

Get Connected to Prevention Services

Did you know there are free services available for families?

Prevention services are free and voluntary. The goal of services is to keep families together.

You can get support with:



**Family Relationships
& Teen Services**



**Food, Clothing, &
Household Items**



**Education and
Job Training**



**Immigration
Services**



**Stress, Health, and
Wellness**



Public Assistance

Services are available to all families, **regardless of immigration status.** Services are offered in the home and in **multiple languages.**

Services are offered by community-based organizations, not by ACS.



**Get Connected to
Services**

Call 212-676-7667 or email

OPTA@acs.nyc.gov to speak to a Prevention Services specialist to connect to a prevention program based on your needs, location, and language preferences.

Who will you and your family work with?

Case Planners and your family will work together to support family wellbeing. Case Planners can provide referrals and a range of services to meet the needs of your family. They may go by other titles like counselor, family therapist, or social worker.

Parent Advocates & Case Aides can also support your family. They can find community resources, attend meetings with your family, and answer questions. Their availability varies by program. They may go by other titles, like Parent Aide or Family Worker.



Case Planners & Parent Advocates work for community-based organizations, not for ACS.

Service Roadmap



Call 212-676-7667 or email OPTA@acs.nyc.gov

Speak with a prevention services specialist at ACS to learn about programs and pick one based on what your family wants, location, and language preferences.



Contact a Prevention Program

Call, visit, or email the prevention program. Explain to them what services you are looking for and schedule the first meeting.



Start Services

You will meet with a Case Planner to discuss family goals and sign some paperwork.



Receive Services

Your family will meet regularly with the Case Planner to work towards achieving goals. The Case Planner will also assess the safety of children in your home. At least one meeting per month will be in the home. On average, services last 9 months.



End Services

You and your Case Planner will determine when to end services, generally based on goal achievement. You can always return for support in the future.

What families said about Prevention Services:

“My case planner has been there for my family every step of the way. She is very resourceful, knowledgeable, and hands on with my family. I really appreciate having her as my case planner.”

— Dad, Flatbush

“This experience turned out to be more insightful than I thought. I'm really happy to have the case worker that I have. She's sweet, funny and caring. I appreciate her help dearly.”

— Mom, Harlem

“Our worker is a very good person and helps us with everything here at home. We appreciate her very much.”

— Mom, Flushing



ACS Office of Advocacy

Do you have concerns about the services you are receiving? The Office of Advocacy is here to help. Advocates share information about families' rights and address concerns.

Helpline: (212) 676-9421

NYC Children