



Emergency Service Programs

Emergency Food

Every 30 days, clients are eligible to call to schedule an appointment to receive a 7-day food package containing enough food for each person in their household.

Utility Assistance

Once every 365 days, up to 3 times, clients with a shut-off notice or clients with their utilities already shut off can receive a payment of up to \$300 towards their utility bill. Eligible clients that are out of heating oil can receive the minimum delivery.

Late Rent Assistance

Once every 365 days, up to 3 times, clients with a court-ordered eviction notice or lock-out can receive a payment of up to \$1,500 towards their rental arrears.

Security Deposit & First Month's Rent Assistance

Clients who are homeless or who wish to move into more affordable housing can receive a payment of up to \$1,800 towards their security deposit or \$1,500 towards their first month's rent. Clients are eligible for future security deposit assistance if at least 80% is returned to CFA upon vacating the apartment.



Program Rules

- Provision of all services is subject to the availability of funds.
- Services will be provided by appointment only; walk-ins will not be admitted.
- All clients must be under 300% of the poverty level. (See table)
- Clients assisted by special grants are subject to the rules of those grants.
- Clients must live in Bergen County or upper Passaic County (excludes Paterson and the city of Passaic).
- Clients will be assisted in the order in which they contact CFA.
- Utility, rent, and security deposit services will only be provided when a household can provide proof of financial and resource stability going forward.
- Utility, rent, and security deposit assistance payment checks are written out and mailed directly to the landlord or utility company and not to the client.
- CFA reserves the right to deny service for any reason allowed by law, including visible intoxication and violent behavior.

Household Size	Monthly Income Limit
1	\$3,035
2	\$4,115
3	\$5,195
4	\$6,275
5	\$7,355
6	\$8,435
7	\$9,515
8	\$10,595



Emergency Services Client Guide 2018

Englewood (Headquarters) 192 West Demarest Ave 201-569-1804 M-F 9-5	Mahwah 90 Ridge Rd 201-529-2029 M 10-6:30 Tu-F 10-2
Bergen Community College (With BCC ID Only) Student XChange Center 201-447-7191 Tu 9-1, Th 2-6	Palisades Park (Korean languages services) 7 Broad Ave, #201 201-956-7630 M, F 10-4
Fairview 239 Anderson Ave 201-945-5831 M, Tu, Th 9:30-5	Ringwood 145 Carletondale Rd 201-529-2029 Tu, Th 10-1
Hackensack 316 First St 201-883-9375 M-Th 9:30-3:30 F 9:30-2:30	Saddle Brook 224 Midland Ave 201-703-9857 M, W-F 9:30-3:30 Tu 12-6

Who We Are

Center for Food Action (CFA), founded in 1976 by the late singer Harry Chapin and Bill Ayres as World Hunger Year New Jersey, is a non-profit, 501(c)(3) organization that provides emergency services to our struggling neighbors in northern New Jersey.

Mission Statement

The mission of Center for Food Action is to prevent hunger and homelessness and improve the lives of individuals and families living in poverty.



Other CFA Programs

- Community Garden Program
- New Jersey Anti-Hunger Coalition
- Smile Pack Program
- Weekend Snack Pack Program
- Young Professional Action Network

www.cfanj.org





Required Documents (All Clients)

- Picture ID for head of household
- ID for all household members (Social Security cards and/or birth certificates preferred)
- Proof of address for all household members (Example: utility bill, school records)
- Proof of income for all household members; must include:
 - Employment/Unemployment income:
 - Last 4 pay stubs for all working household members, or
 - Official company letterhead stating: date of hire and start date, number of hours, hourly wage or yearly salary, temporary or permanent status, signature and phone number of supervisor, or
 - Unemployment claim and letter from previous employer with above information including date of termination
 - All benefits, including: Social Security, Child Support, SSDI, SSI, TANF, GA, SNAP, etc.
- Most recent tax return, if available
- Most recent checking and savings statement, if available
- Proof of why you fell behind (Example: medical bills, car repair)

Additionally Required (By Service)

Utility Assistance

- Shut-off notice

Late Rent Assistance

- Court-ordered eviction notice

First Month's Rent

- Lease
- Name, address, and phone number of future landlord
- Receipt for security deposit and realtor's fee

Security Deposit Assistance (Non-Section 8)

- Lease
- Name, address, and phone number of future landlord
- Receipt for first month's rent or a certified check or money order made out to new landlord

Security Deposit Assistance (Section 8)

- Lease
- Name, address, and phone number of future landlord
- Section 8 Voucher
- Request for Tenancy Approval
- Inspection Checklist
- Lead Paint Assessment



CFA Client Policies

Code of Ethics

The Center for Food Action applies a set of values, principles and standards that guide the organization's mission. The objective is to enhance the well-being of the poorest and most vulnerable members of our community and to help meet the basic human needs of those seeking CFA's services. The core values under which all CFA staff operates are: (1) service, (2) integrity, (3) competence, (4) preserving the dignity and worth of every client, (5) respecting clients' rights to privacy, (6) safeguarding the ethical obligation of the organization.

1. Service – The primary goal of the organization and each staff member is to help people in need and to provide appropriate services as obtainable using the knowledge, skills and resources available at CFA and, when applicable, link clients to other existing community services.
2. Integrity – A key principle of the organization is that all members of CFA's staff is to behave in a trustworthy manner, which includes acting honestly, responsibly, and in good faith while promoting the ethical practices of the organization and adhering to its policies.
3. Competence – A key principle of the organization is that all CFA staff members work within their knowledge and skills and to represent themselves as competent only within the boundaries of their education, training, license, certification or other relevant experience and to refer matters outside of their competency to the appropriate staff member.
4. Dignity and Worth of Every Client – A key principle of the organization is that each staff member treats clients in a caring and respectful manner and respect individual differences and value cultural and ethnic diversity while seeking to promote clients' self-determination and enhance their capacity to address their own needs.
5. Privacy and Confidentiality – A key principle of the organization is that each staff member respect the right to privacy of every client and protect the confidentiality of all information obtained in the course of service unless the client has given valid and written consent to share or obtain information or the release of such information to the proper authority is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person.
6. Safeguarding the Ethical Obligation of the Organization – A key principle of the organization is that each CFA

employee report any variance from these principles to the appropriate supervisor or CFA's executive director. This includes reporting any act or behavior of another employee or group of employees that jeopardizes or interferes with carrying out the mission of the organization.

Grievance Procedure

Clients who believe that they have been improperly denied service, or who are dissatisfied with the service provided, may take action in the following order:

1. Initial complaint is to be made directly to the Site Manager who will conduct informal discussions in an attempt to resolve the complaint.
2. If informal discussions with the Site Manager are not met with satisfaction, the client will be provided an opportunity to submit a written complaint to the Regional Site Manager or the Executive Director. (If a client telephones or makes an office visit to file a complaint because he/she is unable to complete a written complaint, a staff person will record the information on behalf of the client.)
3. CFA will acknowledge receipt of the complaint in writing within five (5) business days of receipt of the same.
4. CFA will investigate the nature of the allegation by conducting a review of the decision from the informal review. The Regional Site Manager or the Executive Director shall review the decision from the informal review and will try to resolve the complaint to the client's satisfaction based upon the policies of the agency.
5. If the client is not satisfied with the decision, he/she may submit a written request for a hearing directly to the Bergen or Passaic County Departments of Human Services. The written request shall be filed by the client within thirty (30) days of receipt of the above decision and must be directed to the Director of the Bergen/Passaic County Department of Human Services. The client's appeal must contain an explanation of why CFA's response was unacceptable. A copy of the request for a hearing must be supplied to CFA.

Donation Policy

Center for Food Action gratefully accepts donations of food and funds to support our programs.