

**COUNTY OF MORRIS**  
**DEPARTMENT OF HUMAN SERVICES**  
**OFFICE OF TEMPORARY ASSISTANCE**

340 West Hanover Avenue  
Morristown, New Jersey 07960

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973-326-7800  
1-877-589-2556

## Homeless Hotline Telephone Number 800-640-9783

### Emergency Sheltering Protocols

#### NORMAL BUSINESS HOURS

The 800 number will ring directly to the Office of Temporary Assistance (OTA). A social worker will speak with the client to determine the most appropriate form of shelter.

#### AFTER 4:30 PM DAILY/WEEKENDS/HOLIDAYS

- 211 is the agency who is contracted to answer the after-hours/weekend/holiday calls for shelter placement. This includes placement for Code Blue activations after-hours.
- 211 staff is aware that the Office of Temporary Assistance policy is that no one is refused shelter in **extreme weather conditions**, even if the client is on the agency's "Do Not Place" list. **We do not have a specific temperature that triggers placing homeless individuals who call.** 211 staff have been instructed to place clients in weather conditions that include: extreme cold weather, rain, even heat waves as well as any catastrophic event.
- All clients placed in emergency shelter are contacted by an OTA social worker the next business day. **(Note: If Morris County Offices are closed due to weather the client will remain in their placement until the following business day).** On the next available business day, the client will be transported into the office where a social worker will assess the client's situation and determine eligibility for services. At that time the social worker will also provide linkage to additional assistance and resources.
- If an individual is intoxicated, depending on the severity, he/she may be sent to the hospital.

- Individuals are generally transported by taxi to the emergency shelter placement, if there is no other means of transportation. However, if there is a medical issue or if the client is under the heavy influence of drugs and/or alcohol medical transportation to a hospital would be the suggested option.
- The Office of Emergency Management (OEM) maintains a list of warming station locations which is provided by our local Morris County municipalities. NJ Transit will post what stations are opening on their website. OEM sends all listings to 211. If the client cannot be transported due to the weather conditions, or if the client is in close proximity of the warming station, the client will be requested to walk to closest warming site location.
- In the event of a “CODE BLUE” activation, the Office of Emergency Management (OEM) will alert our Code Blue and Municipal Partners when forecast data meets any of the following parameters:
  - ❖ Forecast data shows temperatures reaching 25 degrees Fahrenheit (or lower) without precipitation; OR
  - ❖ Forecast data shows temperatures reaching 32 degrees Fahrenheit (or lower) with precipitation in Morris County within 24 to 48 hours.
  - ❖ This determination includes forecast data that indicates wind chill temperature will be zero degrees Fahrenheit (or less) for a period of 2 hours or more.
  - ❖ The notification for the Code Blue activation may cover a period of time if the forecast data supports it.

- **Calling Shelters**

Market Street Mission (ph. 973-538-0431) is the only available emergency shelter in Morris County and it is for males only. If a male caller is in need of sheltering and is agreeable to be placed at the Mission, someone (211, police, etc.) will need to telephone the Mission to confirm that there is room. If there is a bed available to the client and they refuse to go, motel will NOT be an option, unless there are extreme weather conditions. Generally the client would be referred back to the Mission for placement or would be placed with a family member/friend if they refuse the Mission placement.

- Homeless Solutions reported that they will not ask residents to leave for violations during extreme weather unless it is a violent or threatening behavior offence.
- The Interfaith Food Pantry has emergency food bags available to agencies. Call 973-538-8049, x 210.
- The Office of Temporary Assistance has some “heat up” meals available during bad weather. Call 973-829-8176.