

1-800-301-1868
Foster Parent & Caregiver Support Line
Frequently Asked Questions
Revised July 1, 2010

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 provides phone support when foster parents and relative caregivers are in crisis. Children's Administration Social Workers answer the calls and can offer behavior management advice, problem solving tips and a listening ear. The support line operates after business hours through CA's Central Intake.

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

Unlicensed caregivers of foster children and 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 5 pm – 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 CA social workers at Central Intake.

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. The Social Worker 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.

13. Can I call anonymously?

Yes, you may decline to identify yourself.