DCP&P is responsible for investigating allegations of child abuse and neglect and, if necessary, arranging for the child's protection and providing support to the family.

The Child Abuse Hotline (State Central Registry) receives all reports of child abuse and neglect 24-hours a day, 7-days a week. Reports requiring a field response are forwarded to a DCP&P Local Office for investigation. After normal business hours, the hotline is linked with a statewide network of Special Response Units charged with the responsibility of responding to reports.

If a child has been harmed or is at risk of harm, DCP&P may petition the county family court to place the child in foster care. Foster homes are provided by caring individuals who have completed an extensive training and licensing program. DCP&P’s primary goal is to achieve reunification of the child with his/her birth parents. If the family court determines a child cannot be safely returned home from foster care, DCP&P will begin adoption planning.

Each year, DCP&P contracts with many community-based agencies throughout the state to provide services to children and families. Such services include:

- Case Management
- Family Support Services (parenting skills training, counseling, child care, etc.)
- Substance Abuse Treatment
- Domestic Violence Services
- Mental Health Services
- Foster Care
- Adoption and Kinship Legal Guardianship

DCP&P also provides services and supports to adolescents under supervision until their 21st birthday. Services assist youth to become self-sufficient as they transition to adulthood. Some of the services include life skills training, education, employment, financial assistance and housing. Additional financial support is available through the Foster Scholars Program. This program provides grants to youth who are pursuing post secondary education or training opportunities. Eligible students may receive assistance with tuition, room and board, books, computers, child care costs and mentoring services.

The Department of Children and Families is currently implementing a new Case Practice Model. The Case Practice Model is a statement of best practice with guiding principles and expectations intended to improve outcomes for New Jersey’s most vulnerable children and families. The case practice model helps to establish clarity about how DCP&P treats children and families and how families and their natural support networks are engaged in the decisions affecting their safety and well-being.