



The Family Helpline – 844-888-6565

Who We Are: The Family Helpline is a project of Texas Legal Services Center located in Austin, Texas. Our project is generously funded by The Children’s Commission of the Supreme Court of Texas, the Children’s Justice Act, and the Texas Access to Justice Foundation. The Family Helpline is staffed by attorneys experienced in the Texas Child Protective Services System.

What We Provide: Helpline attorneys provide free, objective legal information and education regarding questions involving the Texas Child Protective services system. All calls to the Family Helpline are anonymous. Helpline attorneys **do not** provide legal advice or an attorney-client relationship with callers. Our program can speak with anyone who has a Texas Child Protective Services question, regardless of the person’s relationship to the child. Callers to the Family Helpline are often parents or extended relatives of children involved with a child welfare issue. Helpline attorneys can also provide referrals to additional resources that may be applicable to a caller.

When Services Are Provided: The Family Helpline is available Monday through Friday from 9 a.m. to 6 p.m. If a Helpline attorney is not available to answer a call, callers may leave a voicemail and a Helpline attorney will return a caller’s message within one business day.

Where Services Are Provided: All services are provided over the phone by attorneys located in Austin, Texas. Callers may obtain legal information if they have a question regarding a Texas CPS issue regardless of where caller lives.

Why: The Family Helpline believes that providing callers with clear and objective legal information can help a caller make a more thoughtful decision regarding how to handle a Child Protective Services matter. The Family Helpline believes that when a person is able to make a more thoughtful and informed decision regarding a Child Protective Services matter, that will ultimately result in more positive outcomes for children and families.

How to Obtain Materials: The Family Helpline has cards, bookmarks, and small posters available for distribution to members of the community. If you would like to obtain outreach materials to share in your community, please contact familyhelpline@tlsc.org.