Toll-Free Hotlines/Helplines

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 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 DCPP staff, features peer-counseling support, telephone assessments and a network of referral services.

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