

FAMILY RESOURCES

Toll Free Help Lines by Topic

Support Services for Parents and Caregivers

Florida 2-1-1 Association

Provides free, confidential information and referral services 24 hours a day, 7 days a week! Trained professionals provide crisis counseling and help callers identify and connect with health and human service programs that can meet a variety of needs including food, housing, employment, health care, and more. Services are available statewide through any cell phone provider as well as through landlines in 58 of Florida's 67 counties. Additional information is also available online at www.211florida.org.

2-1-1

Línea de Ayuda para Reportar Abusos de la Florida (Florida Abuse Hotline)

Florida hotline determines if the information presented complies with the mandates in law and assists all callers with information and referral to enhance the safety and well-being of children and vulnerable adults. Available 24 hours a day, 7 days a week.

<https://reportabuse.dcf.state.fl.us>

1-800-96-ABUSE (1-800-962-2873)

Child Help USA

The hotline offers crisis intervention, information, literature, and referrals to thousands of emergency, social service, and support resources. Professional crisis counselors can provide assistance to callers in 170 languages. All calls are anonymous and confidential. Available 24 hours a day, 7 days a week. www.childhelpusa.org

1-800-4-A-CHILD (1-800-422-4453)

Prevent Child Abuse America

PCA America provides education to everyone involved in the effort to prevent the abuse and neglect of our nation's children. Working with our chapters, we provide leadership to promote and implement prevention efforts at both the national and local levels. Additional information is also available online at www.preventchildabuse.org.

1-800-children (1-800-244-5373)

Parents Without Partners

Provides single parents and their children with an opportunity for enhancing personal growth, self-confidence and sensitivity towards others by offering real help in the way of discussions, professional speakers, study groups, publications and social activities for families and adults. Available by phone 8:30am to 5:00pm, Monday through Friday. Additional information is also available online at www.withoutpartners.org.

1-800-637-7974

Easterseals

Easterseals ha estado ayudando a personas discapacitadas y con necesidades especiales, así como a sus familias, durante casi un siglo. Easterseals ofrece una amplia gama de servicios, desde centros de desarrollo infantil a rehabilitación física y entrenamiento laboral para discapacitados; para que los mismos puedan enfrentar los retos de la vida y hacer realidad sus metas personales.

www.easterseals.com

1-800-221-6827

AARP Foundation Grandparent Information Center

A resource for grandparents raising grandchildren, professionals, support groups, researchers and policy makers. Additional information is also available online at www.aarp.org or www.aarp.org/states/fl.

1-888-OUR-AARP (1-888-687-2277)

Boys Town

Provides children with a safe, caring, loving environment where they gain confidence to get better and learn skills to become productive citizens. Available 24 hours a day, 7 days a week. Additional information is also available online at www.boystown.org.

1-800-448-3000

Florida State Foster/Adoptive Parent Association

The Florida State Foster/Adoptive Parent Association (FSFAPA) is a statewide membership group for all foster, adoptive, relative and non-relative caregivers in Florida. Membership is free for all caregivers.

<http://floridafapa.org/>

1-866-913-0977

Email: info@floridafapa.org

Easterseals

Easterseals has been helping individuals with disabilities and special needs, and their families, live better lives for nearly 100 years. From child development centers to physical rehabilitation and job training for people with disabilities, Easterseals offers a variety of services to help people with disabilities address life's challenges and achieve personal goals.

www.easterseals.com

1-800-221-6827

Support Services for Military Families

Military One Source

Offers free, confidential telephone, online and in-person counseling options to active-duty, Guard, and Reserve members and their families. Services are designed to help with short-term, non-medical issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-family issues, and parenting. Consultants are available 24 hours a day. Additional information also available online at www.MilitaryOneSource.mil.

1-800-342-9647



U.S. Department of Veterans Affairs

Provides free readjustment counseling services to service members, veterans, and their families. Services include individual counseling; group counseling; marital and family counseling; medical referrals; help with applying for VA benefits; employment counseling; and alcohol and drug assessments, information, and referral to community resources. Counseling is provided at 300 community-based Vet Centers in the U.S. and surrounding territories by counselors who, as veterans themselves, have “been there and done that” and understand what the veteran is going through. Vet Center staff is available toll free during normal business hours. Additional information also available online at www.va.gov.

877-WAR-VETS (927-8387)

Veterans Crisis Line

Connects veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential, toll-free hotline, online chat, or text. Veterans and their loved ones can call a counselor at 1-800-273-8255 (then press 1); chat online at <http://veteranscrisisline.net>, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week. Additional information also available online at <http://veteranscrisisline.net>.

1-800-273-8255 and Press 1

Florida Department of Veterans' Affairs

www.floridavets.org
(727) 518-3202

Health and Nutrition Services**ACCESS Florida**

Toll-free number to apply for food stamps, Medicaid, and temporary cash assistance. Additional information also available online at www.myflorida.com/accessflorida/
1-866-76ACCESS (1-866-762-2237)

American Academy of Pediatrics

A new website for families at Healthychildren.org offers trustworthy, up-to-the-minute health care information and guidance for parents/caregivers along with interactive tools and personalized content. Additional information is also available online at www.aap.org.

847-434-4000

Toll-free: 800-433-9016

Florida KidCare

Provides free to low-cost comprehensive health coverage for children from birth through age 18. Florida KidCare covers everything from basic check-ups all the way through hospitalizations, in addition to vision, dental and prescriptions. Most families pay \$15 - \$20 a month in premiums to cover all of their children. Many pay nothing at all. Additional information is also available online at www.floridakidcare.org.

1-888-540-KIDS (1-888-540-5437)

TTY Line: 1-877-316-8748

Family Health Line of Florida

Assists pregnant women in accessing prenatal care and substance abuse treatment during pregnancy and provides information on helpful community resources. All calls are confidential and are answered by trained counselors who are available: 8:00am-11:00pm, Monday through Friday, and 10:30am to 6:30pm weekends. Closed on holidays.
<http://211bigbend.net/contact-family-health-line-counselor.html>

1-800-451-2229

PPD Moms (Post Partum Depression)

A volunteer-led organization providing support services to women and their families struggling with the effects of postpartum depression (PPD) or related mood disorders. Each of the peer support moms on call have been trained by leaders in this field and are networked by the Postpartum Support International group. By calling 800-PPDMOMS new moms who think they may be suffering from PPD can obtain a risk assessment. If they need more help it can and will be sent to them.

<http://1800ppdmoms.org>

1-800-PPD-MOMS

info@hopeline.com

La Leche League

24 hour toll-free breastfeeding helpline provides telephone counseling, referral and extensive information on breast feeding. Additional information available online at www.la lecheleague.org.

1-877-4LA LECHE (1-877-452-5324)

Women, Infants and Children (WIC)

WIC provides the following at no cost: healthy foods, nutrition education and counseling, breastfeeding support, and referrals for health care. Available 8:00am to 5:00pm, Monday through Friday. Additional information is also available online at www.doh.state.fl.us/family/WIC.

1-800-342-3556

Child Care Resource and Referral Services**Child Care Aware**

A nonprofit initiative committed to helping parents find the best information on locating quality child care and child care resources in their community by connecting parents with local agencies best equipped to serve their needs. Additional information is also available online at www.childcareaware.org.

1-800-424-2246 TDY: 866-278-9428

Florida Childcare Resource and Referral Network

The Agency for Workforce Innovation's Office of Early Learning State Child Care Resource and Referral Network is dedicated to helping families find answers to their questions regarding how to identify quality child care and early education programs and how to locate a provider that meets their family's needs. Additional information is also available online at <http://elcofnwflorida.org>.

1-866-269-3022

National Resource Center for Health and Safety in Child Care and Early Education

Provides referrals to local agencies for child care information. Available 7:30am to 4:30pm Mountain Time, Monday through Friday. Additional information is also available online at www.nrckids.org.

1-800-598-KIDS (1-800-598-5437)

Services for Adolescents and Runaways**Thursday's Child National Call Center for Endangered Youth**

Provides counseling, crisis intervention, case advocacy, referrals and messages between parents and runaway youth. Areas of assistance are child abuse, child exploitation, eating disorders (including Anorexia and Bulimia), depression, teen suicide, missing children, runaways, sexual safety, substance abuse, teen pregnancy and teen parenting.

Available 24 hours a day, 7 days a week.

www.thursdayschild.org/frames_about.htm

1-800-USA-KIDS (1-800-872-5437)

The Covenant House

Provides food, shelter, clothing, crisis care, health care, education, vocational training, drug abuse treatment and prevention programs, legal services, recreation, mother/child programs, transitional living programs, street outreach and aftercare. Available 24 hours a day, 7 days a week. Additional information also available online at www.covenanthouse.org.

1-800-388-3888

National Runaway Switchboard

Provides non-judgmental, confidential crisis intervention and referrals. Available 24 hours a day, 7 days a week. Additional information also available online at www.1800runaway.org

1-800-RUNAWAY (1-800-786-2929)

Text: 66008

National Safe Place

If you're in a crisis, text the word SAFE and your current location (address/city/state) to 69866. We'll text you back the address of the nearest Safe Place site and contact number for the local youth shelter. Within that same message you'll receive a prompt that says, "reply with 2CHAT for more help." Once you reply, you'll be connected with a professional for more help.

www.nationalsafeplace.org

1-888-290-7233

Email: info@nationalsafeplace.org

Services for Children with Disabilities**CHADD**

A national non-profit organization providing education, advocacy and support for individuals with ADD/ADHD. Automated phone service. Additional information also available online at www.chadd.org and www.help4adhd.org.

1-800-233-4050

Family Network on Disabilities

Provides family-driven support, education, information, and advocacy. Available 8:30am to 4:30pm, Monday through Friday. Additional information also available online at www.fndfl.org.

fnd@fndusa.org

1-800-825-5736

Florida Developmental Disabilities Council, Inc.

www.fddc.org

800-580-7801

TDD: 888-488-8633

Agency for Persons with Disabilities

www.apd.myflorida.com

Tel: 866-APD-CARES (1-866-273-2273)

TTY: 800-955-8771

Spanish: 877-955-8773

Creole: 877-955-8707

apd.info@apdcare.org

Services for Families Dealing with Domestic Violence**Florida Coalition Against Domestic Violence**

Links callers to the nearest domestic violence center and provides translation assistance when needed. Maintains a resource library of books, periodicals, videos and other resources regarding domestic violence issues. Available 24 hours a day, 7 days a week. Additional information also available online at www.fcadv.org.

1-800-500-1119 TTY: 1-800-621-4202

Services for Families Dealing with Addiction**Unity Recovery Center**

24-hour toll-free addiction helpline.

www.unityrehab.com

1-877-772-5505

Substance Abuse & Mental Health Services Administration

An information resource equipped to respond to the public's alcohol, tobacco, and drug inquiries and distribute free or low-cost culturally-diverse prevention, intervention and treatment resources tailored for use by parents, teachers, youth, communities and prevention/treatment professionals. Available 24 hours a day, 7 days a week. Additional information also available online at www.samhsa.gov

1-800-662-HELP (1-800-662-4357)

TDD: 1-800-487-4889

Spanish Suicide Line: 1-888-628-9454

Services for Missing and Exploited Children**National Center for Missing and Exploited Children**

Provides assistance to parents, children, law enforcement, schools, and the community in recovering missing children and raising public awareness about ways to help prevent child abduction, molestation, and sexual exploitation.

Available 24 hours a day, 7 days a week. Additional information is also available online at www.missingkids.com.

1-800-THE-LOST (1-800-843-5678)



Child Find of America Hotline

Locates missing children through active investigation, prevents child abduction through education, and resolves incidents of parental abduction through mediation. Available 9:00am to 5:00pm, Monday through Friday; voicemail during evenings and weekends. Additional information is also available online at www.childfindofamerica.org.
1-800-I-AM-LOST (1-800-426-5678)

CAPSS Hotline

The CAPSS toll-free helpline connects families impacted by child custody crisis, parental abduction and denied visitation to a wide array of services including prevention action, conflict resolution and mediation, co-parenting planning, legal advocacy, comprehensive case management, educational resources and more. On-staff professional mediators have extensive experience in divorce, custodial and family mediation on a national and international level.
www.childfindofamerica.org
1-800-A-WAY-OUT (1-800-292-9688)
Parent Help Line: 1-800-716-3468

FDLE Missing Endangered Persons Information Clearinghouse

www.fdle.state.fl.us/mcicsearch/
Tel: 888-FL-MISSING (1-888-356-4774)

Sexual Violence Prevention and Intervention Services

Rape Abuse and Incest National Network (RAINN)

Instantaneously connects callers to the nearest rape crisis center, providing counseling and support. Additional information is also available online at www.rainn.org
1-800-656-HOPE (1-800-656-4673)

Florida Council Against Sexual Violence

The mission of the FCASV is to lead, educate, serve and network on behalf of all individuals impacted by sexual violence. FCASV is a statewide non-profit agency that serves as a coalition of the state's rape crisis programs. Additional information is also available online at www.fcasv.org.
1-888-956-RAPE (1-888-956-7273)

Suicide Prevention Services

Florida Suicide and Crisis Hotlines

The Florida Suicide and Crisis Hotline list by city; the local numbers to call for anyone in crisis and reaching out for help.
www.suicide.org/hotlines/florida-suicide-hotlines.html
1-800-273-TALK (8255) or 1-800-SUICIDE (784-2433)
TTY 1-800-799-4889

National Suicide Hotline

The Substance Abuse and Mental Health Services Administration's (SAMHSA) suicide prevention helpline also offers help with substance abuse, economic worries, relationship and family problems, sexual orientation, illness, getting over abuse, depression, mental and physical illness, and loneliness. (24 hours/7 days a week)
www.suicidepreventionlifeline.org
1-800-273-TALK (8255)

The Trevor Project

The Trevor Project is determined to end suicide among lesbian, gay, bisexual, transgender, and questioning youth by providing life-saving and life-affirming resources including a nationwide, 24/7 crisis intervention lifeline, digital community and advocacy/educational programs that create a safe, supportive and positive environment for everyone.
www.thetrevorproject.org

1-866-488-7386

Youth America Hotline

YAH is the first and only toll free, peer to peer hotline network linking callers to community based peer counseling hotlines in the nation. The YAH website is a great place to find resources, learn more about the issues that are important to youth and keep up to date on significant events.

www.youthline.us/mainflash.html

1-877-YOURLINE (968-8454)

Youth Development

Girl Scouts of America

In Girl Scouts, girls discover the fun, friendship, and power of girls together. Through enriching experiences, such as field trips, sports skill-building clinics, community service projects, cultural exchanges, and environmental stewardships, girls grow and develop to their full potential.

www.girlscouts.org

(800) 478-7248

YMCA

The Y is for everyone. Our programs, services and initiatives: enable kids to realize their potential, prepare teens for college, offer ways for families to have fun together, empower people to be healthier in spirit, mind and body, prepare people for employment, welcome and embrace newcomers and help foster a nationwide service ethic. And that's just the beginning.

www.ymca.net

1-800-872-9622

Step Up For Students

Step Up For Students provides scholarships for low-income students in grades K-12. The program, which administers the Florida Tax Credit Program, empowers families to choose the school that best meets their child's needs. Families have two options to choose from: a scholarship to help cover private school tuition and fees, or a scholarship to assist with transportation costs to attend a public school in another county. To be eligible, a student's household income must qualify for the free or reduced-price school lunch program (185 percent of the federal poverty guidelines). Children who are in foster care or who are homeless may also be eligible.

www.StepUpForStudents.org

877-735-7837

Deliver the Dream

Deliver the Dream provides monthly three-day retreats at no cost for families who have a child or parent experiencing a serious illness or crisis. If you are interested in applying for a retreat, please contact us!

www.deliverthedream.org

1-888-OUR-DREAM (687-3732)

contact@deliverthedream.org

ADDITIONAL RESOURCES

(long distance charges may apply)

4-H

4-H is the nation's largest youth development organization. More than 6 million 4-H youth in urban neighborhoods, suburban schoolyards and rural farming communities stand out among their peers: building revolutionary opportunities and implementing community-wide change at an early age.
florida4h.org

To get involved, call your Local County Extension office.

Parents Anonymous

Self-help groups serving abused children and parents under stress. Available 11:00am to 8:00pm, Monday through Friday. Additional information is also available online at www.parentsanonymous.org.

909-621-6184

1-855-4APARENT (427-2736)

Big Brothers/Big Sisters of America

Volunteers support families under stress and single parents by working with children in need of additional attention and friendship. Available 24 hours a day, 7 days a week. Additional information is also available online at www.bbbs.org.

813-720-8778

National Center for Victims of Crime

Working with local, state, and federal partners, the National Center for Victims of Crime provides direct services and resources to victims of crime across the country; advocates for laws and public policies that secure rights, resources, and protections for crime victims; delivers training and technical assistance to victim service organizations, counselors, attorneys, criminal justice agencies, and allied professionals serving victims of crime; and fosters cutting-edge thinking about the impact of crime and the ways in which each of us can help victims of crime rebuild their lives. Available 8:30am to 8:30pm (ET), Monday through Friday. Additional information is also available online at www.victimsofcrime.org.

202-467-8700

Suncoast Center, Inc.

A program whose mission is to prevent and reduce the impact of exposure to violence on young children ages birth through 6 years. Provides information and education on children's exposure to violence, referrals to community resources, consultation services and training in addition to providing direct services to children and families where violence has occurred to families living in Pinellas County. Services are private, confidential and free of charge. Additional information is also available online at www.suncoastcenter.com.

727-388-1220

Florida Circle of Parents

Circle of Parents® is a mutual support and self-help program for parents based on a framework of shared leadership, mutual respect, shared ownership and inclusiveness. Additional information also available online at www.ounce.org/circlegroups.html.

850-921-4494 ext. 107

Children's Home Society

Redirects a teen's troubled life onto a new path of hope, provides a safe harbor for a child suffering from abuse and reverses crisis situations so lives are changed for the better. Available by phone 8:30am to 5:00pm, Monday through Friday. Additional information also available online at www.chsfl.org.

321-397-3000

info@chsfl.org

Florida Diagnostic and Learning Resources System (FDLRS)

FDLRS provides diagnostic, instructional, and technology support services to school district exceptional education programs and families of students with disabilities. Additional information also available online at www.fdlrs.org.

850-245-0478

Florida Military Family & Community Covenant

www.fmfcc.org

Tel: (850) 421-4499

Florida Network of Youth and Family Services

www.floridanetwork.org

Tel: (850) 922-4324

Florida Afterschool Network

The mission of FAN is to provide unified leadership to advocate for the development, enhancement and sustainability of innovative, high quality afterschool programs and policies statewide.

www.myfan.org

850-921-4494 ext. 149

Boy Scouts of America

The Boy Scouts of America is one of the nation's largest and most prominent values-based youth development organizations. The BSA provides a program for young people that builds character, trains them in the responsibilities of participating citizenship, and develops personal fitness.

www.scouting.org

972-580-2000

Boys and Girls Club of America

Boys & Girls Clubs are a safe place to learn and grow – all while having fun. Boys & Girls Clubs offer programs and services that promote and enhance the development of boys and girls by instilling a sense of competence, usefulness, belonging and influence.

www.bgca.org

404-487-5700

Community-Based Care

Community-Based Care is a comprehensive redesign of Florida's Child Welfare System. It combines the outsourcing of foster care and related services to competent service agencies with an increased local community ownership of service delivery and design. This innovative statewide reform increases accountability, resource development, and system performance. To find your local Community-Based Care Lead Agency visit the following link:

www.myflfamilies.com/service-programs/

[community-based-care](http://www.myflfamilies.com/service-programs/community-based-care)

