



# Advocacy

## Office of Advocacy

**NYC Children**

Jess Dannhauser  
Commissioner

**NYC Children**

public support  
supporting a cause  
rights and responsibilities  
note their rights and responsibilities  
Public support  
supporting a cause  
information and services  
key priorities policy  
rights and responsibilities  
advocacy support  
have your voice heard  
public support  
Advocacy

## Do you have concerns about our services?

### **ACS is here to help and listen. You can make ACS better.**

The Office of Advocacy provides information and responds to the concerns of parents, youth, foster parents, and others affected by the child welfare system, juvenile justice system, and other ACS services. We also answer questions from the general public. All contact with the Office of Advocacy is confidential unless there are safety issues.

### **Contact the Office of Advocacy**

#### **In Person:**

150 William Street  
New York, NY 10038,  
First Floor

Monday to Friday 9:00AM to 4:00PM

### **You do not need an appointment, but you will need a valid photo ID to show security.**

#### **By phone:**

- Helpline (212) 676-9421
- Incarcerated parents may call collect (212) 619-1309
- Teletype for the hearing impaired (212) 442-1447

E-mail through the ACS public web-site:

[www.nyc.gov/html/acs](http://www.nyc.gov/html/acs)



## Our team of advocates can help by:

- Giving you information about your rights and responsibilities,
- Assisting with a concern or communication issue between you and ACS or another agency under contract with ACS,
- Sharing your concerns with ACS leadership and other agencies to improve services.

### **Common issues handled by the Office of Advocacy include:**

- Explaining child welfare and juvenile justice policies and procedures to parents, families, and youth,
- Helping parents with children in foster care obtain services they need in order to be reunited,
- Providing youth with information about their rights and responsibilities, and information about resources available to them,
- Supporting visits between families and children in foster care,
- Helping extended families (*for example: an aunt, uncle, cousin, or grandparent*) continue relationships with children in ACS' care,
- We also have specialists in adoption subsidy, immigration, language access issues, and parent advocacy on staff.

While the Office of Advocacy cannot conduct our own child protective investigation, nor can we influence a judge's decision, if we are unable to assist you directly, we can connect you to people who may be able to assist.

