



## Texas Department of Family and Protective Services

The Texas Department of Family and Protective Services (DFPS) has a central place to report:

- Child abuse and neglect.
- Abuse, neglect, self-neglect, and exploitation of the elderly or adults with disabilities living at home.
- Abuse of children in child-care facilities or treatment centers.
- Abuse of adults and children who live in state facilities or are being helped by programs for people with mental illness or intellectual disabilities. These reports are investigated by [HHSC Provider Investigations](#), not DFPS.

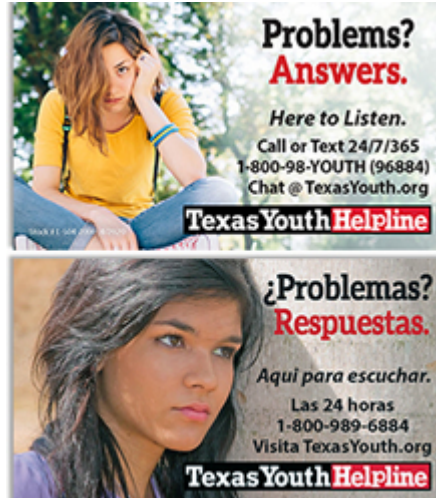
Anyone who has a reasonable cause to believe a child, or person 65 years or older, or an adult with disabilities is being abused, neglected, or exploited must report it to DFPS according to Texas laws.

A person who reports abuse in good faith is immune from civil or criminal liability. DFPS keeps the name of the person making the report confidential. Anyone who does not report suspected abuse can be held liable for a misdemeanor or felony.

Time frames for investigating reports are based on the severity of the allegations. Reporting suspected abuse makes it possible for a family to get help.

Call: **1-800-252-5400**. If you can't use the Texas Abuse Hotline you can:

- Report online at [www.TxAbuseHotline.org](http://www.TxAbuseHotline.org)[External Link](#)
- Use the relay service of your choice or use [Relay Texas](#)[External Link](#) at 7-1-1. Tell the relay operator to call the Texas Abuse Hotline at (800) 252-5400.



Contact the Texas Youth Helpline any time, day or night, to discuss your problem. It's free, and we're here to help!

## **WE HELP PARENTS AND GUARDIANS IN CRISIS FIND SOLUTIONS TO TOUGH SITUATIONS.**

We understand how stressful life can be. Whether it's because your child or teen is struggling and may be thinking about running away, or because you are stressed out about work or finances, we can help.

Our advocates can listen, brainstorm next steps, help you understand the laws about running away, or find low cost or free services. We connect parents, guardians, and youth to counselors and other resources every day. It's what we do.

## **THE HELPLINE IS CONFIDENTIAL.**

Whether you contact us by phone, text, or chat, you are not required to share your name or address. We are not a reporting hotline, and we are not associated with law enforcement or Child Protective Services.

## **YOU DON'T HAVE TO WAIT TO REPORT A MISSING CHILD.**

There is no law requiring a waiting period for reporting missing children to the police or for entering their information into the [National Crime Information Center](#) (NCIC) computer system. However, police department procedures vary. Contact us for more information. If you believe your child is missing due to foul play, immediately contact your local police department.

## **FREE MESSAGE SERVICE FOR RUNAWAY YOUTH AND THEIR FAMILIES**

We offer a free message service so runaways can communicate with their parents or guardians if they don't want to talk with them directly. All calls are strictly confidential.

**Bright** by



Text

Because  
kids don't  
come with  
instructions



to 274 448

[BrightbyText.org](http://BrightbyText.org)



Texas Department of  
Family and Protective Services  
*Prevention & Early Intervention*

**\*Message and data rates may apply.**

**Text HELP to 274 448 for help.**

**Text STOP to 274 448 to stop.**

[Bright by Text is here for families when you need us most. We share helpful tips, activities and events based on your child's age and your location.](#)