

Toll-Free Hotlines/Helpines



DEPARTMENT OF
CHILDREN AND FAMILIES

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 the Division of Child Protection and Permanency (DCP&P). Calls can be made anonymously.

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.

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.

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.

Foster Home Recruitment Line **1-877-NJ-FOSTER (653-6783)**

9 a.m. - 5 p.m. Monday - Friday

Many children in New Jersey need temporary homes until their parents are able to care for them or until a permanent home is found. Call to learn how you can open your heart and your home by becoming a foster parent.

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.

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.

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.

Adoption Hotline **1-800-99-ADOPT (992-3678)**

9 a.m. - 5 p.m. Monday - Friday

Share your love. Consider adopting a child into your family. Call to learn how you can change a child's life forever by becoming an adoptive parent.

DCF Office of Advocacy **1-877-543-7864**

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

This helpline provides a timely response to constituents' issues and concerns regarding programs and services provided by DCF.

Physical and Behavioral Indicators of Child Abuse and Neglect

	Physical Indicators	Behavioral Indicators
PHYSICAL ABUSE	<p>Unexplained bruises and welts:</p> <ul style="list-style-type: none"> ▪ On face, lips, mouth ▪ On torso, back, buttocks, thighs ▪ In various stages of healing ▪ Cluster, forming regular patterns ▪ Reflecting shape of article used to inflict (electric cord, belt buckle) ▪ On several different surface areas ▪ Regularly appear after absence, weekend or vacation <p>Unexplained burns:</p> <ul style="list-style-type: none"> ▪ Cigar, cigarette burns, especially on soles, palms, back or buttocks ▪ Immersion burns (sock-like, glove-like doughnut shaped on buttocks or genitalia) ▪ Patterned like electric burner, iron, etc. ▪ Rope burns on arms, legs, neck or torso <p>Unexplained fractures:</p> <ul style="list-style-type: none"> ▪ To skull, nose, facial structure ▪ In various stages of healing ▪ Multiple or spiral fractures <p>Unexplained laceration or abrasions:</p> <ul style="list-style-type: none"> ▪ To mouth, lips, gums, eyes ▪ To external genitalia 	<ul style="list-style-type: none"> ▪ Wary of adult contacts ▪ Apprehensive when other children cry ▪ Behavioral extremes: <ul style="list-style-type: none"> – Aggressiveness – Withdrawal ▪ Frightened of parents ▪ Afraid to go home ▪ Reports injury by parents
PHYSICAL NEGLECT	<ul style="list-style-type: none"> ▪ Consistent hunger, poor hygiene, inappropriate dress ▪ Consistent lack of supervision, especially in dangerous activities or long periods ▪ Constant fatigue or listlessness ▪ Unattended physical problems or medical needs ▪ Abandonment 	<ul style="list-style-type: none"> ▪ Begging, stealing food ▪ Extended stays at school (early arrival and late departure) ▪ Constantly falling asleep in class ▪ Alcohol or drug abuse ▪ Delinquency (e.g. thefts) ▪ States there is no caregiver
SEXUAL ABUSE	<ul style="list-style-type: none"> ▪ Difficulty in walking or sitting ▪ Torn, stained or bloody underclothing ▪ Pain or itching in genital area ▪ Bruises or bleeding in external genitalia, vaginal or anal areas ▪ Venereal disease, especially in pre-teens ▪ Pregnancy 	<ul style="list-style-type: none"> ▪ Unwilling to change for gym or participate in PE ▪ Withdrawn, fantasy or infantile behavior ▪ Bizarre, sophisticated or unusual sexual behavior or knowledge ▪ Poor peer relationships ▪ Delinquent or run away ▪ Reports sexual assault by caregiver
EMOTIONAL MALTREATMENT	<ul style="list-style-type: none"> ▪ Habit disorders (sucking, biting, rocking, etc.) ▪ Conduct disorders (antisocial, destructible, etc.) ▪ Neurotic traits (sleep disorders, speech disorders, inhibition of play) ▪ Psychoneurotic reactions (hysteria, obsession, compulsion, phobias, hypochondria) 	<ul style="list-style-type: none"> ▪ Behavior extremes: <ul style="list-style-type: none"> • Compliant, passive • Aggressive, demanding ▪ Overly adoptive behavior: <ul style="list-style-type: none"> • Inappropriately adult • Inappropriately infant ▪ Attempted suicide