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Where can I find help?

Your CPSW can connect you to community programs that can help you and your family.

You can also find help on your own. A good place to start is to call 211 or go to 211nh.org.

District Offices

- Berlin (603) 752-8317
- Central Intake (603) 271-6556
- Claremont (603) 543-4680
- Concord (603) 271-6202
- Conway (603) 447-1435
- Keene (603) 283-6848
- Laconia (603) 527-5913
- Littleton (603) 444-3686
- Manchester (603) 665-8338
or (603) 665-8343
- Rochester (603) 330-7427
or (603) 330-7429
- Seacoast (603) 334-4328
- Southern (603) 579-9337
or (603) 579-9369
- Southern Telework (603) 579-9337
or (603) 579-9369

Your referral # _____

CPSW Name and Number

Caregiver Guide to Child Protective Services

The Department of Health and Human Services' Division for Children, Youth and Families (DCYF) works together with families to ensure that children are safe and that their specific needs are being met.



State of New Hampshire
Department of Health and Human Services
Division for Children, Youth and Families

www.dhhs.nh.gov/DHHS/DCYF

Why did DCYF contact my family?

Your family came to the attention of DCYF because a report was made by someone who was worried about the safety or well-being of a child or children in your care.

In NH, anyone who suspects child abuse or neglect is required by law to report that information immediately to DCYF. Callers can choose to share their identities or remain anonymous.

What happens now?

Under New Hampshire RSA 169-C, DCYF is required to make sure that children are not in danger.

DCYF is required to inform you of the specific nature of the report that was received. A Child Protective Service Worker will share this information with you.

You are not obligated to allow DCYF to:

- Enter your premises or home; or
- Interview your children.

However, DCYF has the right to enter any public place to conduct an interview of a child with or without a parent's consent or notification if there is reason to believe a child has been abused or neglected. DCYF may seek and obtain a court order to further an investigation, if necessary.

You have the right to:

- Free interpretation services if you or your child has limited English; or
- Reasonable accommodations if you or your child has a disability.



Is this process confidential?

Yes, but there may be exceptions. During the assessment process, we will be gathering information from people who are familiar with your family. There may also be situations where we will have to share information with other people.

Will you take my child away?

If we can work together to ensure that your child is not in danger and you can keep them safe, the child will stay in your care. If your child is in danger, we may ask a Court to review the situation. A Judge would then decide whether your child is safe to remain in your care.

What happens when the assessment is complete?

When the assessment is complete, you will be provided with written notification of the outcome. You may also be provided with referrals and recommendations that would be beneficial to your family.

Upon receiving this information, the parent shall sign a written acknowledgment indicating that the information required under this paragraph was provided by the person conducting the investigation. The parent and department shall each retain a copy of the acknowledgment.

Acknowledgment of the duties of DCYF

I acknowledge that the Child Protective Services Worker has provided me with the following information as required by RSA 169-C:34, VI:

DCYF is required to inform me of the specific nature of the report that was received.

And, I understand that I am not obligated to allow DCYF to:

- Enter my premises or home; or
- Interview my children.

However, I am aware that DCYF may seek and obtain a court order to further an investigation, if necessary, or enter a public place to conduct an interview of my child with or without my consent or notification.

If I have communication access needs, I understand I have the right to:

- Free interpretation services if my child or I have limited English proficiency; or
- Reasonable accommodations if my child or I have a disability.

Parent Signature and Date

(REF# _____)