In January of 2008, the County Executive called on all County Departments to work together to end chronic homelessness, using a Housing First model. The Bergen County Department of Human Services and the Bergen County Division of Community Development provide leadership and oversight to keep the vision alive.

The Housing Authority of Bergen County provides administrative oversight and direct management of the continuum of services.

The partner agencies are:

- Bergen County Department of Health Services
- Care Plus NJ, Inc.
- Christ Church Community Development Corporation
- Interreligious Fellowship for the Homeless of Bergen County
- North Jersey Friendship House

Many other agencies provide services at the Center on a weekly, bi-weekly, or bi-monthly schedule. Agencies utilize available flexible office space.
The mission of the Bergen County Housing, Health and Human Services Center is to end homelessness by providing a full continuum of housing services including homelessness prevention, temporary shelter, and permanent placement.

The Center:
• serves as a one-stop location and single point of entry for individuals to receive information, care management, health and human services, and financial assistance.
• is open 24 hours per day throughout the year.
• is a key feature in the Bergen County Ten Year Plan to End Chronic Homelessness, 2008 and is the foundation of a concentrated, community-wide effort to find permanent housing for people who are homeless.

The Next Step Initiative (NS) offers life-improvement support for those who are homeless, at risk of becoming homeless, or in other crisis situations. NS’s model blends professional staff, a corps of trained volunteers, and a team of social work interns to provide one-on-one case management.

Individuals are assessed for needs, and community-based social services and resources are used to build or rebuild life skills and to provide crisis intervention.

Services are available daily:
9:30 am—11:00 am; 1:00 pm—4:00 pm

The Wellness Program provides health education, medication management and review, health screenings, and immunizations to shelter guests. It has transfer agreements for acute care.

HIV counseling and testing are available for county residents:
Monday and Tuesday: 9:00 am—8:30 pm
Wednesday: 7:00 am—8:30 am
Friday through Sunday: 9:00 am—5:30 pm
Last test done 45 minutes before closing.

Breakfast, lunch, and dinner are provided to guests of the temporary shelter. Lunch and dinner are provided daily for individuals and families at risk of homelessness who live in the community.

Lunch: 11:30 am—12:30 pm
Dinner: 5:00 pm—6:30 pm