

**Bergen County Board of Social Services
Home Health Aide (Homemaker) Program
WAIT LIST POLICY**

Service provider/Agency: Bergen County Board of Social Services

Address: 218 Route 17 North, Rochelle Park, NJ 07662

Telephone: (201) 368-4300

It is the policy of the Bergen County Board of Social Services to provide clients requesting service(s) with an initial screening and/or assessment and intake to determine client's eligibility and needs. Every effort will be made to place the client in a proper level of care in a timely manner following the assessment. Should the service not be available due to program being at maximum capacity, the client will be placed on a wait list and be informed about other possible options.

Individuals on the wait list will be prioritized using the following scale:

- In Poverty	10 - pts.
- Vulnerable	10 - pts.
- Frail/Disable	10 - pts.
- Nutrition Risk	10 - pts.
- Lacking any social support system	5 - pts.
- Minority Race/ethnicity	5 - pts.

Individuals with the highest rating will receive the highest priority.

The individual will be informed when there is a slot open. If the status of an individual changes while on the wait list, the priority status will be updated accordingly.