

## RESOURCES

### CHILD IN DANGER/IN NEED OF VOLUNTARY SERVICES:

- **DCF Careline:** (800) 842-2288 or <https://portal.ct.gov/DCF>  
Purpose: Reporting of suspected abuse and/or neglect of a child under age 18 (anywhere and by anyone) or the suspected abuse and/or neglect of a child under age 21 by a staff member (enrolled in certain academic environments).

### FAMILIES INVOLVED WITH DCF:

- **DCF Ombudsman:** (860) 550-6301; (866) 637-4737 or <https://portal.ct.gov/DCF>  
Purpose: For complaints about DCF staff, pending investigations, on-going cases with DCF.

### CHILD DEVELOPMENT

- **CT 2-1-1 Child Development:** (800) 505-7000 or <https://cdi.211ct.org/>  
Purpose: Child Development Infoline (CDI) takes great pride in working individually with families to understand their needs, connect them to the best services available, and follow up to ensure their needs are being met. CDI Care Coordinators are available by phone to help with: General child development; Challenging behaviors; Disability and health related issues and Pregnancy supports.
- **CT Office of Early Childhood:** (800) 505-7000 or <https://ct.gov/oec/site/default.asp>  
Purpose: Care coordinators provide education on development, behavior management strategies and programs, make referrals to services, and provide advocacy and follow-up as needed.
- **CT Department of Developmental Services:** (800) 505-7000 or <https://www.birth23.org/>  
Purpose: Children have a lot to learn in the first three years. Birth to Three supports families when they have concerns about their children's development. To talk to someone about your concerns, call toll-free at 800-505-7000 (TDD accessible).

### DAY CARE SERVICES/COMPLAINTS:

- **Care 4 Kids:** (888) 214-5437 or <https://www.ctcare4kids.com/>  
Purpose: Care 4 Kids helps low to moderate income families in Connecticut pay for child care costs. This program is sponsored by the Connecticut Office of Early Childhood.
- **Connecticut 2-1-1 Child Care:** (800) 505-1000 or <https://www.211childcare.org/>  
Purpose: 2-1-1 Child Care is a free, confidential, and statewide service which helps match the requests of parents with child care providers and programs. Child Care Referral Specialists help parents learn about options in their community and understand what to look for in selecting a quality child care arrangement. Child Care

Referral Specialists encourage parents to contact the Office of Early Childhood Division of Licensing to check on the complaint history of licensed child care options that are being considered. Child Care Referral Specialists can also help parents connect to other resources such as Care 4 Kids Child Care Subsidy Program or Birth to Three Early Intervention Services.

- **CT Office of Early Education Division of Licensing:** (860) 509-8045; (800) 282-6063 or <https://www.ctoec.org/licensing/>  
Purpose: The Division of Licensing is responsible for the administration of the child care and youth camp licensing programs at the Office of Early Childhood. Family child care homes, group child care homes, child care centers and youth camps are required to be licensed.

#### **CHILD SUPPORT:**

- **Support Enforcement Services:** (800) 228-5437 or <https://www.jud.ct.gov/childsupport/>  
Purpose: Our mission is to assist parents in securing financial and medical support for their children.

#### **SPECIAL EDUCATION NEEDS (NEED FOR ADVOCATE AT PPT, COMPLAINTS ABOUT EDUCATIONAL PROGRAMS, INFORMATION ABOUT HOW TO NEGOTIATE FOR SPECIAL EDUCATION SERVICES):**

- **State Education Resource Center (SERC):** (860) 632-1485 or <https://ctserc.org/>  
Purpose: Provides resources and a centralized library focusing on both special and regular education.
- **State Department of Education Special Education Bureau:** (860) 713-6938 or <https://portal.ct.gov/SDE/Special-Education/Bureau-of-Special-Education>  
Purpose: Staff members at this division of the CT Department of Education focus on taking complaints and concerns from parents of students receiving special education services in CT.
- **CT Parent Advocacy Center (CPAC):** Toll-free: (800) 445-2722; (860) 739-3089 or <https://cpacinc.org/>  
Purpose: A statewide nonprofit organization that offers information and support to families of children with any disability or chronic illness, age birth to 26.
- **Disability Rights Connecticut, Inc:** By phone: 860-297-4300; 800-842-7303 (toll-free); 860-509-4992 (videophone); Email: [info@disrightsct.org](mailto:info@disrightsct.org) or <https://www.disrightsct.org/>  
Purpose: Disability Rights Connecticut provides legal advocacy and rights protection to a wide range of people with disabilities. This includes assisting individuals with problems such as abuse, neglect, discrimination, access to assistive technology, community integration, voting, and rights protection issues. DRCT also addresses issues through policy advocacy, education, monitoring, and investigation.

#### **BULLYING AND HARASSMENT:**

- **CT State Department of Education, School Climate, Bullying and Character Education Turnaround Office:**  
(860) 713-6805 or <https://portal.ct.gov/SDE/School-Climate/Bullying-and-Harassment/Related-Resources>  
Purpose: Provide assistance, resources and guidance on bullying
- **CT Commission on Women, Children and Seniors (CWCS):** (860) 240-1475 or <https://ctcwcs.com/>  
Purpose: CWCS is a non-partisan arm of the Connecticut General Assembly. As staff to the legislature, the CWCS researches best practices, coordinates stakeholders, and promotes public policies that are in the best interest of Connecticut's underserved and underrepresented women, children and older adults.
- **US Department of Health & Human Services, Stop Bullying:**  
<https://www.stopbullying.gov/>  
Purpose: Provides Resources on how to identify, prevent, respond and get help for bullying.

#### LEGAL INFORMATION AND REPRESENTATION FOR CHILDREN:

- **Center for Children's Advocacy:** (860) 570-5327 or <https://cca-ct.org/>  
Purpose: Helping Abused and Neglected Children; Improving Child Health; Improving Educational Success; Preventing Truancy and Reducing Involvement with the Juvenile Justice System; Generating System Reform; Improving Knowledge and Skills of Attorneys, Child Welfare Professionals, Parents and Youth
- **CT Division of Public Defender Services, Child Protection Services:** (860) 509-6400 or <https://portal.ct.gov/ocpd>  
Purpose: Child Protection Services ensures that children and indigent parents who require legal services and guardians ad litem in child protection, child custody and child support cases in Superior Court, receive high quality, competent and zealous representation.

#### SUICIDE PREVENTION

<https://www.preventsuicidect.org/>

- Purpose: The CTSAB is a network of diverse advocates, educators and leaders concerned with addressing the problem of suicide with a focus on prevention, intervention, and health and wellness promotion.
- The **National Suicide Prevention Lifeline** is a United States-based suicide prevention network of over 160 crisis centers that provides 24/7 service via a toll-free hotline with the number 1-800-273-8255 (TALK). It is available to anyone in suicidal crisis or emotional distress.

## SEXUAL ASSAULT/DOMESTIC VIOLENCE:

- **CT Coalition Against Domestic Violence (CCADV) Hot Line:** (888) 774-2900 or <http://www.ctcadv.org/>  
Purpose: CCADV works to improve social conditions and lead Connecticut's response to domestic violence through policy, advocacy, public awareness, technical assistance, and training.
- **Office of the Victim Advocate (OVA):** (860) 550-6632; (888) 771-3126 or <https://portal.ct.gov/OVA>  
Purpose: OVA receives and reviews complaints of persons concerning the actions of any state agency or other entity that provides services to crime victims. When appropriate, the OVA may also initiate formal investigations into the circumstances of a complaint so as to remedy the concern in a systemic manner.
- **CT Judicial Branch, Office of Victim Services:** (800) 822-8428; (860) 263-2760 or <https://www.jud.ct.gov/crimevictim>  
Purpose: The staff of the Office of Victim Services (OVS) understands this is a difficult time for you and your family. We have several programs and services to help you with the emotional and financial impact of the crime and to support you through the criminal justice process. See "Programs and Descriptions" below for a brief description of these programs and services.

## SPECIAL HEALTH CARE NEEDS (ACCESS TO SERVICES, HELP WITH CARE COORDINATION, RESPITE/SPECIAL SERVICES):

- **CT Family Support Network (CTFSN):** (877) 376-2329 or <https://ctfsn.org/>  
Purpose: Assisting families and professionals with advocacy, guidance and information.
- **Help Me Grow/Child Development Infoline:** (800) 505-7000 or 211  
<https://cdi.211ct.org/program/help-me-grow/>  
Purpose: A program of the Office of Early Education, Family Support Services Division. We connect Connecticut children and their families to community services and resources related to child health, behavior, development and learning. We serve pregnant women, parents, caregivers, social service agencies, child health providers, as well as early care and education providers.
- **FAVOR, Inc.:** (860) 563-3232 or <http://www.favor-ct.org/>  
Purpose: FAVOR, Inc. supports, educates, and advocates for families with children who have special mental, emotional, and behavioral health challenges and/or developmental and intellectual disabilities.
- **National Alliance on Mental Illness (NAMI):** (703) 524-7600; Helpline: 1-800-950-6264 or <https://www.nami.org/Home>

Purpose: We educate. Offered in thousands of communities across the United States through NAMI State Organizations and NAMI Affiliates, our education programs ensure hundreds of thousands of families, individuals and educators get the support and information they need. We advocate. NAMI shapes national public policy for people with mental illness and their families and provides volunteer leaders with the tools, resources and skills necessary to save mental health in all states. We listen. Our toll-free NAMI HelpLine allows us to respond personally to hundreds of thousands of requests each year, providing free referral, information and support—a much-needed lifeline for many. We lead. Public awareness events and activities, including Mental Illness Awareness Week and NAMIWalks, successfully fight stigma and encourage understanding. NAMI works with reporters on a daily basis to make sure our country understands how

- **CT Voices for Children:** (203) 498-4240 or <https://ctvoices.org/>  
Purpose: Conducts high-quality research and analysis, policy development, strategic communications, and establishment of a sustainable and powerful voice for children. We are a research-based think tank that advocates for policies that benefit the state’s children and families.
- **African-Caribbean American Parents of Children with Disabilities (AFCAMP):** (860) 548-9959 or <http://www.afcamp.org>  
Purpose: For parents, families, and communities to come together and discuss their issues, as well as seek support, training, and information to help them better advocate and care for their children.

#### **SPECIAL HEALTH CARE NEEDS – AUTISM:**

- **Autism Services & Resources CT:** (203) 265-7717 or <http://www.ct-asrc.org>  
Purpose: Non-profit experienced family advocacy and training organization available to the autism community in Connecticut.
- **CT Department of Developmental (DDS) Autism Services Division (ASD):** (860) 418-6078 or <http://www.ct.gov/dds/cwp>  
Purpose: DDS is the lead agency for autism in the state. ASD Services is committed to providing comprehensive, coordinated and effective supports and services for DDS consumers with Autism Spectrum Disorders and their families through case management (TCM). ASD Services ensures that our consumers may engage in meaningful participation and self-determination in all aspects of life.

#### **HEALTH INSURANCE (NEED FOR HEALTH INSURANCE FOR CHILDREN, PROBLEMS WITH COMMERCIAL INSURANCE)**

- **Office of the Healthcare Advocate:** (866) 466-4446 or [www.ct.gov/oha.com](http://www.ct.gov/oha.com)  
Purpose: Assist Connecticut residents with their healthcare coverage. If you have questions about enrollment into healthcare coverage, need to understand the referral or pre-authorization process or need assistance with the appeal/grievance procedures, we are here to help!