

# HEARS Family Line

Help • Empower • Advocate  
Reassure • Support

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The HEARS Family Line assists parents, families and individuals by providing information to callers on resources to meet their needs in their communities. Caring specialists guide families to services including food pantries, clothing closets, housing assistance, medical and behavioral health care services, parenting education, child care and more.



**1-888-55-HEARS**  
(1-888-554-3277)

Specialists are available to help

**Monday through Friday from 8:30 a.m.-8:00 p.m.**

Phone interpretation is available for most languages.  
HEARS flyers are available for download in 12 languages  
at <https://ocfs.ny.gov/programs/cwcs/hears.php>



Office of Children  
and Family Services

