

OCFS H.E.A.R.S. “Help, Empower, Advocate, Reassure and Support”

As New York State continues to move toward a child and family well-being system, this parent and family resource support line will provide referral services for parents and guardians to provide them with the help and support they need, thereby strengthening families.

The HEARS line is operated by the OCFS Human Services Call Center (HSCC). The HSCC was established in 2012 and already handles over 1 million calls a year on behalf of 10 State agencies. By adding this new family support line, the Human Services Call Center will utilize the content on existing support lines while building partnerships with preventive programs across the state.

Caring call center representatives will be available to speak to parents and families across New York State at 1-888-55HEARS (1-888-554-3277) Monday – Friday, 8:30 a.m. - 4:30 p.m.

More information can be found on our website:

<https://ocfs.ny.gov/programs/cwcs/hears.php>