

# Community Resources

## 24 Hour Response Hotlines

Mental Health/Crisis	1-856- 455-5555
Domestic Violence	1-800-225-0196
Child Abuse	1-800-792-8610
General Information: 2-1-1;	1-877-652-1148; <a href="http://www.NJ211.org">www.NJ211.org</a>

Addiction Hotline of New Jersey	1-800-28-2333
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Banking & Insurance - Information Hotline	1-800-446-7467
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## Board of Social Services/County Welfare Agencies:

Atlantic County	1-609-348-3001
Bergen County	1-201-368-4200
Burlington County	1-609-261-1000
Camden County	1-856-225-8800
Cape May County	1-609-886-6200
Cumberland County	1-856-691-4600
Essex County	1-973-733-3000
Gloucester County	1-856-582-9200
Hudson County	1-201-420-3000
Hunterdon County	1-908-788-1300
Mercer County	1-609-989-4320
Middlesex County	1-732-745-3500
Monmouth County	1-732-431-6000
Morris County	1-973-326-7875
Ocean County	1-732-349-1500
Passaic County	1-973-881-0100
Salem County	1-856-299-7200
Somerset County	1-908-526-8800
Sussex County	1-973-383-3600
Union County	1-908-965-2700
Warren County	1-908-475-1533

Community Affairs - Landlord-Tenant Information	1-609-292-4174
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## Consumer Affairs Division:

Consumer Protection	1-973-504-6200
Consumer Complaints	1-973-504-6200

Counseling to Avoid Foreclosure	N.J. Homekeeper (855) NJ-Keep-1
Disability Rights N.J.	1-800-922-7233
Division of Community Resources	1-609-292-4080
Division of Local Government Services	1-609-292-6613
Family Health Line	1-800-328-3838
First Call For Help -	1-800-331-7272 (Monday to Friday 8:30 a.m. to 4:30 p.m.)
Food Pantries in NJ (enter your address for closest food bank to your location)	<a href="http://www.foodpantries.org/st/new_jersey">http://www.foodpantries.org/st/new_jersey</a>
Home Energy Assistance Program	1-866- 240-1347 <a href="http://www.state.nj.us/dca/divisions/dhcr/offices/eap.htm">http://www.state.nj.us/dca/divisions/dhcr/offices/eap.htm</a>
Homelessness Prevention Program	1-856-453-3820

### Hospitals in NJ

[http://www.nj.gov/njhealthlink/hospital\\_list\\_by\\_county.pdf](http://www.nj.gov/njhealthlink/hospital_list_by_county.pdf)

### HOSPITAL CARE PAYMENT ASSISTANCE PROGRAM

The New Jersey Hospital Care Payment Assistance Program (Charity Care Assistance) is free or reduced charge care which is provided to patients who receive inpatient and outpatient services at acute care hospitals throughout the State of New Jersey. Hospital assistance and reduced charge care are available only for necessary hospital care. Some services such as physician fees, anesthesiology fees, radiology interpretation, and outpatient prescriptions are separate from hospital charges and may not be eligible for reduction.

The patient or prospective patient **must apply for hospital care payment assistance at the hospital from which he/she plans to obtain or has obtained services.** The patient should apply at the **business office or admissions office** of the hospital. The patient or responsible party must answer questions related to his/her income and assets, as well as provide documentation of the income and assets. The **hospital will make a determination of whether the applicant is eligible as soon as possible, but no more than ten working days from the time a complete application is submitted.** If the request does not include adequate documentation to make a determination, the request shall be denied. The applicant will then be allowed to present additional documentation to the hospital. **The applicant has up to one year from the date of service to apply for hospital assistance** and provide the hospital with a completed application. Applicants found ineligible may reapply at a future time when they present themselves for services and believe their financial circumstances have changed.

The Department of Health has a toll-free number to assist with any questions or concerns. Please call the Health Care for the Uninsured Program during business hours at 1-866-588-5696.

Information & Assistance 2-1-1  
Contact number for general information about a variety of social services.

Individual Health Coverage  
Buyers Guide 1-800-838-0935

Jersey Assistance for  
Community Caregiving (JACC) 1-877-222-3737

JACC is a State-funded program that provides a broad array of in-home services to enable an individual, at risk of placement in a nursing facility and who meets income and resource requirements, to remain in his or her community home. By providing a uniquely designed package of supports for the individual, JACC delays or prevents placement in a nursing facility.

Lions Eye Bank 1-800-653-9379

Long Term Care Field Office 1-609-614-3331

Medicaid Program - 1-800-356-1561  
provides medications to income eligible individuals

### **Money Management Program**

The Money Management Program is a bill paying service developed by AARP and coordinated by the New Jersey Division of Aging Services (DoAS). The goal of the service is to provide guidance and non-intrusive bill paying assistance to maximize client independence. It provides older or disabled people with volunteer assistance in budgeting, processing of routine bills, check writing, managing financial matters and/or reconciling bank accounts.

The following counties and agencies are currently participating in the Money Management Program:

Burlington

RSVP of Burlington County

Burlington County Community College

609-894-9311

Hunterdon

Hunterdon County Division of Senior, Disabilities and Veterans Services

908-788-1262

Morris

Cornerstone Family Programs

973-538-5260, ext. 241

Somerset

Somerset County Office of Volunteer Services

908-704-6358

Warren  
Warren County Division of Aging and Disabilities Services  
908-475-6591

Mortgage Hotline 1-800-654-6873

N Aging and Disability Resource Connection <http://www.adrcnj.org/>

NJ Ease Senior Services Hotline 1-877-222-3737

NJ Housing & Mortgage Finance Agency 1-609-278-7400

New Jersey Housing Resource Center [www.njhousing.gov](http://www.njhousing.gov)

NJ Pharmaceutical Assistance to the Aged and Disabled (PAAD)/Senior Gold 1-800-792-9745

- \$5 co-pay for NJ residents that are age 65+ or that are receiving Social Security Disability who meet income guidelines under PAAD.
- assistance provided by Office on Aging and Disabled to complete applications. Senior Gold guidelines are: \$10,000 over PAAD guidelines

NJ Office for Civil Rights 1-609-441-3100

Ombudsman Complaint Hotline 1-877-582-6995

Ombudsman by County:

(an official appointed to investigate individuals' complaints against maladministration, especially that of public authorities.)

Atlantic / Cape May	1-609-594-3346
Bergen	1-201-527-2263
Burlington	1-609-518-2530
Camden	1-856-379-2238
Cumberland / Gloucester / Salem	1-856-575-5244
Essex	1-973-776-9300 ext. 56886
Hudson	1-201-217-5399
Mercer	1-609-571-4205
Middlesex	1-732-519-3344
Monmouth	1-732-677-4209
Morris / Sussex	1-973-656-3969
Ocean	1-732-288-7212
Passaic	1-973-247-8651
Somerset / Hunterdon / Warren	1-908-203-6131
Union	1-908-659-4644

Prescription Drug Assistance: 1-800-762-4636  
- [www.needymeds.com](http://www.needymeds.com)  
- [www.ppaarx.org](http://www.ppaarx.org) (Partnership for Prescription Assistance)  
Contact organization or society that serves people with specific disabilities such as Muscular Dystrophy Association, Multiple Sclerosis Society, etc., contact State Office on Disability Services for phone numbers.

Rx4NJ 1-888-793-6765  
or [www.rx4nj.org](http://www.rx4nj.org)  
- A no-cost service connecting qualified NJ residents to discounted or even free prescription medications

Office of the Public Guardian for Elderly Adults 609-588-6500

Rental Assistance Program 1-856-453-3820

Self-Help Clearinghouse 1-800-367-6274

Senior Citizen Information & Referral Service 1-800-792-8820

SJ Gas Customer Service 1-888-766-9900

South Jersey Legal Services:  
Seniors age 60+ call - 1-800-510-2492  
All other callers age 59 or younger call - 1-800-496-4570

State Office On Disability Services 1-888-285-3036

Support Services for the Aged & Disabled - Pharmaceutical 1-800-792-8820

Tax Court General Information 1-609-292-5082

**Utilities:**

***Electric***

Atlantic City Electric: 1-800-642-3780

Jersey Central Power & Light: 1-800-662-3115

Orange Rockland Electric: 1-877-434-4100

PSE&G: 1-800-436-7734

***Gas***

Elizabethtown Gas: 1-800-242-5830

New Jersey Natural Gas: 1-800-221-0051

PSE&G: 1-800-436-7734

South Jersey Gas: 1-888-766-9900

### **Cable**

Cablevision: 1-866-575-8000  
Comcast: 1-800- 266-2278  
Service Electric Cable TV of Hunterdon: 1-800-225-9102  
Service Electric Cable TV of New Jersey  
(Sparta): 1-800-992-0132  
Time Warner Cable of Bergen and Hudson: 1-201- 886-0900  
Verizon FiOS: 1-888- 438-3467

Regulated Telephone Providers: <http://www.bpu.state.nj.us/bpu/pdf/telecopdfs/telecoproviders.pdf>

Regulated Water Companies: <http://www.bpu.state.nj.us/bpu/pdf/water/regulatedwater.pdf>

Regulated Wastewater Companies: <http://www.bpu.state.nj.us/bpu/pdf/water/regulatedwastewater.pdf>

Lifeline Utility Assistance Program / 1-800-792-9745  
Tenants Lifeline Assistance Program

Lifeline is a utility assistance program that offers \$225 to persons who meet the eligibility requirements of the PAAD program or who receive Supplemental Security Income (SSI). This includes utility customers (gas and/or electric) as well as tenants whose utility bills are included in their rent. Only one tenant in a household is entitled to this assistance.

Universal Service Fund Program- Fresh- Start Program-  
-provides one - time forgiveness of arrears for natural gas or electric bills  
-contact your Utility Company for details

Winter Termination Program  
-contact your Utility Company to claim a temporary financial crisis and ask to be protected under the Winter Termination Program  
-you will need to make good faith payments regularly to be eligible

New Jersey Comfort Partners (888) 773-8326  
-program teaches about conserving energy  
-may help with payments on payment plan balance  
-free energy audits for low income households

Board of Public Utilities -  
Consumer Complaints - All Utilities 1-800-624-0241

State Utilities Assistance:  
Lifeline Programs - (800) 792-9745  
-income guidelines apply  
-SSI recipients automatically receive \$18.75 per month in their SSI check  
-individuals age 65 + or disabled of any age receiving SSD should apply

Federal Fuel Assistance Programs:  
Low Income Home Energy Assistance Program (LIHEAP)

- local contact – Gateway Community Action Partnership - 451-2966
- limited application period
- benefit paid for Heating and Cooling for eligible households
- individuals receiving food stamps should automatically receive heating but need to apply for cooling

Universal Service Fund-

- income guidelines apply
- eligible customers will pay no more than 6% of their natural gas and/or electric services combined
- contact Gateway Community Action Partnership- 451-2966
- application for Universal Service Fund included in application for Low Income Home Energy Assistance Program

Verizon — (800) 427-9977

Communications Lifeline — Special Low Cost Phone Service for low income individuals

Link Up America — provides a 50% discount on telephone connection charges for persons of low income or persons who receive TANF, SSI, Medicaid or PAAD.

Veteran's Administration

Wilmington - 1-800-461-8262

VITA/TCE

Volunteer Income Tax Assistance is for individuals of low to moderate income, individuals with disabilities, and non-English speaking taxpayers.

Tax Counseling for the Elderly, is for individuals 60 years of age or older.

During the tax season, you can find a VITA site near you by calling the IRS at 1-800-906-9887. For an AARP TCE site near you, please access the web site for the Tax-Aide program or call the National AARP office at 1-888-AARP-NOW (1-888-227-7669).

Women's Referral Central

1-800-322-8092