



Children's Services

NYC Children's Services
150 William Street
New York, NY 10038

Dedicated to helping children, strengthening families and providing Child Care and Head Start Programs

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Preventive Services

**Helping Families
in the Community**



NYC Children's Services

Michael R. Bloomberg, *Mayor*
John B. Mattingly, *Commissioner*

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NYC Administration for Children's Services
Division of Family Support Services

Preventive Services

In Need of Help? There are Services for NYC Families

What are Preventive Services?

Preventive programs are free services in your community for families with children under 18 who could benefit from support. Preventive services for families are designed to ensure that children remain safe in the home and to help families in crisis.

What is the Purpose of Preventive Services?

- ◆ To provide services when a family is in need of help
- ◆ To strengthen families
- ◆ To help keep families together
- ◆ To support families when children return from foster care
- ◆ To prevent child abuse and neglect

What do Preventive Programs Offer?

Different programs offer a variety of services throughout the city including the following:

- ◆ Help in meeting your child's developmental needs
- ◆ Support groups for parents and youth
- ◆ Help when your family is experiencing a crisis
- ◆ Counseling for your family
- ◆ Referrals and advocacy for a variety of programs such as public assistance and other benefits, education, prenatal assistance, substance abuse, mental health, domestic violence, vocational services, homemaking services and child care and Head Start programs.

Who is Eligible?

You do not need an active ACS case to receive services.

- ◆ A child under 18 years old (including help for pregnant women)
- ◆ Parents or caregivers
- ◆ Families at risk of having a child placed in foster care

How do I Find the Preventive Programs that Serve my Community?

- ◆ **Call 311** and ask for the nearest preventive service agency in your community or ask for the **Prevention and Parent Helpline**
- ◆ **Call the Prevention and Parent Helpline** directly at **1-800-342-7472**.
- ◆ For general information on our services, please call **1-877-KIDSNYC** (543-7692).



What If I Have an Emergency and I Can't Care for My Child?

- ◆ Call the Family Crisis Center and Crisis Nursery for help with emergency child care at 1-888-435-7553
 - Temporary safe haven for children from birth to age 10. Parents can visit any time.
 - Children are loved and cared for while parents get help. Parents get services, too.
 - Located at New York Foundling, 590 Avenue of the Americas on West 17th Street in Manhattan.
- ◆ Drop off your newborn at a hospital, police station or other designated safe place. **No questions asked.** Call 1-866-505-SAFE (1-866-505-7233) for information.
 - The Abandoned Infant Protection Act is a New York State law.
 - It allows parents, guardians and other legally responsible persons to leave a newborn they can't care for in a safe place with an appropriate person.
 - Safe places include hospitals and police and fire stations.
 - You don't have to give your name.

NYC Children's Services provides neighborhood-based services to help ensure children grow up in safe, nurturing, permanent homes with strong families. For more information about ACS, please visit our website: www.nyc.gov/acs or call 311.