CRISIS AND EMERGENCY RESPONSE
HOTLINES

Any situation that requires immediate assistance from the police, fire department or ambulance	Call **911** for emergency assistance.
Anyone with thoughts of suicide, in need of mental health-related crisis support, or who is worried about someone else's mental health	Call or text **988** any time, 24/7/365, or visit the 988 live chat at https://988lifeline.org. A trained crisis counselor is always available.
A child is experiencing a mental or behavioral health crisis	NJ Children's System of Care (CSOC) is available 24/7/365. CSOC serves families with youth up to age 21 with emotional or behavioral health needs, including substance use, and/or intellectual and developmental disabilities. Parents or guardians can access immediate mobile crisis response and other services through PerformCare, the CSOC contracted administrator, at **1-877-652-7624**. ***Note:*** *Parents/caregivers must be included in the referral process and provide consent.*
A child is being abused or neglected	In New Jersey, any person having reasonable cause to believe that a child is being abused or neglected should immediately report this information to the **State Central Registry (SCR) 1-877 NJ ABUSE** (1-877-652-2873). If the child is in immediate danger, call 911 as well.
New Jersey residents looking for help with a substance use disorder (SUD)	**ReachNJ is available 24/7/365** to support residents looking for help with substance use disorders. Each call to ReachNJ is answered by a live person in the first 30 seconds. Trained staff will screen callers to identify their exact needs, are able to provide referrals to supportive services and a seamless connection to a local treatment provider.
A survivor of domestic violence needs immediate support	Call **1-800-572-SAFE (7233)** at any time, 24/7/365 to be connected to local resources, including: shelter, housing, rental assistance, basic needs, victim advocacy, transportation, interpretation, medical accompaniment, individual or group counseling, children's services

SUPPORT FOR SOCIAL NEEDS

New Jersey residents struggling with income, housing, food, or other necessities	**NJ 211** is a free and confidential information and referral service available 24/7/365, helping New Jersey residents connect to essential resources such as housing, food assistance, healthcare, and more. Individuals can access support by dialing **211**, texting **898-211**, or visiting **nj211.org**. The NJ 211 team works in partnership with local organizations, committees, and service providers statewide to maintain a comprehensive and accurate directory of available programs in every NJ community. While NJ 211 does not typically offer direct services, it serves as a reliable connector to government, nonprofit, and community-based support systems.

COMMUNITY SUPPORT FOR
NJ CHILDREN AND FAMILIES

Each New Jersey community is unique and has its own local network supports. However, certain forms of support for families are available statewide, without regard to where in NJ a child or family lives. The list below is not intended to be exhaustive. It provides information about some of the most commonly sought statewide services and supports. Professionals working in child—serving settings such as schools, health clinics, hospitals, and others may also find additional resources within their organization. Visit NJ 211 (https://nj211.org) to find resources that can help with situations that are not addressed here.

TOPIC	CONCERN	SERVICE THAT MAY HELP	HOW TO GET IN TOUCH
Concern for a young person aged 18+	A person aged 18 or older may be the victim of maltreatment	If someone you know is aged 18 or older, living in the community, and is being abused, neglected or exploited, contact **Adult Protective Services** to report your concern.	Call **855-835-5277** to report adult protective services concerns.
	Concern for maltreatment of young person aged 18+ who resides in the community	Concerns related to maltreatment of young adults who live at home/ in the community are not in the jurisdiction of the Department of Children and Families. These matters should be reported to local law enforcement or adult protective services.	Contact your local law enforcement agency via its non-emergency listed phone number, or via 911 in an emergency. Use this directory to find contact info for your county's Adult Protective Services: https://www.nj.gov/humanservices/doas/services/a-k/aps/offices.shtml
	Concern for young person aged 18+ with a developmental disability	Reports of suspected abuse, neglect or exploitation of an individual with an intellectual or developmental disability can be made to the NJ Department of Human Services DDD Hotline	Call the NJ DHS DDD hotline at **1-800-832-9173** any time, 24/7/365
Concern that a child is being maltreated by someone other than a parent or person with caregiving responsibility		Concerns for child maltreatment by someone other than the child's parent, guardian or other person in a caregiving role*, who has custody or control of the child. *"Caregiving role" includes natural, adoptive and resource parents, step-parents, and others with a legally documented or assumed responsibility to provide ongoing care for a child (Ex/ teacher, bus driver, child care or residential care staff)	Contact your local law enforcement agency via its non-emergency listed phone number, or via **911** in an emergency.

COMMUNITY SUPPORT FOR NJ CHILDREN AND FAMILIES (continued)

Family does not have stable housing	Family is homeless and in need of emergency shelter	When working with a household at risk of homelessness or one whose status is homeless – absent factors of child abuse or neglect - the first referral should be to the **local County Social Services Agency**, so that an intake can be conducted in the coordinated entry system and the household can be referred to an appropriate resource. If that referral cannot be made immediately, **call 211** to see if an immediate resource is available, and encourage the family to follow up with the coordinated entry process as soon as possible	Find your county's NJ County Social Services agency at: https://www.nj.gov/humanservices/dfd/counties/ Call or text **211** any time, 24/7/365
	Family is at risk of homelessness	The **Homelessness Prevention Program** provides up to three months of assistance to pay past due rent to households in imminent danger of eviction due to temporary financial problems beyond their control	A list of local Homeless Prevention Program providers is available at: https://www.nj.gov/dca/dhcr/offices/pdf/HPPAgencyContacts.pdf
	Family needs legal help to prevent eviction	DCA's **Office of Eviction Prevention** provides free legal assistance to low-income people with low incomes who are facing eviction.	Contact your county's NJ Eviction Defense and Diversion Services agency: https://www.nj.gov/dca/dhcr/offices/dhcroep.shtml
Family Poverty	Family is struggling to meet basic needs	NJ's **County Social Service Agencies** provide economic and social services to individuals and families based upon financial need, including cash assistance, food assistance, medical assistance, child support, housing, and more.	Contacts for local County Social Service Agencies can be found at: www.nj.gov/humanservices/dfd/counties
	Family needs help with utility bills	The **Home Energy Assistance Program** helps very low-income residents with very low income to access assistance with heating and cooling bills and emergency fuel.	Call **1-800-510-3102** or visit the NJ Department of Community Affairs website www.nj.gov/dca/dhcr/offices/hea.shtml for more information and to apply.
	Family needs information about benefits eligibility or to apply for benefits	The **NJ Helps** website can support families to identify if they are eligible for food assistance (SNAP), cash assistance (WFNJ/TANF or WFNJ/GA), and health Insurance (NJ FamilyCare/Medicaid). From there, a family can apply for services or learn about additional resources	Visit www.njhelps.gov

COMMUNITY SUPPORT FOR NJ CHILDREN AND FAMILIES (continued)

Child's behavior or mental health	Child is displaying needs in the areas of mental/ behavioral health, substance use, and/or intellectual or developmental disability	**NJ Children's System of Care (CSOC)** serves families with youth under 21, including: • On-site crisis intervention through Mobile Response & Stabilization services • Wraparound services for youth with moderate to high needs through care management organizations • Biopsychosocial assessments • Community and residential treatment CSOC also provides access to developmental disability (DD) eligibility and DD family support services.	Parents/caregivers can access the Children's System of Care by calling the contracted systems administrator, PerformCare, at **1-877-652-7624** any time, 24/7/365. Additional information can also be found on the PerformCare website: www.performcarenj.org Parents must be involved in the referral and consent process for CSOC services.
	Confidential support youth can access on their own	**2nd Floor** is a confidential, anonymous helpline for New Jersey's youth and young adults. Youth may download the app or text and/or call 2NDFLOOR to talk with a mental health provider about their concerns, including stressors, abuse, and self-harm.	Youth may text or call 2NDFLOOR at **1-888-222-2228** any time, 24/7/365. Live chat and additional information is available at the 2nd Floor website https://www.2ndfloor.org
	A youth is exhibiting risky behaviors	**Outreach to At Risk Youth (OTARY)** provides community- based prevention services addressing gang involvement, teen violence, and teen pregnancy through group counseling, parent support groups, coordination and referrals to other services, mental health services, peer mentoring, and more.	Contact the NJ OTARY provider in your area: https://www.nj.gov/dcf/families/support/otary.html
Civil legal problem	Family is in need of legal services	**Legal Services of NJ** provides free legal assistance to low-income people with low incomes in New Jersey for their civil legal problems.	Contact LSNJLAW at **1-888-LSNJ-LAW** **1-888-576-5529**, or apply online www.lsnj.org/GetLegalHelp.aspx
Care for a relative's child	Relative has recently taken responsibility for care of a child and needs help determining their legal rights and obtaining support	The **Kinship Navigator** program provides information, referral, limited financial assistance and legal services to people who have taken on the responsibility of caring for their relatives' children.	**Contact NJ 211**: Call or text **211** any time, 24/7/365 to access the Kinship Navigator program nearest you.

COMMUNITY SUPPORT FOR NJ CHILDREN AND FAMILIES (continued)

Families with infants/ young children	Family needs help with access to child care, child care subsidy, or other supports for an infant/young child	**Connecting NJ** supports pregnant people, parents, and caregivers with young children by connecting families to support such as: health Insurance, medical care, housing, childcare, information on prenatal health & parenting, WIC applications and community programs, home visiting programs, case management, and more.	Visit https://www.nj.gov/connectingnj/ Or call **609-777-14NJ** to find the Connecting NJ hub nearest you
	Family would benefit from a free visit from an RN after the birth of their newborn, or a stillbirth	**Family Connects NJ** offers a free, voluntary visit by a trained Registered Nurse (RN) for any family caring for a newborn baby or experiencing a stillbirth. Nurses check the baby's weight, assess physical and emotional health of both newborn and parents, and provide information on topics like feeding, sleeping, and community resources.	Families can sign up for a visit online at Family Connects NJ.
	Family needs support with food and nutrition during pregnancy or early childhood	**New Jersey WIC** provides nutrition and breastfeeding education, nutritious foods, and improved access to regular health care and social services to low and moderate-income pregnant, postpartum and breastfeeding women and young children with, or at risk of developing nutrition-related health problems.	Visit https://www.nj.gov/health/fhs/wic/participants/find-wic/index.shtml Or Call **1-800-328-3838** to find the WIC local agency nearest you.
Lack of connection to resources and/or community support	Family would benefit from connection to community peers and/or resources in the community; free family activities	NJ's 57 **Family Success Centers** provide families with information and referral services (connection to off-site public and private resources); life skills training; housing navigation; parent education; parent-child activities; advocacy.	Visit https://www.nj.gov/dcf/families/support/success Or call/ text **211** any time, 24/7/365 to find the Family Success Center nearest you.

COMMUNITY SUPPORT FOR NJ CHILDREN AND FAMILIES (continued)

Parent support	A parent would benefit from talking through a tough situation.	**Parents Inc.** provides a family helpline for parents, grandparents, teens, professionals, and children to access a safe, non-judgmental place to talk about family issues and information and referrals to community agencies in their area that may help them.	Call/Text **1-800-843-5437** any time, 24/7/365
	A parent/caregiver of a child with special needs could benefit from more support	**Mom2Mom** provides services and supports to parents of children with special needs including: • Peer Support from other parents trained in peer counseling, through telephone or live chat online • Clinical Assessment for anxiety, depression or other issues through the telephone helpline • Support Groups in local communities **SPAN** supports families of children with disabilities in being active participants in their child's education, and advocating for improvement in programs and practices for students	Call **877-914-6662** or email m2m@ubhc.rutgers.edu to get connected to Mom2Mon.
	A parent of a child with behavioral health needs and/ or intellectual or developmental disabilities is seeking peer support	**Family Support Organization (FSOs)** are non-profit, county-based organizations run by families of youth and young adults with emotional and behavioral needs, substance use needs, and/or intellectual and developmental disabilities. FSO services include advocacy, and youth and caregiver support groups.	Local FSO contact information can be found here on the PerformCare website: https://www.performcarenj.org/families/fsos
Youth suicide attempts or completed suicide	Youth serving system experiencing the loss or near loss of a youth	**Traumatic Loss Coalition (TLC)** offers onsite support, resource sharing, and training for schools or community-based organizations supporting youth when the organization experiences a traumatic event impacting students.	TLC's main line is **(732) 235- 2810**. Coordinators for each county are listed at: https://ubhc.rutgers.edu/education/trauma-loss-coalition/meet-our-team.xml
	Parents have experienced the loss of a child due to suicide	**Helping Others Process the Experience of a Suicide Loss-(HOPES)** provides support to families bereaved by the suicide loss of a child (21 and under). Responses can take place in the home, or in the community, wherever the family would prefer to meet.	Contact information for the HOPES program is available through the Traumatic Loss Coalition at: https://ubhc.rutgers.edu/education/trauma-loss-coalition/the-hopes-program.xml ***Note:*** *HOPES does not respond to a family without their knowledge and consent.*
	Youth has an emergency room visit for suicide ideation or attempt	The **Project Connect** Regional Care Coordination Program helps families to connect to the Children's System of Care and other community resources following a young person's discharge from the emergency department for suicide attempt/ideation.	Participating hospitals provide information to families about Project Connect prior to discharge, and, with family consent, will make a referral to Project Connect.