

**IMPORTANT CONTACTS
AND
TELEPHONE NUMBERS:**

**MY CHILDREN'S SERVICES
CASEWORKER:**

Name:

Telephone#:

**PREVENTIVE AGENCY
CASEWORKER:**

Name:

Telephone#:

**Children's Services Office of Advocacy
Parents' and Children's Rights
Ombudsman Helpline:
Telephone#: 212-676-9421**

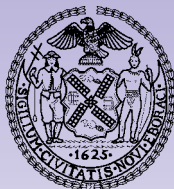
**Child Abuse and Maltreatment Hotline:
Telephone#: 800-342-3720**



NYC Children's Services
Family Support Services
Immigrant Services

150 William Street, 18th Floor
New York, NY 10038
Phone: 1-877-543-7692
(Interpreters available)

Michael Bloomberg, Mayor
John B. Mattingly, Commissioner
Elizabeth Roberts,
Deputy Commissioner



**LANGUAGE
ACCESS
SERVICES
FOR
IMMIGRANT
FAMILIES**



**Do You Need Help
To Talk With Your
Caseworker?**

**Do You Need
Help Reading
Or
Understanding
The Documents
That You Receive
From Your Children's
Services' Caseworker?**

**Children's Services
will help you!**

**NYC Children's Services
Family Support Services
Immigrant Services**

**IF YOU DO NOT SPEAK ENGLISH
AND YOU NEED TO SPEAK TO
YOUR CASEWORKER THROUGH
AN INTERPRETER, TELL HIM/HER:**

My name is

I speak

I need an interpreter.

NYC CHILDREN'S SERVICES SPEAKS YOUR LANGUAGE

NYC Children's Services is the City's child welfare agency dedicated to protecting children, strengthening families and providing child care and Head Start Programs.

Children's Services receives child abuse and maltreatment reports from the State Central Register, also known as the **"Hotline"**. The **Hotline** receives calls about child abuse or neglect 24 hours a day, seven days a week from two sources: persons who are required by law, or mandated, to report suspected child abuse and maltreatment; and calls from the public.

When Children's Services receives a report of possible child abuse or neglect from the Hotline, a Children's Services caseworker goes to the family's home to investigate.

CHILDREN'S SERVICES SPEAKS YOUR LANGUAGE

If a Children's Services caseworker visits you at home, or if you are requesting services from Children's Services and you are unable to speak, read, write or understand English very well, you can:

1. ASK FOR FREE INTERPRETER SERVICES

Children's Services will provide free interpreter services in your home language to assist you. Children's Services does not allow the use of

children, family members, friends, or neighbors for interpreting in child welfare situations. Ask for a free interpreter and Children's Services will provide it.

2. ASK FOR FREE TRANSLATION OF DOCUMENTS

Some documents that contain important and necessary information about your case are available in your language. If the documents are not available in your language, your caseworker will have an interpreter explain them to you in your language.

3. CALL YOUR CASEWORKER AND ASK FOR HELP

If you have questions or need help, your Children's Services worker can help you. If you cannot speak English, tell your caseworker:

"My name is ...I speak ..., I need an interpreter"

and your caseworker will provide you with an interpreter.

4. CALL THE OFFICE OF ADVOCACY

If you can not get help in your language from Children's Services, you can call the Office of Advocacy at 212-676-9421 and they will make sure you get the help you need.

CHILDREN'S SERVICES KEEPS YOUR INFORMATION CONFIDENTIAL

Children's Services, the interpreters and the agencies we work with do NOT share any information about your immigration status with immigration authorities. Information about your status can be released only rarely, such as for a criminal or terrorist investigation.

ADDITIONAL INFORMATION

For more information about Children's Services programs for children, adolescents and families, including child care and Head Start, call 311 and an interpreter will assist you.

