

## Domestic Violence Services (DV) -

OCFS regulates residential programs for victims of DV, provides technical assistance to DV programs and contracts with the Office for the Prevention of Domestic Violence (OPDV) for DV training for child welfare and CPS workers in local districts.

If you or someone you know is a victim of domestic violence, contact an emergency shelter, or for more information, please call:

The New York State Domestic and Sexual Assault Hotline at

**1.800.942.6906** (English & Multilingual)

Deaf/hard of hearing, call **711**

## Native American Services (NAS) -

OCFS, along with the State Education and Health departments, meets the state's obligations to New York's nine tribal nations and the tribal population on and off territory through social services and consultation. NAS serves as liaison between state agencies and tribal groups. NAS oversees local departments of social services and the St. Regis Mohawk Tribe on the Indian Child Welfare Act Compliance.

## Division of Youth Development and Partnerships for Success (YDAPS) -

YDAPS oversees funding for positive youth development for New York State children and youth statewide through municipal youth bureaus and services to youth who are at risk or are an adjudicated delinquent. YDAPS licenses and regulates all runaway and homeless youth residential services, close to home facilities in New York City and local juvenile detention facilities. It oversees funding and services for older youth in foster care, including educational supports, and for youth who are at risk of or are survivors of human trafficking.

For more information see

<https://ocfs.ny.gov/programs/youth/>  
or call **518.474.9897**.

For potential trafficked youth please email  
[humantrafficking@ocfs.ny.gov](mailto:humantrafficking@ocfs.ny.gov)

## Human Services Training Center (HSTC) -

OCFS's HSTC operates a centralized 97,000-square-foot training facility for human services professionals statewide. County caseworkers, child welfare supervisors, voluntary agency staff, juvenile justice professionals, child care licensors and other staff receive training there.

The OCFS HSTC is only the second of its kind in the nation and sets the standard for the integration of technology with training. The training better prepares professionals to work in their field.

Individuals will receive training that applies industry best practices that can bolster their confidence, impact their success, promote career satisfaction and positively influence employee retention among counties, non-profit agencies and other employers.

The HSTC has classroom training, computer laboratories, distance learning and five state-of-the-art simulation rooms. More than 2,500 trainees attended 487 deliveries of 170 different courses, many of which are multi-day, which resulted in more than 26,000 trainee days in 2019. Higher trainee days are anticipated in future years.

## NYS Commission for the Blind

(NYSCB) - NYSCB provides rehabilitation services to legally blind New Yorkers of all ages to help them find employment, participate fully in society and achieve personal independence.

These services include counseling, vocational skills, training and placement, mobility training, adaptive equipment, independent living skills and more. For more information, please call:

**1.866.871.3000**



Office of Children  
and Family Services

Capital View Office Park  
52 Washington Street  
Rensselaer, New York 12144

Visit our website at:  
**ocfs.ny.gov**

If you have concerns about a child care provider, call the Child Care Complaint Line at: **1.800.732.5207**

For foster care and adoption information, call:

**1.800.345.KIDS (5437)**

To report child abuse and maltreatment, call: **1.800.342.3720**

For information about the Abandoned Infant Protection Act, call:  
**1.866.505.SAFE (7233)**

For information about the Adult Services Helpline, call:  
**1.844.697.3505**

If you are deaf or hard of hearing, call your Video Relay System provider and ask to be connected to the telephone number you wish to reach.

Pursuant to the Americans with Disabilities Act, the New York State Office of Children and Family Services will make this material available in an appropriate format upon request.

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Office of Children  
and Family Services

# Agency Overview

## Programs and Services



*"... promoting the safety, permanency and well-being of our children, families and communities..."*

Visit our  
website at:  
**ocfs.ny.gov**

## **Office of Children and Family**

**Services (OCFS)** - OCFS provides protective services for vulnerable children, families and adults; Native Americans; the legally blind; and victims of domestic violence.

The agency also offers preventive services to relieve domestic stresses that could result in harm to these New Yorkers.

OCFS is responsible for about 1,500 juvenile delinquents and juvenile offenders (including 650 youth in its residential centers) placed in OCFS custody by family and criminal courts.

OCFS also administers the New York State Adoption Service, regulates the agencies and facilities devoted to foster care, and works with local governments conducting youth development programs.

OCFS regulates 17,000 child day care programs in New York State and 23,000 legally exempt providers.

OCFS's regional offices help monitor child care programs, local departments of social services and voluntary agencies that carry out the agency's mission.

OCFS has more than 3,300 employees working in 28 counties across the state at more than 100 worksites, including the five boroughs of New York City, and has an annual budget that exceeds \$3.6 billion.

For general help or OCFS Public Information, please call

**518.473.7793**

or visit our website: [ocfs.ny.gov/main/](http://ocfs.ny.gov/main/)

## **Healthy Families New York (HFNY)**

– HFNY delivers home-based services to at-risk parents beginning in pregnancy or shortly after the child's birth through age 5.

The program is designed to improve birth outcomes, promote healthy child development, enhance parent-child interactions, reduce child abuse and neglect, and foster parental self-sufficiency.

## **Bureau of Permanency Services -**

Adoption is responsible for authorizing voluntary agencies that arrange for the adoptions of children in New York State, the Interstate Compact on the Placement of Children (provides protections to children placed across state lines for foster care and adoption), the Adoption Album (photo-listing of children awaiting adoption), reviewing adoption subsidy applications, maintaining the Putative Father Registry (a confidential record of fathers of children born out of wedlock), and providing the Kinship Guardianship Assistance Program (KinGAP) and kinship care services.

For more information on adoption or kinship, contact the New York State Bureau of Permanency Services at **1.800.345.KIDS (5437)**.

## **Bureau of Adult Services (APS) -**

The Bureau of Adult Services oversees county Adult Protective Services units serving vulnerable adults and working to shield those who are at risk of being harmed.

APS helps impaired adults age 18 and older who have been abused, neglected or exploited, as well as those who are neglecting their own needs.

APS support enables impaired adults to successfully live in the community.

OCFS licenses and provides oversight for the Family-Type Home for Adults program, a community- integrated, long-term residential setting for dependent adults.

## **Division of Child Care Services -**

Child Care regulates, licenses, monitors and provides oversight of child care programs in New York State, with the exception of day care centers in New York City.

OCFS also funds Advantage After School and Empire State After School programs, funds child care resource and referral agencies and other organizations to improve the quality of child care and subsidizes child care for public assistance and low-income families. In addition, the agency maintains a directory of OCFS-regulated, licensed, and legally exempt group child care programs on its website, allowing immediate public access to information on the location and status of these programs.

## **Statewide Central Register of Child Abuse and Maltreatment (SCR) -**

This 24/7 child abuse hotline receives nearly 350,000 telephone calls annually from mandated professionals and the public regarding child abuse, neglect or maltreatment. County child protective services branches investigate these reports.

If you suspect a child has been harmed or is at risk, please call 1.800.342.3720 to report what you have seen or heard. If you believe that a child is in immediate danger, call 911 or your local police department.

**Foster Care** - OCFS provides comprehensive information about New York State's foster care system and the needs of children in temporary, out-of-home placement. Our resources and publications, in English, Spanish and other languages, provide additional information on how to become a foster or adoptive parent.

We must remain ever-vigilant to give our children the best care and support, while bringing permanency and stability to their lives.

For more information about foster care, please call **1.800.345.KIDS (5437)** or contact a regional office near you.

**Division of Juvenile Justice and Opportunities for Youth** - OCFS administers New York State's secure, limited-secure and non-secure residential programs for children adjudicated in the family or criminal courts.

New York continues to transform its juvenile justice system and has invested in community programs to improve outcomes for children while maintaining public safety.

OCFS is committed to transforming the residential placement program from a punitive correctional model to an evidence-based, trauma-informed therapeutic model and improving educational, mental health and substance abuse programs for residents.

## **Human Services Call Center (HSCC) -**

The OCFS HSCC is a customer-focused operation committed to providing consistent and high-quality services to 1.2 million New Yorkers each year.

Handling calls, emails and chats on behalf of 10 New York state agencies, HSCC staff are experts in helping New Yorkers with dozens of services, such as

- applying for SNAP and HEAP benefits;
- obtaining a copy of a birth, marriage or death certificate;
- applying for tuition benefits;
- assistance with a workers' compensation claim or hearing;
- using the Governor's Paid Family Leave program;
- how to operate a licensed child care in New York State;
- applying to become an alcohol or substance abuse specialist;
- receiving services from the Office for People with Developmental Disabilities; and
- helping crime victims with their claims.

## **Justice Center for the Protection of People With Special Needs**

- If you suspect a child has been harmed or is at risk in an institutional setting, contact the Justice Center to report abuse at **1.855.373.2122**.