

# Toll-Free Hotlines/Helpines



## Child Abuse/Neglect Hotline 1-877-NJ ABUSE (652-2873)

**1-800-835-5510 (TTY)**

**24 hours a day - 7 days a week**

Any person having reasonable cause to believe that a child has been abused or neglected has a legal responsibility to report it to DCF's Child Protection and Permanency (CP&P). Calls can be made anonymously.

## Safe Haven Hotline 1-877-839-2339

**24 hours a day - 7 days a week**

This hotline is for distressed parents who wish to give up an unwanted infant, 30 days or younger, anonymously. While no names or records are required, callers are encouraged to voluntarily provide information.

## 2ND Floor Youth Helpline 1-888-222-2228

**24 hours a day - 7 days a week**

This is a youth helpline serving all youth and young adults in New Jersey. Youth who call are assisted with their daily life challenges by professional staff and trained volunteers. Anonymity and confidentiality are assured except in life-threatening situations.

**2-1-1  
www.nj211.org**

**24 hours a day - 7 days a week**

This phone number connects callers to various human services organizations in their community.

## DCF Info Line 1-855-INFO-DCF (463-6323)

**8:30 a.m. - 4:30 p.m. Monday - Friday**

This helpline provides callers with general information about the Department of Children and Families' (DCF) programs and services.

## Children's System of Care 1-877-652-7624

**24 hours a day - 7 days a week**

Call this number to find out about services for children and teens with emotional and behavioral health care challenges and their families.

## Crisis Text Line Text "NJ" to 741741

**24 hours a day - 7 days a week**

Connect with a crisis counselor, trained in active listening and collaborative problem solving, helping to defuse a "hot" moment or a crisis.

## Family Helpline 1-800-THE-KIDS (843-5437)

**24 hours a day - 7 days a week**

If you're feeling stressed out, call to speak to a trained volunteer of Parents Anonymous who can provide support and refer you to resources in your community.

## Domestic Violence Hotline 1-800-572-SAFE (7233)

**24 hours a day - 7 days a week**

Call for information about domestic violence services in your local area.

## Sexual Violence Hotline 1-800-601-7200

**24 hours a day - 7 days a week**

Call for information about sexual violence services in your local area.

## NJ Helps www.njhelps.org

At this web site you can find out about services and programs for children, families and individuals. You can also prescreen for eligibility for programs such as Food Stamps, Medicaid and others.

## MOM2MOM 1-877-914-MOM2 (914-6662)

**24 hours a day - 7 days a week**

The Mom2Mom helpline offers 24/7 peer support to mothers of children with special needs.

# Líneas Directas Gratuitas y Líneas de Ayuda



## Línea Directa Para el Abuso Infantil 1-877-NJ ABUSE (652-2873)

**1-800-835-5510 (TTY)**

**24 horas al día - 7 días a la semana**

Cualquier persona que tiene una causa razonable para creer que un niño ha sido maltratado o descuidado tiene una responsabilidad legal para reportarlo a la Protección y Permanencia de Niños de DCF. Las llamadas se pueden hacer anónimamente.

## Línea Directa de Safe Haven 1-877-839-2339

**24 horas al día - 7 días a la semana**

Esta línea directa es para padres que se sienten afligidos que quieren entregar a un bebé no deseado, de 30 días o menos, anónimamente. Aunque no se les exigen nombres ni documentos, se sugiere que información sea proporcionada voluntariamente.

## 2ND Floor Youth Helpline 1-888-222-2228

**24 horas al día - 7 días a la semana**

Esta línea directa para ayudar a adolescentes y jóvenes en el estado de Nueva Jersey. Los adolescentes que se comunican con nuestra línea de ayuda gratuita, reciben asistencia de personal profesional y voluntarios capacitados para ayudar a jóvenes enfrentar los desafíos de la vida diaria. El anonimato y la confidencialidad están garantizados, excepto en los casos donde la vida de un joven está en riesgo.

**2-1-1  
www.nj211.org**

**24 horas al día - 7 días a la semana**

Este número telefónico conecta a los que llaman a los diversos organizaciones de servicios humanos en su comunidad.

## DCF Línea de Información 1-855-Info-DCF (463-6323)

**8:30 a.m. - 4:30 p.m. Lunes a Viernes**

Esta línea de ayuda ofrece a los que llaman con información general sobre programas y servicios de el Departamento de Niños y Familias.

## Sistema de Cuidado de Niños 1-877-652-7624

**24 horas al día - 7 días a la semana**

Llame a este número para información sobre los servicios para familias, niños y adolescentes que tienen problemas emocionales y retos de conducta.

## Línea de Texto de Crisis Texto "NJ" a 741741

**24 horas al día - 7 días a la semana**

Conéctese con un consejero de crisis, entrenado para calmar con paciencia un momento caliente a través de la escucha activa y la resolución de problemas en colaboración.

## Línea de Ayuda a Familias 1-800-THE-KIDS (843-5437)

**24 horas al día - 7 días a la semana**

Si se siente estresado llame para hablar anónimamente con un voluntario capacitado que le podrá proveer apoyo y referirlo a recursos en su comunidad.

## Línea Directa Para Casos de Violencia Doméstica 1-800-572-SAFE (7233)

**24 horas al día - 7 días a la semana**

Llame a este número para información sobre la violencia doméstica y los servicios en su comunidad.

## Línea Directa Para Casos de Violencia Sexual 1-800-601-7200

**24 horas al día - 7 días a la semana**

Llame a este número para información sobre la violencia sexual y los servicios en su comunidad.

**NJ Helps  
www.njhelps.org**

En este sitio Web usted puede obtener información sobre servicios y programas para niños, familias e individuos. También se puede determinar preliminarmente si usted tiene derecho a recibir beneficios de programas, como Cupones de Alimentos, Medicaid y otros.

## MOM2MOM 1-877-914-MOM2 (914-6662)

**24 horas al día - 7 días a la semana**

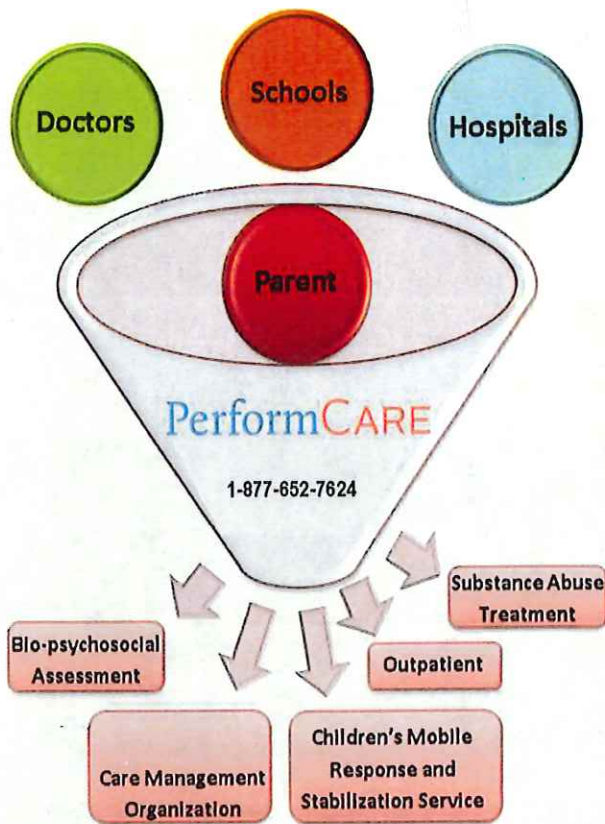
La línea de ayuda Mom2Mom ofrece apoyo entre pares las 24 horas del día, los 7 días de la semana a las madres de niños con necesidades especiales.



**When you find yourself in one of these situations:**

- ✓ You're struggling with a child's repeated absences from school or refusal to attend school.
- ✓ A teacher, school nurse, or guidance counselor has expressed concerns about a child who is harming or injuring themselves.
- ✓ A child is showing aggression towards others, or is bullying others or is being bullied
- ✓ A youth's substance use or refusal to comply with school rules is causing major conflict
- ✓ A child experienced a major loss or change (death, divorce, relocation, etc.)  
or perhaps a traumatic event and is not adjusting well.
- ✓ A youth with autism is experiencing behavioral challenges
- ✓ A child/youth (regardless of whether an IEP or 504 plan are in place), is demonstrating social, emotional and/or behavior that is impacting them educationally.

**Call PerformCare at 1-877-652-7624**



## NJ Children's System of Care Referral Process

The Children's System of Care (CSOC) helps youth up to age 21 with emotional, behavioral, developmental, substance and related health challenges. CSOC wraps services and supports that families need in a home and community-based, family-centered environment.

*Assist parents in making the call to PerformCare for services.*

## The System Partners in Each County

### Care Management Organization (CMO)

- \* Provides full face-to-face service planning for youth with moderate to intense needs.
- \* Care Managers coordinate Child & Family Team (CFT) meetings, comprised of family and community members, mental health professionals, and school personnel.
- \* Develop individualized service plans.

### Children's Mobile Response and Stabilization Services (MRSS)

- \* Provides face-to-face crisis response within one hour of notification.
- \* Goals are to stabilize the behavior and prevent loss of ability to remain in the home.
- \* Mobile Response responds 24/7 and can offer up to 8 weeks of stabilization services.

### Family Support Organization (FSO)

- \* Non-profit organization run by families of children with a variety of challenges.
- \* Provides parent-to-parent support and works in partnership with PerformCare, CMO, state agencies and provider organizations.
- \* Ensures that the system is open and responsive to the needs of families and children.
- \* FSO provides free education and support groups *open to all families in the community*.

### CIACC (Children's Interagency Coordinating Council)

- \* Local planning body that coordinates system partners and advises the state of local needs.
- \* Acts as the central resource for information regarding mental health services for children and families.