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The Coalition for Asian American Children and Families, the nation’s only pan-Asian children’s advocacy organization, is dedicated to improving the health and well-being of Asian Pacific American children and families in New York City.

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CHINESE

Keeping Children Safe and Families Together

A GUIDE FOR IMMIGRANT FAMILIES TO UNDERSTAND CHILD ABUSE AND NEGLECT LAWS AND SUPPORT SERVICES IN NEW YORK

Second Edition
You want to offer your child a wonderful life, but as an immigrant in the United States, you may not know how. Read this brochure to learn what you need to know about the laws that protect children and support families, and also how to get free or low-cost services that can help a struggling family survive—and thrive.

(Disclaimer—The information in this brochure may be difficult to understand. You may want to refer to the organizations listed at the back for further information.)
My family came from China five years ago. My husband and I work long hours, do not earn very much money and cannot afford after-school child care for our son. Some of our son’s friends at school are troublesome and talked him into skipping school and staying out late. My husband and I were disturbed by this behavior and locked our son in his room for two days to punish him. Our son’s teacher learned about this and reported us for child abuse. Someone came to our house to investigate, and although we were not charged by authorities, we now have a record of suspected child abuse. Why did this happen?

How the Child Welfare System Works

Living in the United States can often be hard for immigrant families. Unaware of child welfare laws, parents can unknowingly get into trouble and be subjected to child-abuse investigations. Regardless of your family situation or personal beliefs, it is important that you understand the laws in order to maintain a safe, stable, and healthy family.

Federal laws in the United States protect children under age 18 from abuse and neglect. Parents and caregivers may be vulnerable to the child welfare system if unaware of the laws that protect children and the support services that are available to families. Because thousands of children are abused each year, the government strictly enforces these laws—which can in some cases result in children being removed from their home. These laws are meant to protect children, even if parents or guardians do not intentionally mean to hurt them.

In New York City, the Administration for Children’s Services (ACS) is the agency in charge of child protective services that ensure that children are safe. ACS can get involved in your family's life, sometimes without any warning. While ACS does not decide who to investigate, it is required to investigate every claim of possible abuse or neglect reported to the New York State Central Register (SCR) of Child Abuse and Maltreatment. Anyone can make such a report, including neighbors and friends. Certain professionals (for example, doctors, nurses, doctor’s assistants, dentists, hospital staff, school officials, social services staff, police officers, mental health professionals, child-care workers, and day-care providers) are required by law to report any suspicion of child abuse or mistreatment.

Weil全家是五年前从中國移民到美國的。我和丈夫每天的工作時間都很長，但我們的收入都不多高，因此我們無法為兒子支付放學後的兒童照看費用（after-school child care）。我兒子在學校有一些淘氣的朋友，在他們的鼓動下，我兒子開始逃課，而且晚上很晚才回家。我和我先生因此非常擔憂，我們把他鎖在房裡兩天以示懲罰。我兒子的老師知道這件事之後將這一情況報告給了有關部門，說我們虐待兒童。相關部門派人來我家做了調查，雖然沒有正式認定我們虐待兒，但現在我們已有一條疑似兒童虐待的記錄。這是為什麼？

兒童福利系統是如何運作的

對於移民家庭來說，要在美國生活通常都不是那麼容易的。如果不瞭解兒童福利法律的規定，父母有可能在無意識的情況下陷入面臨兒童虐待調查的困境。不管您的家庭狀況或個人信仰如何，您都必須要熟悉這些法律，以便讓您的家人過上安全、穩定和健康的生活。

美國聯邦法律保護18歲以下的兒童，讓他們避免受到虐待以及忽視。如果父母和其他兒童看護者不瞭解關於兒童保護的法律，或不瞭解關於他們可以使用的家庭援助服務，就可能在無意間成為兒童福利系統的調查對象。由於每年都會發生喜上萬起兒童受虐事件，美國政府嚴格執行這些法律 — 有時甚至可能導致由政府出面將孩子從其家中帶走。即使家長或監護人不是有意傷害孩子，有時同樣會觸犯這些旨在保護兒童的法律。

紐約市兒童服務管理局（the Administration for Children’s Services）（以下簡稱ACS）是一個負責監管目的是保護兒童安全的保護性服務的機構。ACS可以在沒有發出任何警告的情況下介入您的家庭生活。雖然ACS沒有既定的調查對象，但它對紐約州孩童虐待與凌辱登記中心（New York State Central Register of Child Abuse and Maltreatment，簡稱SCR）所接到的任何疑似虐待兒童的報告，都會開展調查。任何人都可以報告虐待兒童事件，如鄰居或朋友。此外，法律規定某些特定行業的工作人員（例如醫生、護士、助理醫師、牙醫、醫院工作人員、學校官員、社工、警察、心理健康工作人員、兒童保育人員和日間看護人員等）都必須對任何疑似兒童虐待或凌辱的事件進行報告。
This brochure explains child abuse and neglect in New York, what happens following a child-abuse report, and the preventive services available to your family to help stabilize your family and avoid involvement with the government.

What Is and Is Not Acceptable

**CAN I SPANK MY CHILD?**
A 10-year-old boy stole candy from the supermarket. His parents were upset because this was the third time he was caught stealing. His father hit him on the palms and legs repeatedly with a cane until there were swollen, red marks.

Even though lightly spanking your child is legal, any punishment that causes or risks physical injury to your child is considered abuse under New York law. Any spanking that leaves a mark or involves hitting your child with an object such as a cane, coat hanger, or belt is considered maltreatment, because it can cause physical or psychological injury.

Even if you do not physically hit your child, discipline that harms or may harm your child’s physical, mental, or emotional condition is maltreatment. Some forms of discipline that do not include hitting, such as having your child hold one position for a long time, locking your child in his or her room for extended periods, and vigorous shaking (especially of a baby) can result in a report to the SCR.

**CAN I YELL AT MY CHILD?**
A 15-year-old boy brings home a poor report card. His parents are very disappointed. They want him to attend college in the future. His mother yells at him and calls him dumb and worthless.

It will be considered emotional abuse by the government if you constantly expose a child to negative and abusive statements. Emotional abuse includes circumstances when your child is threatened, insulted, repeatedly yelled at, exposed to violent or criminal behavior, or made to feel fear such that the pattern of behavior harms the child's mental or emotional development. Verbal discipline that may harm a child emotionally is considered abuse under New York law.

本手册解释了纽约州關於兒童虐待與兒童忽視行為的規定，並介紹相關部門在接到虐待兒童的舉報之後會採取哪些措施。本手册還介紹了您的家庭可以獲得哪些能夠幫助您維護家庭的穩定並避免政府介入的預防性服務。

可以接收和不可以接受的行為

我是否可以打孩子？
一位10歲的小男孩在超市偷了糖果。他的父母因為他感到非常沮喪，因為這已經是他第三次因為偷東西而被抓了。孩子的父親不斷用手杖打孩子的心和腿，直到孩子的這些部位出現了紅腫和淤血。

雖然輕輕地打孩子是合法的，但是根據紐約的法律，任何導致或者可能導致兒童身體受到傷害的懲罰都會被認為是虐待兒童行為。打孩子後在其身體上留下痕跡或者使用了工具如手杖、衣架、皮帶等打孩子，都屬於虐待兒童行為，因為這些做法可能會對兒童造成身體或心理上的傷害。

即使您沒有毆打您的孩子，有些會導致或者可能導致您的孩子在身心以及情感上受到傷害的其它形式的懲罰，也會被認為是虐待兒童。某年未涉及毆打兒童的懲罰方式，例如讓孩子長時間保持同一姿勢，或將孩子長時間鎖在房間內或猛烈搖晃孩子（特別是嬰兒）等行為，都有可能被舉報到SCR。

我可以罵我的孩子嗎？
一名15歲的小男孩拿回家一份很差的成績單。他的父母非常失望。他們希望他將來上大學。他的媽媽朝他大聲吼叫，罵他是笨蛋，不值一文。

如果您經常辱罵孩子，政府部門就可能認為您在情感上虐待您的孩子。情感虐待指您的孩子受到威脅、侮辱，經常受到叫罵，接觸到暴力和犯罪行為，或者常常受到恐嚇，並且這些行為已成慣例，可能會傷害到孩子的心理和情感發展。按照紐約法律，可能導致兒童情感受到傷害的言語懲罰也屬於兒童虐待。
CAN I TAKE AWAY MY CHILD’S PRIVILEGES?
A 14-year-old girl comes home late yet again after being told not to. Her frustrated parents forbid her to watch TV for a week to make the point that there are consequences for her unacceptable behavior.

Taking away privileges is usually acceptable, but you must make sure such treatment does not prevent your child’s physical and emotional development. Parents cannot punish their children by depriving them of basic necessities or by hurting their long term emotional health.

Physical, emotional, medical, or educational neglect can also result in a report of child abuse. **Physical neglect** is failure of a parent to provide food, clothing, shelter, and supervision. **Emotional neglect** is when a child’s emotional development is harmed because the parent fails to provide warmth, attention, supervision, affection, praise, or encouragement to a child or exposes the child to extreme stress or violence. **Educational neglect** occurs when a parent does not enroll a child in school or allows too many unexplained absences. **Medical neglect** is failure to seek medical treatment or preventive care for a child.

You need to make sure that your child is reasonably happy, friendly, self-confident and not overly worried or scared. You can take away privileges, but you cannot hurt a child’s physical or emotional growth.

Whom Do These Laws Apply To?

On weekends, my brother-in-law takes care of my children while my wife and I are away at work. When I return home, I notice that the children sometimes have bruises on their arms. I suspect that my brother-in-law hits the children when they misbehave. I want to have someone else watch my children, but I cannot afford to pay for daycare.

You should know that under U.S. law, caregivers other than parents are also responsible for the emotional and physical health of a child. This includes day-care providers, workers having regular contact with children, and those regularly in the child’s house, such as a grandparent or babysitter. Any of these caregivers who are regularly responsible for the child’s care or who is from an authorized agency that has contact with the child can be the subject of a child abuse report.²

I是否可以取消孩子的某些特權?
一名14歲的女孩在父母告奮其不要晚歸之後又一次很晚才回家。她的父母感到非常失望。為了讓她認識到自己的錯誤，她的父母懲罰她一周內不得看電視。

取消孩子的某些特權通常是可以接受的。但是家長也要確保這樣做不會影響到孩子身體和情感的發育。父母不能用拒絕提供基本生活必需品的方式來懲罰孩子，也不能傷害到孩子的情感的健康發展。

父母對兒童的身體忽視,情感忽視,醫療忽視和教育忽視都有可能被舉報為虐待兒童。身體忽視是指父母不為其孩子提供食物、衣服、住所和監護的行為。情感忽視是指由於父母未給兒童提供溫暖的關愛,必要的注意,監護、親撫、表揚,鼓勵或者讓孩子處於極度的壓力或者暴力之下，從而導致兒童情感發展受到傷害的行為。教育忽視是指父母未讓孩子入學或者允許孩子多次無故曠課的行為。醫療忽視是指不給孩子尋求醫療服務或者預防措施的行為。

您需要確保您的孩子感到切實的幸福，為人友善,自信並且沒有過度的擔憂，或者沒有受到過度的驚嚇。您可以取消孩子的某些權利，但是不能傷害孩子的身體和情感發展。

這些法律適用於哪些人?

在週末我們上班的時候，我妻子的兄弟幫我們照顧孩子。我有時回家後發現孩子們的手臂上有些瘀青。我懷疑是我妻子的弟弟在孩子們淘氣的時候打了他們。我想請別人照看我的孩子，但是我沒錢支付這筆日托費用。

您應該知道，美國法律規定，照顧孩子的人員和孩子的父母一樣要對孩子的情感和身體健康負責。這些照顧孩子的人包括日間托兒業者，經常與孩子接觸的工作人員，或其他經常到孩子的家中的人，例如孩子的祖父母或者臨時照顧幼兒的人員。如果以上列出的負責孩子的日常照料的任何人或者經常與孩子接觸的來自授權機構的工作人員有任何不當行爲，都可能受到虐待兒童的指控。²
Furthermore, you are responsible for protecting your child from abuse or neglect by others. You must do more than just try to stop the abuse—you must actually stop it. You might have to call the police if you cannot stop the abuse by yourself.

If you are not aware that someone else is disciplining your child in a way that might be child abuse, you can still be held responsible if there’s a possibility that you might have been aware. For example, if your spouse has abused your child before and might abuse your child again, you can be held responsible for leaving your child alone with your spouse.

This means that even if you did not abuse your child, you may still be the subject of a child abuse investigation if you allowed the maltreatment to happen or should have reasonably been able to prevent it. The investigation could result in your child being removed from your home.

Warning Signs You Should Know

Here is a list of warning signs that people, including mandated reporters (doctors, nurses, doctor’s assistants, dentists, hospital staff, school officials, social services staff, police officers, mental health professionals, child care workers, daycare providers, etc.), often look for when reporting child abuse and neglect:

| General Health | fatigue, undernourishment |
| Poor Hygiene | unwashed hair and body, poor dental care, body odor |
| Clothing | inadequate clothing for the weather; dirty or torn clothing |
| Injuries | bruises, burns, scars, or abrasions that parents are reluctant to be questioned about |
| Familial Discord | alcoholism, drug abuse, violence |
| Medical Treatment | delay in seeking medical attention |
| Parents’ Behavior | minimization of child’s injury, claims of self injury for a small child or baby, unexplained injury, discrepant history given by the parents about the injury |
| Education | failure to be enrolled in school by age 6, chronic truancy, delinquency |
| Child’s Behavior | frightened of parents or other adults; runaway behavior, unusually withdrawn or nervous; extremely fearful of being touched; exhibits bizarre, sophisticated, or unusual sexual behavior or knowledge |

此外，您有責任保護您的孩子不受他人的虐待或忽視。僅僅試圖阻止虐待是不夠的—您必須確實有效地阻止這類行為。如果您自己不能阻止虐待行為，您必須報警。

如果您不知道有人在用虐待的方式懲罰您的孩子，但是經確認您當初本應預料到這種情況會發生，您還是要將此負責。比如，您的配偶曾經虐待孩子，並且有可能再次虐待孩子，如果您讓孩子與您的配偶單獨相處的話，您就要為可能發生的虐待事件負責。

這就意味著即使您沒有虐待您的孩子，但如果您沒有阻止虐待事件的發生，或者人們有理由相信您本來可以避免虐待事件的發生，您還是有可能受到虐待兒童的指控，並會受到調查。調查的結果可能導致您的孩子被強制性地從您的家中帶走。

您應該了解的跡象

以下是授權報告人員（包括醫生，護士，助理醫師，牙醫，醫院工作人員，學校工作人員，社會工作者，警務人員，心理健康專家，育兒工作者，日託服務者等）於提交報告時通常需要檢查的疑似兒童虐待與忽視行為的內容：

| 一般健康狀況 | 疲勞，營養不良 |
| 衛生狀況差 | 頭髮和身體未清洗，牙齒護理差，身體有異味 |
| 衣服 | 衣服不保暖，骯髒或破爛 |
| 受傷 | 身體上有瘀青，燒傷，傷疤或者父母不願被問到的其他損傷 |
| 家庭不和諧 | 酗酒，吸毒，暴力 |
| 醫療服務 | 延誤就診 |
| 父母的行為 | 對孩子的受傷情況輕描淡寫，聲稱小孩或嬰兒自己受傷，無法解釋孩子的傷，父母對孩子受傷的理由描述不一致 |
| 教育 | 6歲時未準時入學，長期逃課，在學校行為不良 |
| 孩子的行為 | 害怕父母或者其他成年人，逃跑行為，不正常的孤僻或緊張，特別害怕被觸摸，表現怪異，老成世故，或者有不正常的性行為或知識 |
What Happens If You Are the Subject of a Child Abuse Report?

If you are the subject of a child abuse report, ACS will begin an investigation within 24 hours of receiving the report and will go to your home to interview you, your family, and other household members. You have the right to request interpretation services from ACS if you speak a language other than English. ACS is required to notify you in writing within seven days of the existence of the report and to advise you of your rights. Following ACS’s evaluation, you will be notified within 60 days of the result: either by SCR that the report is “unfounded,” which means no credible evidence of abuse or neglect was found; or by ACS that the report is “indicated,” which means that the caseworker found credible evidence of abuse or maltreatment.

If the report is indicated, the caseworker must determine the best interest of your child, which may involve preventive services for your family or placement of your child in foster care. Foster care is the system in which children are removed by the state from their parent or guardian’s immediate care to be placed in the care of a stand-in guardian. If a child is in immediate danger in their household, the child will be placed in foster care.

In a case involving preventive services, ACS may recommend rehabilitative services for your family to prevent the placement of your child into foster care. If ACS decides that such services will be helpful, a case planner will be assigned to your family to decide which services in your neighborhood are appropriate for your family. The case planner may recommend non-mandated services, in other words, services that you are not required to accept. These services are only recommended to prevent your child from being at risk while at home.

However, if the case planner determines that your child should be immediately placed into foster care without such services, then you must participate in the plan and accept all referrals and services. In either situation, if you reject the provision of preventive services that are recommended, the case planner may petition the court to order you to comply. The decision to do this will be made based on the best interests of your child.
If ACS determines that your child cannot safely remain in your home even if your family receives preventive services, ACS can request the Family Court to order the placement of your child in foster care. If, during its investigation, ACS finds that your child is in immediate danger in your home, ACS has the authority to make an emergency removal of your child without your consent. In such a case, within the following business day, ACS will ask the Family Court to review the placement of your child.  

Your case will be closed with the SCR only when: 1) ACS can show that your child is safe from abuse or neglect even without intervention by ACS; 2) you have rejected the services recommended by ACS but it is not in the best interest of your child to ask a Family Court to determine that your child needs care or protection; or 3) the Family Court dismisses such a petition. 

Your Rights If You Are The Subject of a Child Abuse Report

You have the right to request a copy of the report filed against you, although the person who submitted the report will remain confidential. This request can be submitted in writing to: State Central Register, P.O. Box 4480, Albany, NY 12204. In your request, you should give your full name, date of birth, your children's full names and dates of birth, your address at the time of the report, and the case I.D. number if available. It is possible in some cases to have this report destroyed or amended if the report is false. You should know that in New York, it is a Class A misdemeanor to falsely accuse someone of child abuse.

All information in your case record with preventive service agencies are by law kept confidential. Your information will be kept in a computer system, to which the New York State Department of Social Services and all providing agencies will have access, as will anyone upon order of a court. In New York City, ACS will open a Family Assessment and Service Plan (FASP) for you. ACS and all the agencies that have a role in your case will have access to your detailed case record. Your information cannot be made public to anyone unless you agree. However, if a background check on you is being conducted, any record of a child abuse report may be viewable whether or not it is substantiated. Ask your service provider if you have any questions about confidentiality of information.

如果ACS认为即使您的家人接受了预防服務，您的孩子在家居住仍然不安全，ACS将要求家庭法庭（Family Court）下令将您的孩子送入寄養中心。如果ACS在調查過程中發現您的孩子在家中面臨即時的危險，ACS有權在沒有獲得您允許的情況下將您的孩子直接帶走。在這種情況下，ACS將在下一個工作日要求家庭法庭審核對您的孩子安置決定。

僅在以下情況下，您的個案可以由SCR作出撤销的決定：1) ACS 可以證明在沒有ACS監管的情況下，您的孩子在家中也不會受到虐待或忽視；
2) 您拒絕了ACS為您推薦的服務，但是出於對您孩子利益的考慮，要求家事法庭對個案作最後的裁決並不合適；或 3) 家事法庭駁回了該申請。

如果您被指控虐待兒童的話，您有哪些權利

您有權要求獲得一份舉報您虐待兒童的報告的副本，但舉報人的姓名是保密的。您可以通过寫信給下列地址要求獲得舉報材料：State Central Register, P.O. Box 4480, Albany, NY 12204。在您的信件中，請寫明您的全名、出生成日期、您孩子的全名和出生日期、您受到舉報時的家庭住址以及個案號碼（I.D.）（如果有的話）。有時候，如果舉報無譯的話，舉報材料有可能被销毁或者修改。您應該明白，在紐約，謊告他人虐待兒童屬輕度犯罪（Class A misdemeanor）。

預防服務提供機構所保留的有關您個案的材料都是依法嚴格保密的。您的資料將保存在電腦系統中，只有紐約州社會福利署（New York State Department of Social Services）和所有的提供服務的機構以及獲得法庭許可的人才能查看該電腦系統。在紐約市，ACS 將為您指定一個家庭評估及服務計劃（Family Assessment and Service Plan-FASP）。ACS 和其他與您的個案有關的機構都有權獲得關於您的個案的詳細記錄。在沒有您同意的情況下，您的資訊將不會被公開。但，如果對您展開背景調查的話，無論您最後是否被認定為實施了虐待兒童行為，所有涉及您的兒童虐待的記錄都將允許有關人員查看。如果您在關於個人資料的隱私性方面還有任何其他問題，請向您的服務提供者諮詢。
Preventive Services

Rehabilitative or preventive services are recommended by caseworkers following child abuse investigations where immediate danger is not assessed. Preventive services are available when you need it and are accessible before any involvement with ACS, not just when you are involved with ACS, but also when you feel you need additional family or individual supports to ensure that your children are safe at home. These services can help prevent the worst case: breaking up your family.

We know that you may not feel comfortable asking someone for help with your family, but you should know that there are options available to you. Here is a list of the family support services that you can apply for. The availability of these services will depend on individual agencies, and services may not always be free.

A. CHILD CARE
• Day-Care Services: services for children between ages 2 months and 12 years.
• Day Programs/Services for Children: social, psychiatric, psychological, education and/or vocational services and health supervision, also including recreational and transportation services as appropriate.

B. COUNSELING/TRAINING
• Counseling: individual or group counseling for you, your children, or the whole family.
• Parental Training: counseling and parenting-skills training to help you care for your children and your home; includes learning about your children's schooling, how to improve communication with teenagers, different discipline methods you can use with your children, and how to handle your children's special needs.
• Home Management Training: training in how to take care of your home, maintain budgets, and raise children.
• Clinical Services: psychological testing and therapy, which can include alcohol and other substance abuse counseling for you or your children.
• Family Planning Services: medical diagnosis, treatment, drugs, supplies and counseling to help prevent unwanted pregnancies or to correct infertility.

Preventive Services

個案社工在做完有關兒童虐待的調查之後，如果認為孩子沒有面臨即時的危險，則會建議孩子的家庭接受補救性或預防性服務。如果您需要預防性服務的話，即使在ACS介入之前您就可以主動申請這些服務，而不是僅僅在ACS介入之後才能使用這些服務。只要有您覺得為了確保孩子在家中能安全地居住，您的家庭或個人需要額外的幫助，您都可以申請這些服務。這些服務可以防止最壞的情況出現，那就是把您的還在帶離您的家。

我們知道，要求別人來幫忙處理您的家庭內部事務可能會令您感到不安，但您應該知道在必要時您可以作出這種選擇。以下是您可以申請的家庭援助服務。不同的機構提供的服務的種類可能是不同的，某些服務還可能是收費性服務。

A. 兒童保育
• 日間托兒服務：為兩個月至12歲大的孩子提供日間托兒服務。
• 針對兒童的日間項目/服務（Day Programs/Services for Children）：社會方面的精神方面的心理方面的教育和/或職能方面的服務和健康監督，此外還包括其他適當的娛樂和交通服務。

B. 諮詢服務/培訓
• 諮詢服務：為您、您的孩子或全家提供的個人或小組諮詢服務。
• 育兒培訓：提供關於育兒知識與技巧方面的培訓，以幫助您更好地照顧您的孩子和家庭；這些培訓包括幫助您瞭解您孩子在學校的教育情況，如何加強與青少年的溝通，為您介紹各種適度懲罰孩子的方法以及如何處理您孩子的某些特殊需求。
• 家庭管理培訓（Home Management Training）：提供如何照顧整個家庭的培訓，包括如何管理家庭財務和撫養孩子。
• 臨床服務：心理測試與治療，包括可以為您或您的孩子提供的戒酒或戒毒方面的輔導。
• 家庭計劃服務（Family Planning Services）：為您的意外懷孕提供醫療診斷、治療、藥物供應和諮詢服務或者治療不孕症。
C. IN-HOME SERVICES

• Homemaker Services: someone trained to provide personal care and do various household tasks can come to your home if you are ill or are otherwise unable to take care of certain things in your home.22
• Home Health Services: provide health-related services if you are ill or recovering from illness and need assistance, such as administering oral medications or checking pulse rates and temperature.
• Housekeeper/Chore Services: help with small jobs in your home if a parent or guardian is sick or cannot take care of the home for some other reason.23
• Respite Care: specialized help to take care of you in your home if it would aid you in sustaining a good environment for your children when your children are at high risk of being placed in government care.24
• Intensive Home-Based Family Preservation Services: specialized help in your home if your children are at a high risk of being placed in government care.25

D. EMERGENCY AND FINANCIAL SERVICES

• Housing Services: housing subsidies can be provided to families for a maximum of three years if it would create a decent home environment for the children.26
• Emergency Cash or Goods: very limited money, food, clothing, or other necessities to maintain a decent home for your children.
• Emergency Shelter: 24-hour access to a shelter if you suddenly need a place to stay.27
• Transportation Services: reimbursement based on need, to help you get to and from the place where you receive preventive services.28

E. CHILD HEALTHCARE PLAN

• Child Health Plus: Although health insurance for your child is not a preventive service provided or coordinated by ACS, the agency can help you maintain your child’s health and prevent a report of neglect or maltreatment. Child Health Plus is a New York State health insurance plan for children which can be free or low-cost depending on your income. You can apply by calling 800-698-4KIDS.29
How do I access these services?

A list of preventive service agencies that have Chinese American workers who speak Chinese dialects is included as an insert in this brochure. Preventive service agencies give priority to those residing in their area. If you and your family are interested in these services, you should go to the agency closest to your residence.

You have a right to apply for and receive (if qualified) family support services in New York City regardless of your immigration status, and even if you are undocumented. You should know that under a new law, an agency can only disclose your immigration status for criminal or terrorist investigation. ACS will not ask about your legal status except to help you get the services that you need.

In addition, agencies cannot deny you services just because you do not speak English. Agencies must try to provide services in your language; but the reality is, they are not required to and many will only have English language ability. If a worker or agency needs help in finding services in your language, refer them to the insert of this brochure that has a list of agencies and contact information for services in your language.

How much do the services cost?

You can access family support services often regardless of your family income. To receive these services, you might need to explain why you feel that your family needs them. The preventive service agency you contact will help determine your eligibility to receive family support services and the amount, if any, you will have to pay.

What do I do if I have problems?

• If the preventive service agency you first contact does not offer the particular service you are looking for, ask the agency to refer you to another agency that does provide the service. Though each individual agency may not be able to provide all the possible services, they will have information about all the social services available to you and will be able to provide you with referrals.
• Call the Administration for Children’s Services (ACS) Parent’s and Children’s Rights Unit Hotline at 212-676-9421 (Monday through Friday, 9 a.m. to 5 p.m.) for help. Even if you do not speak English, ACS must determine your primary language and inform you of available language assistance services.11

• If you still have a hard time getting services, the resources on the inserted page may help you. Family support services can sometimes be hard to obtain and will take time and effort, but do not be discouraged.

Footnotes

1 N.Y. COMP. CODES R. & REGS. tit. 18, § 432.1 (2005); additional information can be found at the ACS website located at http://www.nyc.gov/html/acs/html/home/home.shtml.


5 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 423.2(b)(3)(iii), 423.3(b)(2005).


9 http://www.health.state.ny.us/nysdoh/chplus/index.htm

10 N.Y. COMP. CODES R. & REGS. tit. 18, § 432.2(c) (2005).


Footnotes

1 N.Y. COMP. CODES R. & REGS. tit. 18, § 432.1 (2005); additional information can be found at the ACS website located at http://www.ocfs.state.ny.us/main/prevention/faqs.asp#my_rights

2 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

3 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

4 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

5 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

6 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

7 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

8 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

9 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

10 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

11 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

12 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

13 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

14 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

15 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

16 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

17 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

18 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

19 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

20 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

21 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

22 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

23 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

24 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

25 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

26 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

27 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

28 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

29 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

30 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

31 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

32 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

33 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).

34 N.Y. COMP. CODES R. & REGS. tit. 18, §§ 357.5-6, 423.7 (2005).