

# Social services / educational assistance

## We are here for you

We are the first point of contact for children, juveniles and parents in Mannheim, if you have questions or concerns about the development or behavior of young people. Our specialists also provide advice and assistance in family, social or psychological emergency and crisis situations.

We listen to you and help to find solutions.

We recommend you make an appointment so we can take enough time to deal with your concerns. To arrange an appointment, contact our office in your neighborhood ([Social services flyer](#)).

## How we provide help

- We inform and advise mothers, fathers and other legal guardians on issues to do with the education of their children. ([Educational assistance](#))
- We ascertain with those involved what form of support and assistance is needed and is the most appropriate.
- We support families whenever parents separate or divorce and make sure children continue to have contact with both parents.
- We accompany juveniles and young adults who have become delinquent and have to face a court of law. ([Youth assistance in criminal proceedings – house of juvenile justice](#))
- We provide safe places for minors who can no longer stand living at home.
- We can take protective measures whenever a child/juvenile is neglected, beaten, tortured or abused. ([Child protection](#))
- We can help to ensure that conditions in family crisis/emergency situations improve or children/juveniles can find another (temporary) home.

Children, juveniles and parents are legally entitled to all these programs and services.

## What we focus on

- We are committed to confidentiality, which means we only disclose information to third parties with consent (except in the case of acute child endangerment).
- Children and juveniles may also contact us without their parents' knowledge.
- We develop solutions together with children, juveniles and parents. In so doing, we focus our attention on their strengths and abilities.
- When it comes to support planning und decisions, those affected are always involved.
- We work as advocates in the interests of children and juveniles. Their right to support, education and protection is our main concern.
- We cross-link our programs and procedures within the neighborhood and with associated areas of activity such as day care centers, schools, and the health care system and refer individuals to other specialist services if required.