



BERGEN COUNTY HOUSING, HEALTH AND HUMAN SERVICES CENTER

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Policy for Families at BCHHHC

With increasing need to help families throughout the county the time has come to formalize how these individuals will be processed so that we can triage them quickly to the most appropriate services.

Let's address two categories:

Domestic Violence Families and Non Domestic Violence Families
During and after Regular service hours.

For ALL families that need assistance between 9am and 5pm they should be processed through the Next Step Program. The non-DV families should be seen by BCBSS immediately, either by seeing someone on-site or going to the office in Rochelle Park.

If the presenting issue is Domestic Violence then staff should call Shelter Our Sisters (SOS) at their Bergen County Hotline Number (201-944-9600). Staff calling must explain that the person is in a domestic violence situation and is rendered homeless because they are fleeing an abuser. Staff should utilize the approved call list for DV shelters

If the presenting problem is homelessness not related to domestic violence then the homeless hotline (888-323-7436) should be contacted and staff should follow instructions. Staff can also call the approved family shelter list as well.

If a family comes in after hours, staff should call the appropriate numbers as listed above. The Shelter Program Manager (Mary Sunden 201-214-1851) should be contacted. If there is any concern regarding mental health issues the Coordinator for Program Services (Jodi Goffredo 201-647-1845) should be contacted by Mary Sunden. If there is any concern regarding child abuse/neglect then DYFS should be contacted immediately (800-792-8610). The Center Director (Julia Orlando 201-376-5402) can be contacted if further assistance is needed.

Should no location be identified for the family to lodge for the night and the family not require any other interventions they can remain in the lobby of the Center where security can monitor them. Staff should provide food, clothing or other essentials as needed regardless of the time. The family can remain in the building until they can safely exit the next morning. Families should not come in contact with the shelter guests during their emergency stay. Parents must remain with their children at all times.

It is essential that staff document any and all calls made, actions taken, note concerns and recommendations. If police need to be called then an incident report should be filed.