

Frequently Asked Questions About Applying
for the
New Jersey Cares for Kids (NJCK)
Child Care Subsidy Program

1. **How do I submit my application?** *You may fill the application out on-line, save the document, scan your required documents and send all in an email to ofc@co.bergen.nj.us with "new application" in the subject line. The original signature pages 6, 7 and 8 must also be returned to Office for Children either by mail or by hand. Applications may also be mailed or dropped off in person at the Office for Children, One Bergen County Plaza, 2nd Floor, Hackensack, NJ (on the corner of Hudson and East Kansas streets, next to the court house). If you are using a navigation system, enter the address 10 Main St. Hackensack. This is the address for the courthouse. One Bergen County Plaza is immediately south on the opposite side of the driveway.*
2. **What are the office hours?** *We are available BY APPOINTMENT ONLY Monday- Friday 9:00 AM - 4:30 PM. We can be reached by phone Monday -Friday, 8:30 AM – 5:00 PM, and messages may be left for staff 24 hours a day/7 days a week. Documents may be dropped off at any time without an appointment. You may also e-mail us at ofc@co.bergen.nj.us*
3. **How long will it take to determine if my family is eligible?** *We will send you an acknowledgment letter when we receive your application. Applications are processed in the order in which they are received. Once your application is processed, we will notify you by mail regarding your status.*
4. **What happens if my application is incomplete or I am missing any documents requested?**
 - a. *At the time your application is reviewed, if it is incomplete, we will request missing information or documents.*
 - b. *When we receive your response your application will be put back in date order for processing based on the date of the LAST documents received. Please review everything carefully to AVOID DELAYS!*
 - c. *If you need assistance, you may call (201)-336-7150 or make an appointment to speak with an NJCK staff person.*
5. **If I am eligible, how long will it take to receive assistance?** *Funding for New Jersey Cares for Kids is limited and eligible families are offered assistance when funding is available. If you are eligible, you may be placed on a waiting list.*
6. **How long does it take to be taken off of the waiting list?** *It is not possible to predict how long a family will be on the waiting list. The waiting list is NOT on a first come first serve basis. The program is designed to help the neediest families first. A family's priority is determined by a number of factors, including household size and income. Because new applications are processed every day, your position may change as new applications are entered. As funds become available, families are removed from the waiting list in priority order.*
7. **How will I know when funds are available?** *You will be notified by mail when funds are available for your family, therefore, it is very important that you contact us if your address changes.*
8. **Should I call to check on my eligibility or wait list status?** *No, all correspondence must be in writing. You will be notified by mail.*
9. **Is there anything that I can do to speed up the process?** **Yes!**
 - *Be certain that you submit ALL required documents with your completed application AND that you answer all of the questions. Please refer to the checklist and application instructions.*
 - *Be sure to submit the most current pay stubs.*