Office of Advocacy

NYC Children

Jess Dannhauser
Commissioner

NYC Children

DO YOU HAVE CONCERNS ABOUT OUR SERVICES?

We are here to help and listen. You can make us better.
The Office of Advocacy provides information and responds to the concerns of parents, youth, foster parents, and others affected by the child welfare system, juvenile justice system, and other ACS services. We also answer questions from the general public. All contact with the Office of Advocacy is confidential unless there are safety issues.

Common issues handled by the Office of Advocacy include:

- Explaining child welfare and juvenile justice policies and procedures to parents, families, and youth
- Helping parents with children in foster care obtain services they need in order to be reunited
- Providing youth with information about their rights and responsibilities, and information about resources available to them
- Supporting visits between families and children in foster care
- Helping extended families (for example: an aunt, uncle, cousin, or grandparent) continue relationships with children in ACS' care

While the Office of Advocacy cannot conduct our own child protective investigation, nor can we influence a judge's decision, if we are unable to assist you directly, we can connect you to people who may be able to assist.

OUR TEAM OF ADVOCATES CAN HELP BY:

- Giving you information about your rights and responsibilities
- Assisting with a concern or communication issue between you and ACS or another agency under contract with ACS
- Sharing your concerns with ACS leadership and other agencies to improve services

Visit the Office of Advocacy

150 William Street
New York, NY 10038, First Floor
Monday to Friday, 9:00AM to 4:00PM

Appointments are strongly encouraged. You must have a valid photo ID. To schedule an appointment contact us at:

- Helpline (212) 676-9421
- Incarcerated parents may call collect (212) 619-1309
- Teletype for the hearing impaired (212) 442-1447
- **Online:** nyc.gov/acs/advocacy