

OFFICE OF
CONSTITUENT RELATIONS

MISSION

The Department of Children and Families' (DCF) Office of Constituent Relations supports the DCF's mission of ensuring the safety, permanency and well being of children and families in New Jersey by providing information and responding to the concerns of parents, youth, foster parents and others affected by DCF services.



LOOKING AHEAD

Through partnership with government leaders, community partners, local agencies, families, and the public at large, DCF's Office of Constituent Relations, in conjunction with intradepartmental offices, will examine trends, and gather feedback and data, to identify areas of improvement for services to New Jersey children and families.

OFFICE OF
CONSTITUENT RELATIONS

1-877-543-7864

Monday through Friday
8:30 a.m. to 4:30 p.m.
or email us at
askdcf@dcf.nj.gov

Department of Children and Families
Office of Constituent Relations
P.O. Box 729
Trenton, NJ 08625-0729
www.nj.gov/dcf



OFFICE OF
CONSTITUENT RELATIONS

Supporting the mission
of ensuring safety,
permanency and well being
for children and families
of New Jersey.

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THE DEPARTMENT OF CHILDREN AND FAMILIES (DCF)

is New Jersey's state child welfare agency. The mission of DCF is to ensure the safety, permanency and well-being of children and to support families. DCF encompasses:

Child Protection and Permanency

(CP&P) is New Jersey's child protection and child welfare agency. CP&P is responsible for investigating allegations of child abuse and neglect and, if necessary, arranging for the child's protection and the family's treatment.

Children's System of Care (CSOC)

serves children and adolescents with emotional and behavioral health care challenges and their families.

Family and Community Partnerships

(FCP) funds various programs throughout the state that promote the health, well-being and personal safety of New Jersey's children and families. FCP works with parents, caregivers, organizations, and communities to ensure an effective network of proven support services, public education, and community advocacy to prevent maltreatment.

The Institutional Abuse Investigation

Unit (IAIU) investigates allegations of child abuse and neglect in out-of-home settings such as schools, foster homes, residential centers, child care centers, etc.

The Office of Licensing (OOL) licenses and regulates child care centers, youth and residential programs, foster and adoptive homes, and adoption agencies.

The Office of Education (OOE) provides intensive 12 month educational services and supports to children and young adults ages 3 through 21. Educational programs are designed for students who exhibit severe cognitive, physical, behavioral or emotional disabilities; pregnant or parenting teenagers; and/or at-risk of school failure.

The Office of Adolescent Services (OAS)

provides support services to adolescents and young adults as they prepare for transition to adulthood and achieve self-sufficiency. Some of these services include housing, educational/vocational assistance, permanency and life

HELP FOR FAMILIES

Here are just a few ways the DCF Office of Constituent Relations can help families:

- Answer questions about DCF's services and/or programs
- Resolve communication issues with DCF staff
- Assist families in finding support services
- Provide information about foster care or adoption services



The Office of Constituent Relations' goals are to enhance service provision, ensure timely decisions and resolve constituent issues and concerns. These goals are accomplished through communication with liaisons in each DCF division/office and other State agencies such as the Departments of Education or Human Services and other community agencies and programs.

CHILD ABUSE AND NEGLECT

The DCF Office of Constituent Relations is not a first responder for suspected child abuse or neglect. In New Jersey, any person having reasonable cause to believe that a child has been subjected to abuse or neglect should immediately report this information to the Child Abuse Hotline *1-877 NJ ABUSE (1-877-652-2873)*. If the child is in immediate danger, call 911 as well as *1-877 NJ ABUSE*. A concerned caller does not need proof to report an allegation of child abuse or neglect and can make the report anonymously.

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