacy program that petitioned for entitlements and rights of our clientele. In 2000 we began Next Step, modeled after the innovative Samaritan Ministry program in Washington, D.C. which has helped thousands of clients. Next Step is for people who want to make a change in their lives but can only do so in incremental steps and with outside support. For our guests and other dependent individuals, it provides a warm and understanding ambiance in which people can move toward independence through professional assistance.

On May 20, 2009, CCDC was selected by the County of Bergen as its exclusive provider of sheltering services for the newly constructed Housing, Health and Human Services Center. We currently manage two - year round shelter areas with a 90 bed capacity, a 15 bed seasonal overflow shelter (December – March) and a drop-in center serving an average of 100 individuals daily.

Christ Church Community Development Corporation is distinguished by its radical approach to service, welcoming homeless individuals without making lifestyle demands, yet maintaining order within its service area.



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CARE PLUS NJ, INC.

Care Plus NJ, Inc. offers comprehensive behavioral health, substance abuse and case management services to adults and children throughout Northern New Jersey. The mission of Care Plus NJ is to offer services with a standard of excellence, maintain a commitment to life-long support needed by individuals and their families to ensure that they achieve their full potential to improve the quality of their lives. CPNJ has a long history of commitment to service, leadership and excellence in community-based services. The diversification of services offered enables consumers to benefit from *increased coordination, holistic service delivery, and successful integration* in the community.

CPNJ provides homeless individuals connected with the Bergen County Housing, Health and Human Service Center a model of services that embraces the philosophies of Housing First, Wellness and Recovery, and classic case management provision. The Housing Works Initiative program promotes access to basic needs, client empowerment, and the availability of professional staff that can assist in developing care plans and access community services on an individualized basis. Identifying housing needs and beginning processes to transition clients into such is a priority in service delivery. This includes determining eligibility, identifying community locations, securing leases, and moving in. Wraparound case management services compliment the housing placement to ensure success in maintaining the housing as well as promote further self-sufficiency.

NORTH JERSEY FRIENDSHIP HOUSE, INC.

Friendship House is a non-profit rehabilitation center offering comprehensive behavioral health services, vocational training and employment support for adults with all types of disabilities. Services are designed to address the unique needs and goals of every individual.

The Friendship House janitorial service provides cleaning services for twelve hours per day starting at 8:00 AM to 8:00 PM. There are three four-hour shifts, 8:00 AM to noon, noon to 4:00 PM, and 4:00PM to 8:00 PM. The staffing for each shift is one supervisor and three cleaners (member/clients). The Friendship House janitorial service provides employment for over 40 of our members. During these difficult economic times with unemployment over 10% in New Jersey, it is critical that meaningful jobs are provided for those with disabilities.

In the food service area, Friendship House is providing approximately 175 meals a day for breakfast and lunch for the guests at the Center. The meals are prepared 7 days per week, 365 days per year by our members with supervision of Friendship House's food service staff. The meals are nutritious and fresh with a particular favorite, our Food Services Manager, Zwardie Nelson's soups, which have received rave reviews.



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WELLNESS PROGRAM

The Bergen County Health Department and Bergen County Jail in a shared services agreement with the Center is providing Wellness Assessments by nurses to shelter guests. The Wellness Program provides health education, medication management and review, health screenings, and immunizations to shelter guests. It has transfer agreements for acute care. The Bergen County Health Department is also providing the Center with HIV counseling and testing which is located on site available to Center guests as well as the Bergen County Community.

BERGEN COUNTY'S UNITED WAY

Today, after almost fifty years as one of the largest charitable organizations in the community, **Bergen County's United Way** has redefined itself as the *direct service* provider of choice for people who need help. Services include:

2-1-1, the United Way's 24 hour statewide service answering every call or click for help – 24 hours a day. It is a system that is free and easy to use – *think 9-1-1 emergencies, 2-1-1 everything else.*

- **The Compassion Fund**, direct financial assistance to *help when no one else can* to insure that the most basic needs are there for people in crisis.
- **Housing Works**, *helping neighbors build communities* with the creation of new and affordable housing for working poor families and individuals with special needs.

Bergen County's United Way helps people 24 hours a day whenever and wherever help is needed by providing concrete solutions to critical community problems – with tangible results directly impacting individuals and families throughout every municipality in the county.

For more information visit: www.bergenunitedway.org.

The Bergen County United Way is involved in many philanthropic initiatives at the Center all of which address the shelter guest basic needs, as well as their educational and vocational goals.



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FAMILY PROMISE OF BERGEN COUNTY

The mission of **Family Promise of Bergen County** is to provide hospitality to the homeless and to keep families together in times of crisis, shepherding them through temporary periods of homelessness by helping them create an achievable vision and develop a strong foundation for self-sufficiency.

Walk-In Dinner Program: Begun as a pilot effort in 1991, this program schedules a congregation or organization every day of the year to provide, prepare and serve dinner to approximately 150 people at the Bergen County Housing, Health and Human Services Center in Hackensack. Approximately 80 of those utilizing the program are current residents of the shelter portion of the center. The others come from neighboring communities. Although many guests have a place to live, their limited incomes don't stretch to cover dinner every night. Some are "street people" who may decide after a few good meals in a friendly atmosphere to trust the "system" enough to look into additional services provided at the same location. Special meals are served on many holidays.

NORTHEAST NEW JERSEY LEGAL SERVICES

Northeast New Jersey Legal Services provides free legal services to low-income, senior and disabled county residents in order to assure that their legal rights are protected and that access to the civil justice system is not denied to our clients simply because they cannot afford a private attorney. We provide legal representation to individuals in the areas of Housing, Consumer, Public Benefits, Education, Employment, Health, Immigration and Tax. NNJLS is committed to providing all individuals, including those with limited English proficiency, with equal access to our civil justice system.

NNJLS maintains an outreach site at the Bergen County Housing, Health and Human Services Center. Once per week, on a set day and time, an Attorney has regularly scheduled office hours at the Center. By our agency being present on a regular basis, in an environment in which residents feel comfortable, legal assistance is provided as part of a continuum of services offered. Our office hours are intentionally scheduled to blend into the daily fabric of the Center's activities. In addition, our agency also engages in speaking programs on site on topics of interest to the residents and Center staff. Our partnership with the Center allows us to provide high quality legal services to Center residents while at the same time preserving the client's dignity.



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COMPREHENSIVE BEHAVIORAL HEALTHCARE

Founded in 1969 in response to the critical need for counseling services in the community, **Comprehensive Behavioral Healthcare, Inc. (CBHCare)** is a private, not-for-profit organization dedicated to providing the highest quality behavioral healthcare services to the people of New Jersey. With treatment centers in Lyndhurst and Hackensack, CBHCare offers quality mental health services including individual and family counseling; day treatment programs for adults and after-school programs for adolescents; alcohol and substance abuse treatment; the Valley Brook Center for Seniors with emotional needs and the challenges of aging; residential homes; outreach to the homeless mentally ill; support for families and preventive services - making CBHCare one of the most vital and important healthcare resources in northern New Jersey. In forty years, no one has ever been denied CBHCare services because they could not afford them.

CBHCare provides outreach services to the homeless with mental illness through the Project for Assistance in Transition from Homelessness (PATH) program at the Bergen County Housing, Health and Human Services Center. CBHCare's PATH counselors encourage homeless consumers at the Center to utilize available behavioral health and re-housing services in order to break the cycle of hospitalization, discharge, rejection of services, homelessness and re-hospitalization often experienced by homeless individuals with mental illness. CBHCare's presence at the Center, in an environment in which residents feel comfortable, allows for behavioral health counseling and re-housing assistance to be provided as part of a continuum of services offered. In addition, our agency also engages in outpatient counseling for the residents at the Center to assist in their recovery. Our partnership with the Center allows us to provide high quality mental health and re-housing services to Center residents while at the same time preserving the consumer's dignity.

VANTAGE HEALTH SYSTEMS - JOBTRACKS

Vantage Health Systems mission is to provide high quality comprehensive healthcare services while empowering individuals and families to achieve wellness.

Jobtracks is a program, under Vantage Health System, which is funded through a grant by the Department of Housing and Urban Development.

At the Bergen County Housing, Health and Human Services Center, this program helps homeless guests who have a diagnosis of a mental illness find employment and housing at no cost to the consumer.



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Additional Onsite Services:

Medical Care is provided through affiliation with the federally qualified health care center.

Dental Care is provided United Medical Services Dental Van.

Entitlements Assistance is provided by Bergen County Board of Social Services – Food Stamps; Hackensack Social Services – General Assistance.

Confidential HIV Testing is provided by Bergen County Health Department

Assistance with job readiness and employment counseling /Educational Skills & Training is provided by Bergen Community College, Bergen One-Stop Center, Veteran Services, NJ Division of Vocational Rehabilitation Services, Jobtracks and personal volunteerism.

Sexual Assault counseling is provided by YWCA – Rape Crisis Center.

Expungement Assistance is provided by HOPE Ex –Offenders.

AA / NA meetings are available evenings - 4 times per week.



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