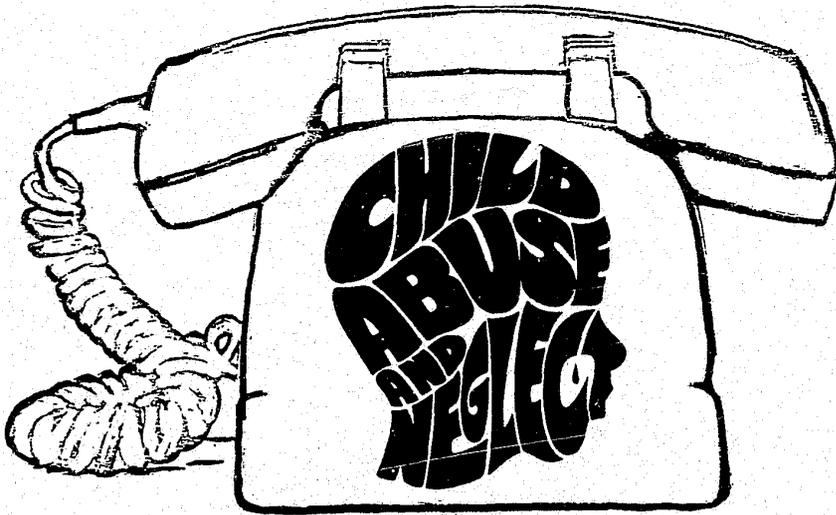


CHILD ABUSE AND NEGLECT HELPLINES

*A Special Report from the National
Center on Child Abuse and Neglect*

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National Center on Child Abuse and Neglect
U.S. Children's Bureau
Administration for Children, Youth and Families
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ACQUISITIONS

Helplines are considered an innovation in the prevention and treatment of child abuse and neglect, although most are modeled after the crisis intervention hotlines which sprang up in many communities during the wave of drug abuse which swept the country in the late 1960s. Indeed, most community crisis intervention hotlines receive child abuse calls and many have included child abuse as one of the topics covered in their volunteer training.

Child abuse and neglect helplines have two primary functions: to provide the parent or child caller with a sympathetic, nonjudgemental listener; and to offer information and referral services.

Nonjudgemental Listener

Incidents of child abuse often occur during times of stress within families that are socially isolated. Helplines can provide isolated parents with a sympathetic, concerned individual who will listen as the caller airs frustrations, vents anger (which might otherwise have been directed at the children), or simply expresses feelings which cannot be confided to friends or relatives. More than a few child abuse helplines have been organized by parents who were able to

get help in time, and who recognized the need for this type of service.

Information and Referral

Parents whose relationship with their children has not yet developed into a crisis situation but who nevertheless fear that it might, can often be helped by a timely referral to a local counseling center or similar agency. While less dramatic than crisis intervention, this type of service is essential in the primary prevention of child abuse and neglect. Many parents who fear that they may lose control with their children would seek help if they knew where to look. Follow-up of these calls by helpline personnel is highly desirable though not always possible (the parents are not always willing to leave their names or telephone numbers).

In life-threatening situations, most helplines either have volunteers available who will visit the home, or will contact appropriate public agencies (rescue squad, police, or protective services) to intervene.

Besides autonomous child abuse and neglect helplines and general crisis intervention hotlines, many child abuse helplines are run directly by hospitals, protective service agencies, and voluntary agencies. Indeed, 24-hour helplines form an essential component of many child abuse and neglect treatment programs.

Programs With Child Abuse and Neglect Helplines,
Including Helpline Numbers

Many programs operate helplines dealing with child abuse and neglect. The following list of programs, including area codes and telephone numbers, was compiled from information collected in semiannual national surveys of child abuse and neglect programs undertaken since 1975.¹ Although questions in the survey did not specifically ask which programs operate helplines, this information was volunteered by some programs. Because only those programs for which the helpline number was available have been listed, the list should not be construed to be an exhaustive one. The National Center on Child Abuse and Neglect does not endorse any of the programs listed below; this list serves as a convenience only.

Federal Region I

Maine State Dept. of
Human Services
Augusta, ME 04333
(207) 289-2851

Federal Region II

Babyland Nursery, Inc.
Newark, NJ 07106
(201) 375-3143 (restricted
to their clients only)

Family Life Center
Hackensack, NJ 07601
(201) 487-4000 x640
(restricted to Center clients
only)

1. See National Center on Child Abuse and Neglect. CHILD ABUSE AND NEGLECT PROGRAMS. Prepared by Herner and Company, Washington, D.C. under Contract No. HEW-105-76-1136. Springfield, Va.: National Technical Information Service (NTIS), March 1978. Publication Number PB 277-824, 529 pp., \$15.50.

Brookwood Child Care
Brooklyn, NY 11238
(212) 783-2610
636-1500 after 6:00

Family Center of Long Beach
Long Beach, NY 11561
(576) 889-0990

Abuse Alert
Staten Island, NY 10304
(212) 447-3010

Queensboro Society for the
Prevention of Cruelty
to Children, Inc.
Jamaica, NY 11432
(212) 526-0722

Federal Region III

Area A Community Mental
Health Center
Washington, DC 20007
(202) 282-0027

F.A.C.T. Hotline (Families
and Children in Trouble)
Washington, DC 20007
(202) 628-3228

Delaware State Dept. of
Health and Social
Services
Georgetown, DE 19947
(302) 856-7303

Grassroots, Inc.
Columbia, MD 21044
(301) 730-3090
730-3091
730-3784

Montgomery County Office
of Human Resources
Rockville, MD 20850
(301) 949-6603

Chester County Dept. of Children's
Services
West Chester, PA 19380
(215) 431-6110

Isle of Wight County Dept.
of Social Services
Isle of Wight, VA 23397
(804) 357-3191

Newport News Dept. of Social
Services
Newport News, VA 23607
(804) 244-7075

Federal Region IV

Kentucky State Dept. for
Human Services
Child Abuse Hot Line
Somerset, KY 42501
(606) 679-5555

United Day Care Services
Greensboro, NC 27406
(919) 275-4103

Greenville County Dept. of
Social Services
Greenville, SC 29603
(803) 235-6302

Federal Region V

Parental Stress Service
Chicago, IL 60607
(312) 463-0390

Family Support Center
Aurora, IL 60505
(312) 897-1003

Cass County Dept. of
Social Services
Cassopolis, MI 49031
(616) 445-2451

Delta County Dept. of
Social Services
Escanaba, MI 49829
(906) 786-5497

Gladwin County Dept. of
Social Services
Gladwin, MI 49624
(517) 426-5731

Houghton-Keweenaw Counties Dept.
of Social Services
Hancock, MI 49930
(906) 482-7558

Suspected Child Abuse and
Neglect of Kent County
Grand Rapids, MI 49502
(616) 247-6300

Hennepin County Dept. of
Welfare
Minneapolis, MN 55487
(612) 348-3552

Child Abuse Prevention
Center
Toledo, OH 43614
(419) 729-0695

Hancock County Children Services
Board
Findlay, OH 45840
(419) 422-1848

Child At-Risk Program
Cleveland, OH 44104
(216) 696-5437

Parents Helpline
Milwaukee, WI 53208
(414) 963-1444

Federal Region VI

Alexandria Area Child
Protection Center
Pineville, LA 71360
(318) 221-5116

Parents Assistance Center
Oklahoma City, OK 73106
(405) 525-7339

Crisis Center of San Antonio
Area, Inc.
San Antonio, TX 78228
(512) 732-2142

Federal Region VII

Dawson County Parent-Child
Protective Services.
Lexington, NE 68850
(308) 324-3040

Federal Region VIII

Child Abuse Prevention Hotline
La Junta, CO 81050
(303) 384-2454

Federal Region IX

Special Care Project for the
Abused Child and His Family
Phoenix, AZ 85008
(602) 267-5577

Child Abuse Information Center
Los Angeles, CA
(213) 384-2101

Child Abuse Listening Line
Santa Monica, CA 90406
(213) 828-2255

Child or Parental Emergency
Services (C.O.P.E.)
Napa, CA 94558
(707) 252-1116

Family Service Association
of Riverside, Inc.
Riverside, CA 92501
(714) 686-4357
683-5199

Family Stress Hotline
Petaluma, CA 94952
(707) 763-9881

Fresno County Dept. of
Public Welfare
Fresno, CA 93750
(209) 255-8320

Friends of the Family
Van Nuys, CA 91405
(213) 988-4430

Imperial County Crisis
Hotline
El Centro, CA 92243
(714) 352-7873

Los Angeles County Dept. of
Public Social Services
El Monte, CA 91731
(213) 579-6150
575-4289

Mendocino County Dept. of
Social Services
Ukiah, CA 95482
(707) 468-4351
468-4303 (after hours)

Merced County Dept. of Human
Resources
Merced, CA 95340
(209) 726-7515

Mothers' Emergency Stress
Service
Sacramento, CA 95816
(916) 446-7811

Parental Stress Service
Oakland, CA 94610
(415) 655-3535

San Fernando Valley Child
Guidance Clinic
Northridge, CA 91325
(415) 441-5437

Telephone Aide in Living
With Kids (T.A.L.K.)
San Francisco, CA 94114
(415) 647-4576

Tuolumne County Dept. of
Welfare
Sonora, CA 95370
(209) 532-5967

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