

# HOW TO CONTACT CHILDREN & YOUTH SERVICES

Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m., with evening hours available by appointment only.

Children and Youth Services regional offices serve Delaware County families according to their school district.

## UPPER DARBY OFFICE

Haverford, Marple-Newtown, Radnor  
Southeast Delco, William Penn, Upper Darby

**Call: (610) 713-2000 Toll Free: 1 (800) 416-4511**  
**Fax: (610) 713-2354**

20 South 69th Street, Third Floor  
Upper Darby, PA 19082

## EDDYSTONE OFFICE

Chester-Upland, Chichester Ridley, Garnet  
Valley, Interboro, Penn-Delco, Rose Tree Media,  
Springfield, Wallingford-Swarthmore

**Call: (610) 447-1000 Toll Free: 1 (800) 416-4511**  
**Fax: (610) 447-1016**

Baldwin Tower, Suite 102 South  
1510 Chester Pike, Eddystone, PA 19022

## LEGAL SERVICES DEPARTMENT

**Phone: (610) 891-5104 Fax: (610) 891-0489**

Government Center Building, Room G-20  
201 W. Front Street, Media, PA 19063

**Emergency calls are taken after regular office hours by Emergency Services at (610) 892-8400.**

# REPORTING SUSPECTED ABUSE OR NEGLECT

Pennsylvania law encourages everyone to report any suspicions of child abuse or neglect in order to protect children.

Certain professionals are required to report. These mandated reporters must make a report of suspected child abuse if they have reasonable cause to suspect that a child is a victim of child abuse under any of the following circumstances:

- The mandated reporter comes into contact with the child in the course of employment, occupation and practice of a profession or through a regularly scheduled program, activity or service.
- The mandated reporter is directly responsible for the care, supervision, guidance or training of the child, or is affiliated with an agency, institution, organization, school, regularly established church or religious organization or other entity that is directly responsible for the care, supervision, guidance or training of the child. A person makes a specific disclosure to the mandated reporter that an identifiable child is the victim of child abuse.
- An individual 14 years of age or older makes a specific disclosure to the mandated reporter that the individual has committed child abuse.

**To make a report of suspected child abuse and/or child neglect, contact the Pennsylvania State Child Abuse Hotline (Child Line) at 1-800-932-0313.**

# THE DELAWARE COUNTY OFFICE OF CHILDREN AND YOUTH SERVICES



# SERVICES WE PROVIDE

**Adoption Services**  
**Child Welfare Day Care**  
**Community Education**  
**Emergency Services**  
**Emergency Shelter Care**  
**Family Engagement Services**  
**Family Support Services**  
**Foster Care & Kinship Services**  
**Information and Referrals**  
**In-Home Protective Services**  
**Intake Evaluation**  
**Sexual Abuse Unit**

*Established as a Child Care Service in 1950 by the County governing body, today regional offices in Upper Darby and Eddystone offer social services to over 3,000 families annually in Delaware County.*

Delaware County Children and Youth Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Reasonable accommodation shall be provided to clients and employees with a disability (e.g., hearing, speech, vision, mobility impairments).

# OFFICE OF CHILDREN AND YOUTH SERVICES WHAT WE DO!

Children and Youth Services of Delaware County provides services to abused and neglected children, from birth to age 18, and their families. Our social service professionals work directly with children and their families in times of crisis.

Services are provided in keeping with our agency's goals, which include:

- Providing for the immediate safety and protection of children
- Keeping children in their own families whenever possible
- Providing temporary, substitute care for children
- Reuniting children with their families as quickly as possible

We typically begin with a family assessment. Case management, counseling, and related supportive services are then provided to the family when children and adolescents can be safely maintained in their own home.

If placement outside the home is necessary, we attempt to locate relatives and friends as possible caregivers. During the child's placement, we offer rehabilitative services to reunite the family. When long term or permanent placement is needed, we'll work to develop a plan that will best meet the needs of the child.

As mandated by state law, we investigate all reports of abuse and neglect, with a dedicated Sexual Abuse Unit that is responsible for investigating allegations of intrafamilial child sexual abuse and provides ongoing rehabilitative services to children and their families.



## Delaware County Council

**Dr. Monica Taylor, Chair**  
**Richard R. Womack, Vice Chair**  
**Kevin M. Madden**  
**Elaine Paul Schaefer**  
**Christine A. Reuther**

[delcopa.gov](http://delcopa.gov)

## Department of Human Services

**Sandra Garrison**  
*Chief of Human Services and  
Community Supports*

**Angelique Hiers**  
*Director*

## Children and Youth Services

**Vanessa Pierre**  
*Administrator*