

Common concerns handled by the Office of Advocacy:

Clarification of child welfare policies

- Locating children or workers
- Lack of service plan or follow up
- Incarcerated parent concerns
- Payment problems
- Visits (unscheduled, cancelled, type of supervision)
- Conflict with case planner/ caseworker
- Discharge planning issues
- Services needed but not referred
- Sibling reunification



NYC Administration for Children's Services
Michael R. Bloomberg, Mayor
John B. Mattingly, Commissioner

Graphics 11/10

For more information or to request assistance please contact us:

Parents' and Children's Rights Helpline
212-676-9421

Incarcerated parents may call collect
212-619-1309

Teletype for the hearing impaired
212-442-1447

Administration for Children's Services
Office of Advocacy
150 William St. 1st Floor
New York, NY 10038
9:00 AM - 5:00 PM
MONDAY - FRIDAY

www.nyc.gov/acs (click Advocacy link)

The Office of Advocacy staff member I spoke to is:

Name: _____

Phone#: _____

For additional brochures or other literature please call: 212-676-9421



Office of Advocacy



NYC Administration for Children's Services

Support Outreach Advocacy

The mission of the Children's Services Office of Advocacy is to:

- Support the safety and well being of all children and families involved with the child welfare system.
- Ensure clients have a voice and are listened to when they feel they are not being heard.
- Ensure that clients are aware of their rights and responsibilities.
- Gather feedback in order to help Children's Services and its partner agencies improve outcomes for families and children.

To accomplish these goals, we are organized into the following 3 Units:

- Parents' and Children's Rights Ombudsman
- Parents as Partners
- Independent Review

Parents' and Children's Rights Ombudsman

This unit receives calls, in-person inquiries and written correspondence from parents, foster parents, children, concerned parties and members of the public regarding child welfare issues. The unit also handles inquiries received by the Commissioner's Office or elected officials.

The unit makes sure these concerns are heard and addressed by contacting the appropriate partner agency or Children's Services staff. We work to resolve and/or clarify questions and concerns. We also maintain a collect call line so that parents who are incarcerated can contact the unit for assistance.

(see reverse for contact information)



Parents as Partners

This unit is staffed by Family Specialists, parents whose children were once placed in foster care and were successfully returned home. They assist parents who are experiencing difficulties with their case or who do not have enough knowledge about child welfare policies and procedures to navigate the system. They work closely to support families by emphasizing the importance of participation in the service plan. Family Specialists also provide parents with support at conferences and visits.

Independent Review

This unit is responsible for conducting administrative conferences according to New York State Social Services Regulation 443.5 in cases when there is a proposal to remove a child from a foster home if there is no safety related investigation. At this conference, the contract agency presents the reason for removal and the foster parent(s) presents their opposition to the removal. The Independent Review Officer makes a determination as to whether or not the removal is valid and appropriate.