Children's Home Society of North Carolina

Important Contacts & Crisis Resources for Foster Parents

KEEP THIS SHEET HANDY FOR QUICK ACCESS!

Foster parenting can include unexpected moments, urgent questions, and crisis situations. Knowing who to call—and when—can help keep children and caregivers safe. This guide connects you to **essential North Carolina–based resources** for emergencies, behavioral health support, education advocacy, medical care, and legal assistance.

CHS Support for CHS Licensed Families

- 24/7 On call assistance for foster families: **336-223-0480**
- SkyPrep - Online training and support: **chsnc.skyprepapp.com**

Immediate Emergencies: Call 911

For any situation involving immediate danger to a child or caregiver, including medical emergencies or threats to safety.

Child Safety & Protective Services

- NC Child Protective Services (CPS) Hotline: **1-844-771-0050**
  (Use this number to report concerns about child safety or suspected abuse or neglect.)
- Local DSS Directory: **www.ncdhhs.gov/localDSS**
  Find contact information here for your county's Department of Social Services (DSS).

Mental Health & Behavioral Crisis Support (24/7)

- Suicide & Crisis Lifeline: **Call or Text 988**
  Available 24/7 for mental health support, emotional distress, or behavioral crises for children or caregivers.

NC Mobile Crisis Teams

In person crisis support services across North Carolina

- Access through NC DHHS:

North Carolina Department of Health and Human Services

Mobile Crisis teams can help de escalate situations and prevent unnecessary hospitalizations.

Medical & Medicaid Support

- **NC Medicaid & Foster Care Medical Services:**
  Contact your child's caseworker for info on:
  - Assigned medical providers
  - Behavioral health services
  - Specialty care and referrals
- NC Medicaid: **medicaid.ncdhhs.gov**

Education Advocacy & Youth in Foster Care Rights

- NC Department of Public Instruction (DPI):
  919 807 3300
  Support with:
  - *IEPs and 504 Plans*
  - *School enrollment and stability*
- Foster youth education rights
  www.dpi.nc.gov/districts-schools/federal-program-monitoring/title-i-part-improving-academic-achievement-disadvantaged/foster-care-provisions

Legal Support for Foster Families

- Legal Aid of North Carolina:
  1 866 219 5262
  Provides legal assistance related to:
  - Foster care and custody issues
  - Education and special education advocacy
  - Housing and family stability

Safe Surrender Resources

- North Carolina Safe Surrender Program:
  1-800-367-2229
  www.ncdhhs.gov/safesurrender
  Provides information and support for safely surrendering an infant without fear of prosecution, when applicable.

NC Foster Care & Adoption Resources

- Adoption and Foster Care – NCDHHS:
  www.ncdhhs.gov
  Statewide resources, guidance, and foster care information

Behavioral Health Plans Offering 1915(i) Services

These NC Medicaid health plans provide enhanced behavioral health and supportive services:

- Alliance Health:
  1-800-510-9132 | TTY: 711 or **1-800-735-2962**
- Partners Health Management:
  1-888-235-4673 | TTY: 711
- Trillium Health Resources:
  1-877-685-2415 | TTY: 711
- Vaya Health:
  1-800-962-9003 | TTY: 711

A Reminder from CHS

Trust your instincts. If something feels urgent, overwhelming, or unsafe — reach out immediately. You do not have to manage crises on your own.

CHS is here to support foster parents before, during, and after difficult moments.

For foster parents licensed with Children's Home Society, log in to your Sky Prep account for additional trainings.

CHSNC.ORG