




# Navigating Homelessness in Bergen County

January 11, 2023



*“How can I assist people who are in need of services?”*

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You may receive calls from clients or people in the community in need of specific services....people who are currently homeless or facing eviction, youth who have been asked to leave home, an elderly person who can no longer live on their own, someone experiencing domestic violence....

We have put together this presentation and resource guide for you to use as a reference. We will also be going through some real scenarios to help you determine what resource(s) would be appropriate to assist someone who is experiencing a housing crisis.

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# Bergen County Housing, Health, and Human Services Center





# One Stop Center



- One-Stop location with day programming, open 24/7, 365 days a year
- Shelter, meals, showers, clothing
- Wellness services – Nurse on-site
- Prevent homelessness/Rapidly re-house individuals
- Eviction prevention (temporary rental assistance)
- Housing assistance (case managers to help find affordable housing)
- Permanent housing with supportive services
- ID replacement (needed to get an apartment or job)
- Benefits assistance (applying for food stamps, social security, medical insurance)
- Vocational counseling, and employment assistance
- Linkage to religious and community services



## COORDINATED ASSESSMENT & HOUSING-FOCUSED SHELTER

- When an individual or family first arrives at the Center, staff conducts an assessment to determine immediate needs or concerns
- Guests learn immediately that the Center is not their home and that our goal is to quickly help them develop a care plan to obtain permanent housing within the 90-day timeframe of our shelter license
- Individuals are not excluded because of mental health diagnosis or substance use disorders
- Every guest has a “to-do list” (apply for benefits, obtain IDs)
- Interns and staff meet weekly with guests to see what they have been working on towards their housing plan

# How does someone get into shelter?

## Self-Referral:

(18+years of age, a Bergen County Resident, and must be ambulatory)

Call **201-336-6480** for service inquiry, then someone from the shelter's Next Step staff will call individual for a screening

## Agency Referrals:

Jail / Prison / Drug Court, Hospital, Providers (eviction)

Agency must fill out a referral (**provided via email or fax upon request by calling 201-336-6491**; must provide all supporting documents)

**Completed referrals should be faxed to 201-608-7762**

# Who isn't accepted?

- Prior guest with poor history at shelter who refuse any change in treatment
- Severe mental illness that is not being treated and poses a threat to others
- Someone with a TRO against them from another shelter guest or someone in the community
- Presenting as incapacitated (ATRA) upon arrival
- Out of county (accepted only for 72hrs)
- Children under the age of 18
- Known members of Gang Affiliation
- Domestic violence victims fleeing an abuser

# Challenges

- Bad credit, tighter housing market
- Not enough Housing Search Assistance (*none for not homeless*)
- Disappearing Income (*internet scams, budgeting issues*)
- Fewer people qualify for specialized case management
- Reduction of access to Section 8 vouchers
- Isolation and loneliness



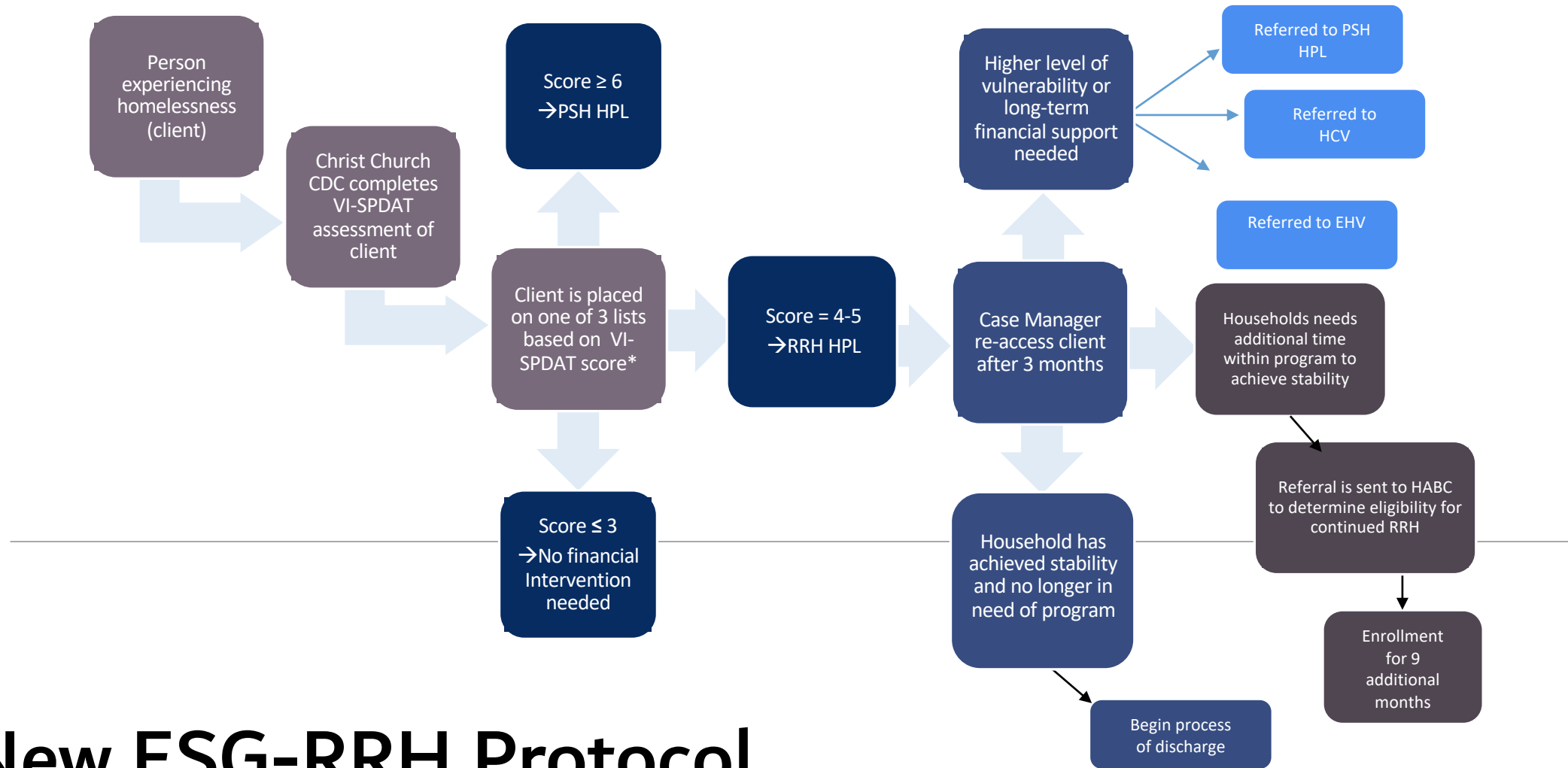
# Coordinated Assessment

**The Housing Prioritization Questionnaire** utilized by all emergency shelter, transitional housing, non-HMIS agencies, and street outreach teams.

The **VI-SPDAT** is used to collect information to evaluate the individual health and social needs, and to evaluate the most appropriate housing intervention.

**The Housing Prioritization List (By Name List)** is used to identify which clients in the CoC are most vulnerable and the most in need of supportive housing to be successful in the community. Weekly and monthly case conferencing meetings using this data drives rapid connection to housing.





# New ESG-RRH Protocol

\*Households may move between the three lists as necessary and as their housing stabilization needs change.

# Navigation, Re-Housing & Stabilization Assistance

## CASE MANAGEMENT SERVICES

- ICMS, ICM
- Transition Services (forensic)
- Housing Works
- PATH
- PACT
- Rapid Re-Housing for Families & Individuals
- AOTS
- SSVF Agencies (Veterans)

## STABILIZATION RESOURCES

### **Mental Health Agencies / Supportive Housing:**

- Alliance Against Homelessness
- New Bridge Services
- Care Plus New Jersey
- CBHCare
- Advance Housing
- Vantage

### **Other:**

- Community Engaged Landlords
- Long Term, Higher Level of Care Facilities





## New types of homeless sub-populations:

YOUNG ADULTS      FRAIL AND ELDERLY      OPIOID ADDICTION  
AUTISM / SPECTRUM D/O      UNDOCUMENTED PERSONS



# **Young Adult Homelessness**

**Bergen County's Newest Initiative**

# Young Adult Homelessness Taskforce

**Taskforce** to explore ways to access and address homelessness among the aging-out, unaccompanied youth and young adults ages 18-24 in Bergen County. Representatives range from mental health agencies, and county agencies to faith-based organizations, and local hospitals.

**The YAHTF** is led by an Executive Committee consisting of the County Executive James Tedesco, III, the Executive Director of HABC Lynn Bartlett, and Director of the Housing, Health & Human Services Center, Julia Orlando, who serves as the Chairperson for the Taskforce with the support of the Executive Committee

**A Youth Council** was developed to work alongside the Taskforce, as it has been established that whenever decisions are being made that impacts young adults, it is important that they are part of the decision-making process to:

- Identify and remove barriers
- Encourage positive thoughts and behaviors, and encourage positive feedback
- Educate and provide tools to advocate for their immediate needs and collective goals



# Why are they homeless ?

- Young adults ‘Aging-Out” of foster care systems or institutional living are especially vulnerable, most are emancipated to the street, or will have unstable plans that will lead to homelessness.
- More likely to have low-paying jobs with fewer benefits, less likely to have savings, health insurance, or a stable network of family or friends to provide help.
- Have been victims of physical or sexual abuse.
- Have high risk behaviors, and an increased likelihood of exchanging sex, or dealing drugs for food, clothing, or shelter, makes them more likely to remain homeless and resistant to change.

# What we are seeing

- Youth on the autism spectrum, also dual disorders, whose parents did not connect them to resources or services or whose reconnection takes many months.
- Increase cases of uncontrolled marijuana usage:
  - Legalization of marijuana
  - Increase of readily available synthetic substance use (delta 8, kratom, etc.)
- LGBTQ youth who require modifications and protection in shelter.
- Difficulty obtaining housing for young persons on subsidy.

A decorative graphic on the left side of the slide. It consists of a dark blue background with a lighter blue square in the upper left and a medium blue square in the lower left. The text 'Tough Conversations' is written in white, bold, sans-serif font, centered within the dark blue area.

# **Tough Conversations**

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- Right to Shelter
  - Code Blue
  - Undocumented



# Initiatives

## State Level:

- Governor Murphy just signed a bill to get homes and other construction bills moving – which includes affordable housing projects and added \$20 million in state and federal funding to build more affordable housing projects across the state, rehab existing rental units for low-income residents, and making it easier to expedite local construction inspections that delay housing projects.
- **Section 8 HCV Program - Dept. of Community Affairs / DCA will be accepting pre-applications starting 9AM on January 17 – 5PM on February 3, 2023, to be entered into a lottery to get on the wait-list.**  
[www.WaitlistCheck.com/NJ559](http://www.WaitlistCheck.com/NJ559)
- **<https://nj.gov/dca/news/news/2022/approved/20230110.shtml>**

## National Level:

- All In: New Federal Strategic Plan to Prevent and End Homelessness
  - Roadmap for Federal Action
  - All-of-government approach to preventing and ending homelessness
  - Blueprint that can be used by local communities to collaboratively develop local and systems-level plans
- Community Solutions
  - Bergen County participated since 2012
- Mayors Challenge

# Resources in Bergen County



# Key Bergen County Resources

Bergen County Board of Social Services	2-1-1 Homeless Hotline	HEARTS for Families	Bergen County Division of Family Guidance
<p>201-368-4200</p> <p>TANF, GA, SSI (eligible/ receiving) Security Deposits, Rent, Utilities, SNAP, Adult Protective Services</p> <p>218 Route 17 North, Rochelle Park M - F: 8am - 4:30pm; T: until 8pm</p>	<p>Dial 211 or 877-746-5211</p> <p>The State's Homeless Hotline. If you live in NJ and you are experiencing homelessness. They will connect people with the county's most appropriate resources.</p>	<p>201-488-2525</p> <p>Coordinated entry for homeless families, temporary emergency shelter, BRIDGE housing for TANF-only families (admission policy on website) Adult(s) with children under the age of 18.</p>	<p>201-336-7350</p> <p>Clinical, residential, educational, correctional, case management, and monitoring services for at-risk children, adolescents, and families</p>
<p><a href="http://www.bcbss.com">www.bcbss.com</a></p>	<p>Managed by United Way</p>	<p><a href="http://www.co.bergen.nj.us/hearts-homeless-family-services">www.co.bergen.nj.us/hearts-homeless-family-services</a></p>	<p><a href="http://www.co.bergen.nj.us/divisions-of-family-guidance">www.co.bergen.nj.us/divisions-of-family-guidance</a></p>
<p>SNAP application: <a href="https://www.nj.gov/humanservices/njsnap/">https://www.nj.gov/humanservices/njsnap/</a></p>	<p><a href="http://www.nj211.org/state-homeless-hotline">www.nj211.org/state-homeless-hotline</a></p>	<p><a href="http://www.co.bergen.nj.us/images/Departments_Services/Human_Services/HEARTS/2021/02/HEARTS_Admission_Policy_2121_PDF_.pdf">www.co.bergen.nj.us/images/Departments_Services/Human_Services/HEARTS/2021/02/HEARTS_Admission_Policy_2121_PDF_.pdf</a></p>	

# Key Bergen County Resources

Bergen County Food Security Taskforce	Bergen County Veterans Services	Center for Hope & Safety Domestic Violence	Bergen County Division of Disability Services
<p>201-336-7400</p> <p>For people who are experiencing food insecurity</p> <p>Refer person to apply for SNAP as well through the Board of Social Services</p>	<p>201-336-7474</p> <p>Document assistance (DD214), connection to Veteran's healthcare, bus tickets</p>	<p>24-Hour Hotline 201-944-9600</p> <p>For those experiencing domestic violence</p> <p>If someone is unable to safely speak on the phone, please have them <b>text LOVEIS to 22522</b></p>	<p>201-336-6500</p> <p>The division assists Bergen County residents with disabilities to achieve their full potential, realize their full involvement and/or inclusion in all aspects of everyday living, and to promote community-based living options</p>
<p><b>SNAP application:</b>  <a href="https://www.nj.gov/humanservices/njsnap/">https://www.nj.gov/humanservices/njsnap/</a></p>			<p><a href="mailto:disability@co.bergen.nj.us">disability@co.bergen.nj.us</a></p>
<p><a href="http://www.feedbergen.org">www.feedbergen.org</a>  <b>Food pantry resources:</b>  <a href="http://www.feedbergen.org/resources">www.feedbergen.org/resources</a></p>	<p><a href="http://www.co.bergen.nj.us/division-of-veterans-services">www.co.bergen.nj.us/division-of-veterans-services</a></p>	<p><a href="http://www.hopeandsafetynj.org">www.hopeandsafetynj.org</a></p>	<p><a href="http://www.co.bergen.nj.us/divisions-of-disability-services">www.co.bergen.nj.us/divisions-of-disability-services</a></p>



# Some towns have their own welfare offices for General Assistance...

Fairview Borough  
59 Anderson Avenue  
Fairview NJ 07022  
201-943-3300

Hillsdale Borough  
380 Hillsdale Avenue  
Hillsdale, NJ 07642  
201-664-7100 ext. 110

Montvale Borough  
12 Mercedes Drive  
Montvale Nj 07648  
201-307-0534

Park Ridge Borough  
53 Park Avenue  
Park Ridge, NJ 07656  
201-573-1800

Ridgefield Park Village  
234 Main Street  
Ridgefield Park, NJ 07660  
201-641-9125, ext. 5

Rutherford Borough  
176 Park Avenue Ground Fl.  
Rutherford, NJ 07070  
201-460-3028

Westwood Borough  
101 Washington Avenue  
Westwood, NJ 07675  
201-664-7100 ext. 110

Woodcliff Lake Borough  
188 Pascack Road  
Woodcliff Lake NJ 07677  
201-391-4977

Wood-Ridge Borough  
85 Humboldt Street  
Wood-Ridge, NJ 07075  
201-939-0202



# **EMERGENCY SOLUTIONS GRANT:**

**Arrears, Security Deposits,  
Short Term Rental Assistance**

**Available to very low-income  
individuals and families who  
are homeless, couch surfing, or  
precariously housed.  
Must meet income guidelines.**

**Call 201-336-6490**

**Leave a message and someone  
will return your call within the  
next business day.**

**[www.habcnj.org](http://www.habcnj.org)**



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**HOUSING AUTHORITY  
OF BERGEN COUNTY**

# Key Bergen County Resources (Youth)

VISIONS Youth Transitional Housing	PHASES Youth Transitional Housing	Bergen's Place	Adolescent Housing Hub
<p>201-336-6941</p> <p>(Bergen County Division of Family Guidance)</p> <p>Ages 16 1/2 to 21 You will need to fill out a referral</p>	<p>201-489-6586</p> <p>(Greater Bergen Community Action)</p> <p>Ages 16 – 21 You will be sent a referral form</p>	<p>201-336-3951</p> <p>(Bergen County Division of Family Guidance)</p> <p>Adolescents up to age 17 1/2</p>	<p>24/7 1-877-652-7624</p> <p>(Office of Adolescent Services under the Department of Children and Families)</p> <p>Real-time database designed to assist with youth placement in a transitional or permanent housing program.</p>
<p><a href="http://www.co.bergen.nj.us/divisions-of-family-guidance">www.co.bergen.nj.us/divisions-of-family-guidance</a></p>	<p><a href="http://www.greaterbergen.org/phases">www.greaterbergen.org/phases</a></p>	<p><a href="http://www.co.bergen.nj.us/divisions-of-family-guidance">www.co.bergen.nj.us/divisions-of-family-guidance</a></p>	<p><a href="http://www.performcarenj.org/youth/resources/adolescent-housing-hub.aspx">www.performcarenj.org/youth/resources/adolescent-housing-hub.aspx</a></p>



# Bergen County LGBTQ+ Alliance

- Free counseling with an LGBTQ+ informed counselor
- Case management-like services to help youth navigate through the system
- Support groups at the Hackensack Johnson Public Library on Tuesdays 4-6PM
- Free clothing events that include binders for transgendered individuals
- Safe space social events, meet-up groups, and educational presentations
- Anthony Torres, Founder and Executive Director [Anthony@bergencountylgbtq.org](mailto:Anthony@bergencountylgbtq.org)

# Bergen County Mental Health Resources

CarePlus NJ	CBH Care	Bergen's Promise	Bergen New Bridge Medical Center
<p><b>201-262-HELP (4537)</b></p> <p>Bergen County's designated <b>Psychiatric Emergency Screening Program</b>; provides emergency mental health services to residents of Bergen County.</p>	<p>201-646-0333</p> <p>CBH Care offers a full spectrum of behavioral health services, family support services, and mental health services.</p>	<p>201-712-1170</p> <p>Bergen County's community-based care management services for children with serious behavioral health, substance abuse, or developmental issues and their families.</p>	<p>201-967-4000</p> <p>Provides comprehensive services, including acute and ambulatory care, and community physicians, <b>mental health and substance use disorder treatment, and long-term care</b> to the greater Bergen County community.</p>
			
<p><a href="http://www.careplusnj.org/client-resources/crisis-response-services/">www.careplusnj.org/client-resources/crisis-response-services/</a></p>	<p><a href="http://www.cbhcare.com">www.cbhcare.com</a></p>	<p><a href="http://www.bergenspromise.org">www.bergenspromise.org</a></p>	<p><a href="http://www.newbridgehealth.org">www.newbridgehealth.org</a></p>

Provided by volunteer medical professionals, BVMI delivers free, high-quality healthcare to Bergen County's working uninsured, helping them live healthy, productive lives.

**Screening process:**

**Adults 18+**

**Someone in the household must be working**

**Must provide proof of Bergen residency, earned income, complete medical history**

**Screening done annually for existing patients**

**201-342-2478**

**[www.bvmi.org](http://www.bvmi.org)**

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# BVMI

## Bergen Volunteer Medical Initiative

Free Healthcare for the Working Uninsured



Children's Aid and Family Services is one of northern New Jersey's leading nonprofit providers of services that protect and support vulnerable children, adults and families.

Whether they are working with a child seeking an adoptive family, teaching life skills to individuals with intellectual and developmental disabilities, providing a neglected child with a therapeutic foster family, supplying nutritional formula and diapers to financially struggling families, educating a teen on the perils of substance abuse or providing support services for teen moms and their babies, they are helping to build futures for children and families in the communities they serve.

**201-261-2800**  
**[www.cafsnj.org](http://www.cafsnj.org)**



**CHILDREN'S AID  
AND FAMILY SERVICES**

# Additional Mental Health Resources

Intensive Family Support Services (IFSS)  
Hackensack 201-646-0333

National Suicide Prevention Lifeline (24/7)  
**1-800-273-TALK (8255)**

988 Suicide and Crisis Hotline (SAMHSA)  
Substance Use and Mental Health Services  
**Dial 988** [www.samhsa.gov/find-help/988](https://www.samhsa.gov/find-help/988)

Bergen's Mental Health Urgent Care Clinic  
201-957-1800

National Alliance for the Mentally Ill (NAMI)  
Bergen County 201-635-9595  
NAMI Family Organization 201-797-3579

Community Mental Health Law Project  
201-632-2762

Bergen County Division of Mental Health  
Services 201-634-2750

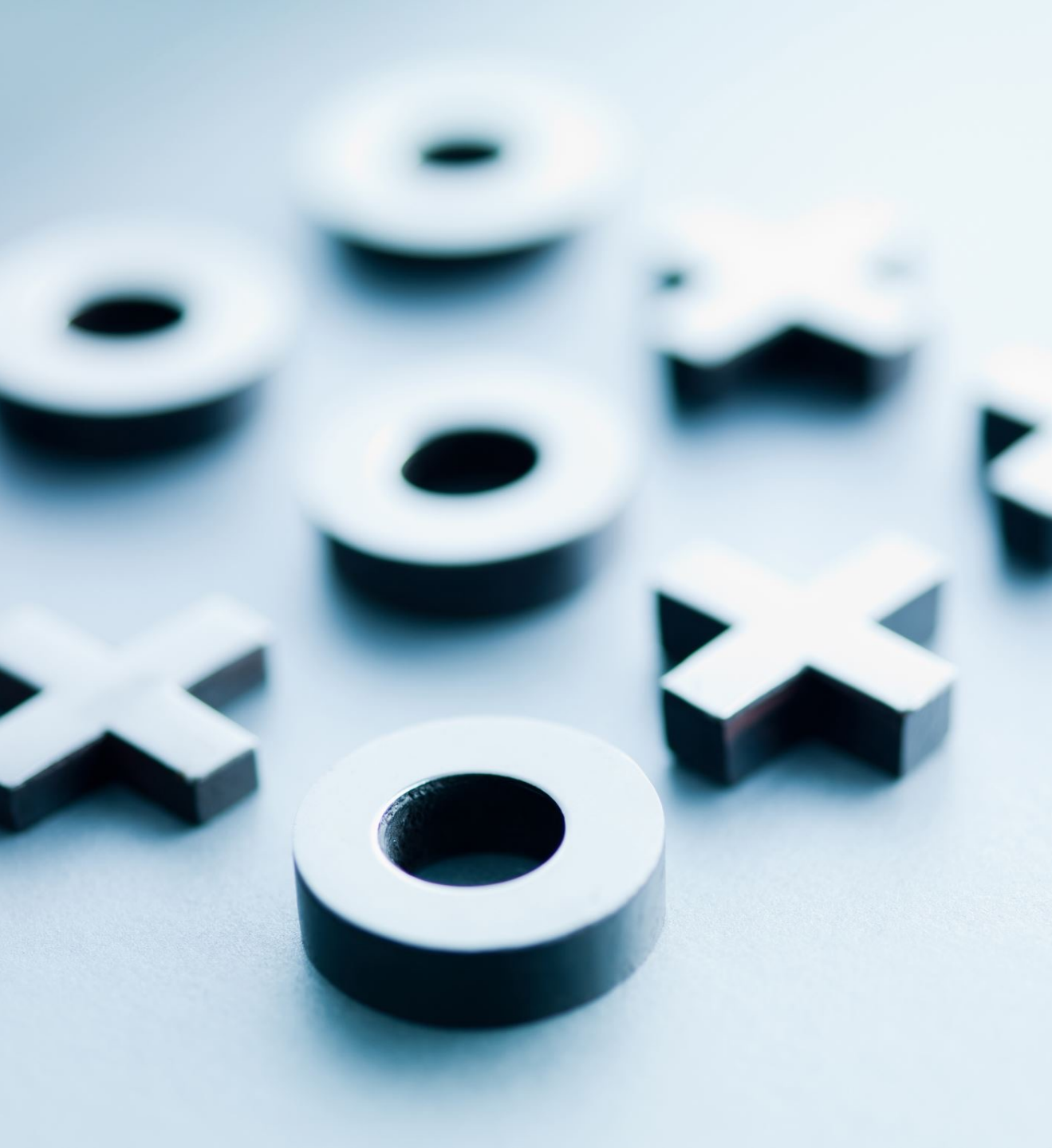
Adult Protective Services 201-368-4200

Local, State, and National Mental Health  
Resources:  
[www.healthybergen.org/mhresources](https://www.healthybergen.org/mhresources)

Hoarding Disorder Resource and Training  
Group  
[www.hoardingdisordergroup.education](https://www.hoardingdisordergroup.education)

[www.njreentry.org/locations/hackensack](http://www.njreentry.org/locations/hackensack)





# Scenario #1

J.W. 22 YEARS OLD

AUTISM

NO SERVICES CONNECTION

## Scenario #2

A family contacts you after receiving their eviction notice. They are several months behind in their rent and must be out of their apartment within a week.



# Which of these are the correct answer?

- A. 211 can assist
- B. Give them the ESG Hotline number / HABC website
- C. Referral to HEARTS for Families
- D. Center for Food Action (CFA) / United Way may be able to assist
- E. BC Board of Social Services
- F. All of the above

## Scenario #3

A person who has been staying with family has been told they must leave their residence. The person has no place to go, does not work, and has no source of income.

# How to address Scenario #3

- 1) If after 5pm, have them call 211 immediate for the night
- 2) Have them call Next Step at 201-336-6480
- 3) Call the BC Board of Social Services 201-368-4200





**Contact Me**

**Follow Me**

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