

**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.

Priority on the program waitlist will be given to those determined most in need of Home Health Aide services by qualified referral services or Screening for Community Services scoring, those socially and economically disadvantaged, those who lack family or informal supports, those on wait lists for JACC or applying for MLTSS and those not currently in receipt of similar services from other programs.

Individuals on the wait list 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.