

New Jersey
RESOURCE GUIDE
for Women

Section IX:

FAMILY & EMERGENCY SERVICES



State of New Jersey
Department of Community Affairs
Summer 2011

ALPHABETICAL DIRECTORY OF INFORMATION AND SERVICES

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Housing:**Division of Housing and Community Resources****New Jersey Department of Community Affairs**

PO Box 806

101 South Broad Street

Trenton, NJ 08625

Email: dhcr@dca.state.nj.us**Web:** <http://www.state.nj.us/dca/divisions/dhcr/index.shtml>

- ◆ The New Jersey Department of Community Affairs' Division of Housing and Community Resources' mission is to strengthen and revitalize communities through the delivery of affordable housing, supportive services and the provision of financial and technical assistance to communities, local government and community based organizations.

Homelessness Prevention Program (HPP)**Housing Assistance**

NJ Division of Housing and Community Resources

Phone: 1-866-889-6270**Web:** <http://www.state.nj.us/dca/divisions/dhcr/offices/hp.html>

- ◆ Provides limited financial assistance to low- and moderate-income tenants and homeowners in imminent danger of eviction or foreclosure due to temporary financial problems beyond their control. Funds are used to disburse payments in the forms of loans and grants to landlords and mortgage companies on behalf of eligible households in danger of homelessness.

New Jersey Housing Resource Center**Phone:** 1-877-428-8844**Web:** <http://www.njhousing.gov/>

- ◆ The NJ HRC is an internet searchable registry of affordable housing and housing that is accessible for handicapped or disabled persons. This internet available information is kept up to date and is intended to help individuals find affordable housing, obtain housing information and links, and helps people with disabilities find housing options. For those interested in listing housing, it is also an excellent and FREE resource to list housing that is affordable.

Shelter Housing Exit (SHE) Program**Housing Assistance**

NJ Division of Housing and Community Resources

Phone: 609-633-6266**Web:** <http://www.state.nj.us/dca/divisions/dhcr/offices/she.html>

- ◆ Provides housing assistance to victims of domestic violence with children, who are receiving shelter or transitional housing services from domestic violence programs across the state. Security deposits and up to two months rent are available to help victims of domestic violence leave shelters. The program also provides long-term assistance, in the form of security deposits and up to six months of housing assistance payments, to help those families who need assistance into the future. Referrals for the SHE program must come through the victim's local domestic violence shelter. Each county of New Jersey offers programs that have a variety of services for victims of domestic violence.

New Jersey Home Ownership Preservation Effort (NJ HOPE)

Phone: 1-888-995-HOPE

Web: <http://www.state.nj.us/dobi/njhope/>

- ◆ The New Jersey Homeownership Preservation Effort (NJ HOPE) is a voluntary public/private alliance of government agencies, not-for-profit organizations, and financial institutions committed to enhancing home ownership preservation by raising consumer awareness of available mortgage products and funding, providing increased access to credit and loan counseling for those who need it, and providing temporary assistance to consumers who are in immediate danger of foreclosure.

NJ Resource Websites:**NJHelps**

Web: <http://www.njhelps.org/>

- ◆ The NJ Helps Services Home Page is designed to give consumers a “one-stop” shopping resource for the wide range of programs, information and services provided by the Department of Human Services and its partners, to assist individuals, families and communities throughout the state of New Jersey.
- ◆ The NJ Helps website is a free, private and easy way to find out more about the following 8 programs that are available to help individuals and families:
 - **The Food Stamp Program** helps families buy nutritious food.
 - **Medicaid** provides medical assistance to households and individuals.
 - **NJ FamilyCare** offers free or low cost health insurance for uninsured children 18 or younger.
 - **Low Income Home Energy Assistance Program (LIHEAP)** helps households pay their home heating costs.
 - **Work First NJ/General Assistance (WFNJ)** provides temporary cash assistance and support services to individuals and childless couples.
 - **Work First NJ/Temporary Assistance for Needy Families (TANF)** provides temporary assistance to families with children.
 - **NJ Cares for Kids** offers assistance with child care costs.
 - **Kinship Navigator Program** provides support and assistance to adults who are raising a relative’s child.

Parent Link - State of New Jersey**The Early Childhood , Parenting & Professional Resource Center**

Web: <http://www.state.nj.us/njparentlink/>

- ◆ NJ Parent Link is a statewide website initiative made possible by the work of the New Jersey Early Childhood Comprehensive System (NJ ECCS) Team. The focus of the website is to highlight NJ state services and resources. [Federal, nationally-respected and community partner resources](#) are also included.

For Children and Caregivers of Children:**NJ Cares for Kids (Childcare Assistance)****Toll Free:** 1-800-332-9227**Web:** <http://www.nj.gov/humanservices/dfd/programs/child/subsidies/>

- ◆ Working families with low to moderate-incomes can receive help with child care costs for their children, birth through 12 years of age. Single parents or both parents in two parent families must be employed on a full time basis (30 or more hours per week). Caregivers selected by the parent must be approved, registered or licensed and meet applicable State requirements. A waiting list currently exists for this service.

New Jersey Child Abuse Hotline**Department of Children and****Toll Free:** 1-877-NJ ABUSE (652-2873)**Web:** <http://www.state.nj.us/dcf/abuse/how/>

- ◆ People from all across the State of New Jersey can call one toll free telephone number, any time of the day or night, to report suspected child abuse or neglect.

NJ Child Care Resource and Referral Agencies**NJ Child Care Helpline:** 1-800-332-9227**Web:** <http://www.state.nj.us/humanservices/dfd/programs/child/ccrr/index.html>

- ◆ Registered family day care homes are monitored by the **Child Care Resource and Referral Agencies (formally Unified Child Care Agencies)**, which are community-based organizations contracted by the state in each county. These agencies work with the DHS Division of Family Development to administer childcare subsidies, provide resource and referral services, raise the quality of childcare operations, and promote the development of additional childcare capacity.

New Jersey Child Support (NJCS)**Phone Number:** 1-877-NJKIDS1 (655-4331)**Web:** <http://www.njchildsupport.org/>

- ◆ Provides information on child support programs and services as well as resources throughout the State.

Supplemental Nutritional Program for Women, Infants & Children (WIC)**Department of Health and Senior Services**

PO Box 360

Trenton, NJ 08625

New Jersey WIC State Office: 609-292-9560**Local WIC Agencies:** 1-866-44 NJWIC (446-5942)**Web:** <http://www.state.nj.us/health/fhs/wic/index.shtml>

- ◆ New Jersey WIC services provides supplemental nutritious foods to pregnant, breastfeeding and postpartum women, infants and children up to the age of five. Services include nutrition education and counseling, breastfeeding promotion and support, immunization screening and health care referrals.

Child and Adult Nutrition Programs**Division of Food and Nutrition****NJ Department of Agriculture****Phone:** 609-984-0692**Web:** <http://www.state.nj.us/agriculture/divisions/fn/childadult/>

- ◆ The NJ Department of Agriculture Division of Food and Nutrition administers a number of programs devoted to improving the quality and provision of food to New Jersey residents, in particular those most in need. In this section of our Web site you will find detailed information about our school nutrition programs, our child and adult care food program, and our summer food program.

Division of Child Behavioral Health Services (DCBHS)**Department of Children and Families****Phone:** 1-877-652-7624**Web:** <http://www.state.nj.us/dcf/behavioral/>

- ◆ DCBHS serves children and adolescents with emotional and behavioral health care challenges and their families. DCBHS is committed to providing these services based on the needs of the child and family in a family-centered, community-based environment. The following is a list of services available through DCBHS:
 - **Mobile Response and Stabilization Services**
Children's Mobile Response and Stabilization Services is a single, comprehensive system of mobile response available to children and youth whose escalating emotional or behavioral issues require timely Interventions to prevent disruption of their current living arrangement, including out-of-home placement.
 - **Care Management Organizations**
Care management organizations (CMO's) are relatively, newly-established non-profits that provide a full range of treatment and support (wrap-around) services to children with the most complex needs. They work with child-family teams to develop individualized service plans. The CMO's goals are to keep children in their homes, their schools and their communities.
 - **Family Support Organizations**
Family Support Organizations (FSO's) are family-run, county-based organizations that provide direct family-to-family peer support, education, advocacy and other services to family members of children with emotional and behavioral problems. **Visit the following website to view a list of organizations that provides these services in your community:**
 - **Youth Case Management Services**
Youth Case Management (YCM) is the supportive relationship that case managers develop with the children and families they serve. Based upon the family's strengths, this relationship is characterized by dignity, respect, and self-determination. YCM advocates for the needs and views of the child and their family. YCM has a leadership role in the coordination and integration of services designed to optimize care for children and families.

For questions about or to access any of the above services for children and youth, call the

24-hour, toll-free Access Line at:

Value Options

1-877-652-7624

Food Assistance:

NJ Supplemental Nutrition Assistance Program (NJSNAP) (formerly Food Stamps)

Toll Free: 1-800-687-9512

Web: <http://www.state.nj.us/humanservices/dfd/programs/foodstamps/>

- ◆ NJSNAP is a nutrition assistance program to help low-income individuals and families buy groceries needed to eat healthy

New Jersey’s County Welfare Agencies (Boards of Social Services)

Division of Family Development

Department of Human Services

Web: <http://www.state.nj.us/humanservices/dfd/programs/foodstamps/cwa/>

New Jersey Food Banks

NJ Department of Human Services - End Hunger New Jersey

A Project of the New Jersey Hunger Prevention Advisory Committee

Web: <http://www.endhungernj.org/>

- ◆ Food Banks generally collect and distribute nutritious, high-quality food to help feed people who cannot afford to buy groceries.
 - Please be aware that many food banks and food rescue organizations do not provide direct food assistance to families and individuals, but do provide food to soup kitchens, food pantries and shelters. Food banks are usually warehouses where large, donated quantities of food are dropped off, sorted, and then distributed to community agencies like soup kitchens and food pantries. Food rescue organizations usually pick up prepared surplus food from restaurants and institutions and drop it off at service agencies, like soup kitchens and shelters.
 - Please contact your local food bank or food rescue organization for referrals to soup kitchens and food pantries in your area that would provide direct food assistance.

Health Care/Health Insurance:

New Jersey’s Centers for Primary Health Care (CPHC)

Department of Health and Senior Services

Phone: 1-800-367-6543

Web: <http://www.state.nj.us/health/fhs/cphc/>

Locate a Center for Primary Health Care:

Web: <http://web.doh.state.nj.us/apps2/fhs/cphc/cphcSearch.aspx>

- ◆ New Jersey’s Centers for Primary Health Care (CPHC) offer a wide range of health care services for the entire family.
- ◆ You don’t need health insurance to get care at a center. Centers serve the uninsured and underinsured, as well as patients with Medicaid, Medicare and private insurance. If you’re uninsured, your bill will be based on your ability to pay. No one is ever turned away for lack of funds.

NJ FamilyCare Program**Toll Free:** 1-800-701-0710**Web:** <http://www.njfamilycare.org/>

- ◆ NJ FamilyCare is a federal and state funded health insurance program created to help New Jersey's uninsured children and certain low-income parents and guardians to have affordable health coverage. It is not a welfare program. NJ FamilyCare is for families who do not have affordable employer insurance, and cannot afford to pay the high cost of private health insurance.
- ◆ Eligibility is based on monthly income and household size (which includes parents, stepparents, and children under 21). Pick up a single-page application at an application assistance site near your home, which includes your local County Board of Social Services, download one from the website, or apply by phone.

Medicaid**Division of Medical Assistance****Department of Human Services****Toll Free:** 1-800-356-1561**Web:** <http://www.state.nj.us/humanservices/dmahs/info/resources/care/>

- ◆ Medicaid provides medical assistance programs to individuals who are both categorically and financially eligible. Medicaid categories are limited to very low-income families with dependent children, pregnant women, children up to 21 years of age, individuals age 65 and older, or individuals determined blind or permanently disabled. Individuals must be residents of New Jersey and must be citizens of the United States or be lawfully admitted for permanent residence for at least five years. Pregnant women and children and other qualified aliens may be exempt from the 5-year requirement. The financial requirements vary for each program.

Mental Health:**NJ Division of Mental Health and Addiction Services (DMHAS)****Department of Human Services**

Capital Center

PO Box 727

Trenton, NJ 08625

Phone: 609-777-0702

1-800-382-6717

Web: <http://www.state.nj.us/humanservices/dmhs/home/about/>

- ◆ The division serves adults with serious and persistent mental illnesses. Services are available to anyone in the state who feels they need help with a mental health problem.

Local Services:**Community Services****Web:** <http://www.state.nj.us/humanservices/dmhs/services/community/index.html>

- ◆ The Division funds about 120 private, not-for-profit community-based organizations to provide a full range of mental health services. You will not be denied services if you are unable to pay for service at these State supported agencies – each of these agencies has a sliding fee scale based on your ability to pay. Call your local County Mental Health Administrator's Office to locate an agency near you.

Designated Mental Health Screening Crisis Centers:**Information and Referral Line:** 1-800-382-6717

- ◆ Sometimes an individual is in emotional crisis and cannot wait for a regular appointment to receive services. In such situations, Screening/Crisis Centers were established in each county. Emergency services are provided 24-hours a day, seven-days a week, and are typically located in hospitals. An individual may walk in without an appointment, or the individual may be brought to the screening center by a parent, friend, spouse, police, mental health worker, or any other concerned individual. If the person in crisis is unable or unwilling to come to the center, a mobile outreach team can be sent to the person. In most situations, the screening centers will stabilize or calm the individual and refer him or her to a community mental health agency for follow-up, in order to help the individual to resolve the causes of the problems.
- ◆ There are some situations in which the individual cannot be stabilized, and is a danger either to himself or to others. In such a situation, the individual may be referred for inpatient hospitalization. The screening center may refer the person to a state or county hospital or to an inpatient bed located in a general hospital closer to the individual's residence. The goal of inpatient treatment is to stabilize the individual, and to link the individual with needed community support services so that they can return to the community.

Assistance – Utility Bills:**Universal Service Fund (USF)****Board of Public Utilities****Department of Community Affairs****Toll Free:** 1-866-240-1347**Web:** <http://www.state.nj.us/bpu/assistance/programs/#3>

- ◆ Created by the Board of Public Utilities, USF helps make energy bills more affordable for qualifying households by ensuring that those who meet the program requirements pay no more than 6% of their yearly income on gas and electric bills.

To be eligible for USF you must meet two qualifications:

- Your total household income must be less than or equal to 175% of the Federal Poverty Level (FPL)
- You must spend more than 3% of your income for electric service or more than 3% of your income for natural gas service. If you have electric heat in your home, you must spend more than 6% of your income on electricity.
- USF recipients must reside at the address provided on their utility account, and USF benefits will only be offered to the person/head of household listed on the utility account.

Winter Termination Program NJ Board of Public Utilities**Toll Free:** 1-800-624-0241**Web:** <http://www.state.nj.us/bpu/assistance/programs/#4>

- ◆ The Winter Termination Program prevents gas and electric service from being disconnected during the winter months for residential customers who participate in the Lifeline, Home Energy Assistance Program (HEAP), Work First New Jersey/Temporary Assistance to Needy Families (WFNJ/TANF), Federal Supplemental Security Income (SSI), or Pharmaceutical Assistance to the Aged and Disabled (PAAD) programs. The Program is administered by the Board of Public Utilities and is in effect from November 15 through March 15.

Lifeline Program

Toll Free: 1-800-792-9745

Web: <http://www.state.nj.us/bpu/assistance/programs/#5>

- ◆ Lifeline is administered by the Department of Health and Senior Services, provides a \$225 energy benefit to seniors and the disabled who meet the PAAD eligibility requirements or who receive SSI. The benefit is also available to customers who have electric and gas costs included in their rent

New Jersey Statewide Heating Assistance and Referral Energy Service, Inc. (NJSHARES)

Toll Free: 1- 866-657-4273

Web: <http://www.njshares.org/>

- ◆ NJSHARES is a non-profit corporation organized to provide assistance to individuals and families living in New Jersey who are in need of temporary help in paying their energy bills. To qualify for NJ SHARES, a person or family must have severe financial problems but be ineligible for welfare. Recipients must also have a history of good-faith payments of their utility bills. Upon approval, recipients may receive a one-time grant of \$250 each for gas and/or electricity.

Home Energy Analysis

Phone: 1-866-NJSMART (657-6278)

Fax: 973-890-1891

Web: http://www.njcleanenergy.com/home_analysis.html

- ◆ The Home Energy Audit program can help you save energy and money by creating a detailed home energy analysis tailored to your energy needs. This audit is linked to various incentives developed under the New Jersey Clean Energy Program, and is completely free of cost. To get started on your Home Energy Audit, visit <http://www.njcleanenergy.com/> and click on 'Home Energy Analysis.'

Home Performance with ENERGY STAR

Phone: 1-866-NJSMART (657-6278)

Web: <http://www.njcleanenergy.com/residential/programs/home-performance-energy-star/home-performance-energy-star-r>

- ◆ Sponsored by the New Jersey Board of Public Utilities and New Jersey's Clean Energy Program, Home Performance with ENERGY STAR® is an initiative that offers state residents access to trained, certified home improvement contractors that deliver state-of-the-art energy efficiency improvements to their home to save money, energy, and the environment.

New Jersey Comfort Partners

Toll Free: 1-888-773-8326

Web: http://www.njcleanenergy.com/html/1residential/4_comfort_partners.html

- ◆ The Comfort Partners program improves energy affordability for low-income households through the direct installation of energy efficient measures, personalized customer energy education and counseling. Participants are asked to partner with the program to develop and carry out a household energy savings Action Plan, and may qualify for an account balance reduction. All efficiency measures and energy education services are provided free of charge. For more information or to obtain an application form, visit <http://www.njcleanenergy.com/> or call your utility service provider at the toll-free number listed above.

COOLAdvantage Program**Phone:** 1-866-NJSMART (657-6278)**Web:** http://www.njcleanenergy.com/html/1residential/1_cool_advantage.html

- ◆ The COOLAdvantage Program works to improve the energy efficiency of new electric central air conditioners and heat pumps by promoting the sale of qualifying energy-efficient equipment through rebates and incentives. Applicants must be a customer of Atlantic City Electric, JCP&L, PSE&G or Rockland Electric. For more information or to obtain a rebate application, visit the NJ Office of Clean Energy website as noted above or contact your utility service provider.

WARMAvantage Program**Phone:** 1-866-NJSMART (657-6278)**Web:** http://www.njcleanenergy.com/html/1residential/2_warm_advantage.html

- ◆ The WARMAvantage Program promotes the purchase of high efficiency natural gas home heating systems and/or water heaters by providing rebates towards the purchase of qualifying high-efficiency natural gas equipment. Applicants must be a customer of a participating gas utility. For more information, details on product specifications or to obtain a rebate application, visit the NJ Office of Clean Energy website noted above, or call your utility service provider.

ENERGY STAR Homes**Phone:** 1-866-NJSMART (657-6278)**Web:** <http://www.njcleanenergy.com/residential/programs/nj-energy-star-homes/nj-energy-star-homes>

- ◆ The New Jersey ENERGY STAR Homes program is part of the larger EPA ENERGY STAR program developed to promote energy-wise products and programs that help consumers save money while protecting the environment. To receive certification as a New Jersey ENERGY STAR Home, a home must score 86 out of a possible 100 points on the Home Energy Rating System (HERS), a nationally recognized standard for rating energy efficiency. In order to ensure a home meets this rating, a utility representative works with participants and builders to select the appropriate mix of energy-efficiency upgrades and to ensure proper building practices are followed.

Welfare and Work Training:**WorkFirst New Jersey (WFNJ) (Temporary Assistance for Needy Families TANF)****Division of Family Development****Department of Human Services****Phone:** 1-800-792-9773**Web:** <http://www.state.nj.us/humanservices/dfd/programs/workfirstnj/>

- ◆ The state's welfare reform program, WorkFirst NJ (WFNJ), emphasizes work as the first step toward building a new life and a brighter future. The goal is to help people get off welfare, secure employment and become self-sufficient, through job training, education and work activities. WFNJ provides temporary cash assistance and many other support services to families through the **Temporary Assistance for Needy Families (TANF)** program. New Jersey is one of only a few states that also provides cash benefits and support services to individuals and couples with no dependent children, through our **General Assistance (GA)** program. For information contact the local office or visit the website noted above.

Women's Referral Central

NJ Division on Women

Toll Free: 1-800-322-8092

24 hours a day/ 7 days a week

- ◆ Provides information and referrals to women in New Jersey through a statewide toll-free telephone line. The Hotline provides referrals and basic information in areas such as discrimination, affordable housing, displaced homemakers, addiction services, continuing education, domestic violence, employment, legal assistance, divorce and separation, violence, health care, sexual assault, sexual harassment, stalking, child care, child support/custody, single parenting, job training, social services, services including medical, mental and reproductive health and other areas of concern.