

# Toll-Free Hotlines/Helpines



## COVID-19 Response AskDCF@dcf.nj.gov

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

Anyone with general questions around COVID-19 response can email [AskDCF@dcf.nj.gov](mailto:AskDCF@dcf.nj.gov) and their inquiries will be answered in the order that they come in.

## 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 this number for information about domestic 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.

## WORKER2WORKER 1-855-327-7482

**10:00 a.m. - 8:00 p.m. Monday - Friday**

A confidential helpline for DCP staff, features peer-counseling support, telephone assessments and a network of referral services.