

**1-800-301-1868**  
**Foster Parent & Caregiver Support Line**  
**Frequently Asked Questions**  
Revised October 23, 2008

**1. What is the number for the Foster Parent & Caregiver Support Line?**

The Foster Parent & Caregiver Support Line phone number is **1-800-301-1868**.

**2. What is the Foster Parent & Caregiver Support Line?**

The Foster Parent & Caregiver Support Line is a help line that foster parents and relative caregivers can access when they are in crisis. Crisis line workers will be able to listen and offer advice about how to manage children with emotional or behavioral problems. The support line operates after business hours, when Children's Administration social workers and foster care licensors are not available.

**3. Who can call the Foster Parent & Caregiver Support Line?**

Foster parents supervised directly by the Division of Licensed Resources and relatives authorized to care for dependent children can call the Foster Parent & Caregiver Support Line for help. Foster parents certified by private agencies should call their agency's on-call staff for help.

**4. When can I call the Foster Parent & Caregiver Support Line?**

You can call the support line 4:30pm – 8:00am Monday through Friday, and anytime on weekends and holidays.

**5. Who answers the Foster Parent & Caregiver Support Line?**

The Foster Parent & Caregiver Support Line will be answered by support counselors who have been trained to respond to caregivers in crisis.

**6. What kinds of issues can I get help with when I call the Foster Parent & Caregiver Support Line?**

The Foster Parent & Caregiver Support Line will help you with issues that can't wait until the next business day, such as trouble shooting behavior issues, problem solving and conflict management.

**7. When I call the Foster Parent & Caregiver Support Line, will someone come to my home?**

No. The Foster Parent & Caregiver Support Line provides help over the telephone.

**8. What if I call the Foster Parent & Caregiver Support Line about a child's medical or mental health emergency?**

The support line does not replace 911. Support counselors can help you determine whether to call 911 or if you should take the child to the hospital. The support counselor will offer support while you wait for emergency personnel to arrive.

**9. What will happen if I call the Foster Parent & Caregiver Support Line with questions that don't need an immediate answer, like school or payment issues?**

The Foster Parent & Caregiver Support Line does not replace the child's social worker or your licensor. When you call about routine child-related or payment issues, you will be asked to call the child's social worker the next business day. When you call about routine licensing issues, you will be asked to call your licensor the following business day.

**10. What will happen if I call the Foster Parent & Caregiver Support Line during business hours?**

You will hear a recorded message directing you to call your local Children's Administration office.

**11. What if I call the Foster Parent & Caregiver Support Line because I need a child removed from my home?**

If a child needs to be placed in another home because you have a medical or family emergency, or because the child's behavior is placing people in your home at risk, you will be directed to call Children's Administration's Central Intake at 1-800-562-5624.

If you need a child removed from your home due to a child's behavior, the support counselor answering the Foster Parent & Caregiver Support Line will first work with you to resolve the behavioral issues.

**12. Will the child's social worker and/or my licensor know I called the crisis line?**

Not routinely. Support line counselors are not part of Children's Administration and do not have access to departmental electronic files or in-house email.

**13. Can I call anonymously?**

Yes, although you will be asked for your phone number as part of our random quality assurance checks. You may decline to provide it.