

Resources –

Understanding the Child Safety System



This resource list was developed by the Arizona Ombudsman-Citizens' Aide Office in collaboration with the Safety Work Group of the Court Improvement Program, Dependent Children's Services Division, Arizona Administrative Office of the Courts.

Resources when one is involved with DCS cases

Information for families, friends, and fosters who are involved in Arizona Juvenile Court dependencies stemming from Department of Child Safety (DCS) investigations.

- A) ARIZONA JUDICIAL BRANCH - <https://www.azcourts.gov/improve/Resources.aspx>
 - a) AZ Dependency Hearing Process - [https://www.azcourts.gov/Portals/46/images/Arizona%20Dependency%20Process%20\(Statues\)%20flowchart%202-2019.jpg](https://www.azcourts.gov/Portals/46/images/Arizona%20Dependency%20Process%20(Statues)%20flowchart%202-2019.jpg)
 - b) Dependency Hearing Overview - https://www.azcourts.gov/Portals/46/Resources/Dependency_Hearing_Overview.pdf
 - c) Dependency Video - <http://www.pjcc.pima.gov/HTML%20files/Divisions/CFS/DependencyVideoinEnglish.html>
 - d) Handbook for Parents & Guardians in Dependency Cases - <https://www.azcourts.gov/Portals/46/Resources/DependencyHandbookforParentsandGuardians.pdf> or in Spanish - <https://www.azcourts.gov/Portals/46/Resources/Dependency%20Handbook%20for%20Parents%20and%20Guardians%20-%20TRANSLATION%208.16.pdf>
 - e) Youth Guide to Dependency Cases - <https://www.azcourts.gov/Portals/46/Resources/GuidetoDependency.pdf?ver=2014-06-26-200405-130>
 - f) Dependency Hearing Templates - <https://www.azcourts.gov/improve/Published-Resources/Dependency-Hearing-Templates>
 - g) AZ Indian Child Welfare Act (ICWA) Guide 2018 - https://www.azcourts.gov/Portals/93/handouts/AZ%20ICWA%20Guide%202018%20_%20Revisions%20July%2024%202018.pdf?ver=2018-07-24-161640-280
 - h) Juvenile Court Forms - <https://superiorcourt.maricopa.gov/llrc/juvenile-court-forms/>
 - i) Dependency vs. Guardianship - <https://superiorcourt.maricopa.gov/media/3524/jvd10hz.pdf>
 - j) Community Services Unit (CSU) - https://superiorcourt.maricopa.gov/media/1747/csu_brochure.pdf
 - k) Child Safety Guide for judges and attorneys - <https://www.azcourts.gov/Portals/46/Resources/ChildSafetyGuide.pdf>
 - l) Duties and responsibilities for child attorneys and guardians ad litem (GAL) – Rule 40.1 <https://www.azcourts.gov/Portals/46/Resources/Rule%2040.1%20-%20Duties%20and%20Responsibilities%20of%20Child%20Representation.pdf>
 - m) Duties and responsibilities for parent attorneys – Rule 40.2 - <https://www.azcourts.gov/Portals/46/Rule%2040.2.pdf?ver=2019-02-25-083520-163>
 - n) Rules of Procedure for Juvenile Court cases - [https://govt.westlaw.com/azrules/Browse/Home/Arizona/ArizonaCourtRules/ArizonaStatutesCourtRules?guid=NB9CC48B0715611DAA16E8D4AC7636430&transitionType=CategoryPageItem&contextData=\(sc.Default\)&bhcp=1](https://govt.westlaw.com/azrules/Browse/Home/Arizona/ArizonaCourtRules/ArizonaStatutesCourtRules?guid=NB9CC48B0715611DAA16E8D4AC7636430&transitionType=CategoryPageItem&contextData=(sc.Default)&bhcp=1)

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- B) DEPARTMENT OF CHILD SAFETY (DCS) [AKA: CPS in some states]
- a) DCS Parent Guide - <https://dcs.az.gov/parents>
 - b) Parents Rights - <https://dcs.az.gov/parents/parents-rights>
 - c) Contact DCS Services and Unit Leaders - <https://dcs.az.gov/about/contact>
 - d) DCS Policy Manual - <https://extranet.azdcs.gov/DCSPolicy/>
 - e) Young Adult Program - <https://dcs.az.gov/services/young-adult/young-adult-program>
 - f) Discipline Guidelines for Children in Care - https://dcs.az.gov/sites/default/files/CSO-1219_.pdf
 - g) DCS pamphlets and flyers - <https://dcs.az.gov/resource/brochure>
 - i. *A Parent's Guide to Arizona's Department of Child Safety*
 - ii. *Building Resilient Families*
 - iii. *The Go-To Guide for Foster and Kinship Caregivers*
 - iv. *Kinship Foster Care – Relatives Caring for Children*
 - v. *Network of Caregivers Guide* - <https://www.azcourts.gov/LinkClick.aspx?fileticket=tyge3oJdGZA%3d&portalid=46>
 - h) Child And Family Team (CFT) Preparation Guide - <https://www.azahcccs.gov/Members/Downloads/Resources/CFT%20Parent-Caregiver%20Preparation%20Guide%202016.pdf>
 - i) Indian Child Welfare Act (ICWA) - <https://dcs.az.gov/parents/indian-child-welfare-act-icwa>
 - j) Arizona Revised Statutes – Title 8 – Child Safety - <https://www.azleg.gov/arsDetail/?title=8>
 - k) Child Safety “Rules” – Arizona Administrative Code, Title 21, Chapters 1 through 9. See - https://apps.azsos.gov/public_services/CodeTOC.htm#ID21
- C) USA – FEDERAL GOVERNMENT, U.S. HEALTH & HUMAN SERVICES, NATIONAL ASSOCIATIONS
- a) Substance Abuse & Mental Health Services Administration (SAMHSA)
 - (i) Recognizing and Treating Child Traumatic Stress - <https://www.samhsa.gov/child-trauma/recognizing-and-treating-child-traumatic-stress>
 - (ii) National Child Traumatic Stress Network (NCSTN) – Materials and Resources - <https://www.samhsa.gov/child-trauma/learning-materials-resources#caregivers>

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- b) American Bar Association link to Parents Know Your Rights Resources -
https://www.americanbar.org/content/dam/aba/administrative/child_law/parentrep/kyrguides/arizona.pdf
- c) Child Welfare Information Gateway
 - (i) Find Help with a personal situation - <https://www.childwelfare.gov/aboutus/find-help/>
 - (ii) Parenting issues tip sheets -
https://www.childwelfare.gov/pubPDFs/prevention_ch5_2020.pdf
 - (iii) Resources for Youth -
https://www.childwelfare.gov/topics/systemwide/youth/resourcesforyouth/?utm_medium=email&utm_source=elertjanuary20
 - (iv) Laws and Policies - <https://www.childwelfare.gov/topics/systemwide/laws-policies/?hasBeenRedirected=1>
 - (v) Guide for Incarcerated Parents - <https://youth.gov/sites/default/files/COIP-Parent-Guide-508.pdf>

D) OBTAINING RECORDS RELATED TO DEPENDENCY CASES

- a) Contact DCS – DCSRecordsRequest@azdcs.gov; FAX: 602-255-3245; Address: DCS Centralized Records Coordination Unit, Unit P.O. BOX 6123, Site Code 752A Phoenix, Arizona 85007.
- b) Arizona Revised Statute (A.R.S.) § 8-807 Confidentiality of Records; Persons or Entities Allowed Access to Records. See -
<https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/8/00807.htm>
- c) A.R.S. §§ 8-807(F) and 8-807.01. When public disclosure of records is allowed. See -
<https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/8/00807.htm>
AND <https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/8/00807-01.htm>
- d) A.R.S. § 8-804; 8-804.01. Use of records for employment screening. See -
<https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/8/00804.htm>
AND <https://www.azleg.gov/viewdocument/?docName=https://www.azleg.gov/ars/8/00804-01.htm>
- e) Arizona Administrative Code (Rule) – R21-1-104. Procedures for Processing a Request for DCS Information - https://apps.azsos.gov/public_services/Title_21/21-01.pdf. R21-6-323- Information and Records to Be Provided to the Foster Parent -
https://apps.azsos.gov/public_services/Title_21/21-06.pdf

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- f) Discuss your options with your attorney, including Juvenile Court Regarding Rule 47 - [https://govt.westlaw.com/azrules/Document/N32731590717B11DAA16E8D4AC7636430?viewType=FullText&listSource=Search&originationContext=Search+Result&transitionType=SearchItem&contextData=\(sc.Search\)&navigationPath=Search%2fv1%2fresults%2fnavigation%2fi0ad720f200000174b7dbb6856b893c1f%3fNav%3dSTATUTE_PUBLICVIEW%26fragmentIdentifier%3dN32731590717B11DAA16E8D4AC7636430%26startIndex%3d1%26transitionType%3dSearchItem%26contextData%3d%2528sc.Default%2529%26originationContext%3dSearch%2520Result&list=STATUTE_PUBLICVIEW&rank=14&t_querytext=Requesting+court+records&t_Method=WIN](https://govt.westlaw.com/azrules/Document/N32731590717B11DAA16E8D4AC7636430?viewType=FullText&listSource=Search&originationContext=Search+Result&transitionType=SearchItem&contextData=(sc.Search)&navigationPath=Search%2fv1%2fresults%2fnavigation%2fi0ad720f200000174b7dbb6856b893c1f%3fNav%3dSTATUTE_PUBLICVIEW%26fragmentIdentifier%3dN32731590717B11DAA16E8D4AC7636430%26startIndex%3d1%26transitionType%3dSearchItem%26contextData%3d%2528sc.Default%2529%26originationContext%3dSearch%2520Result&list=STATUTE_PUBLICVIEW&rank=14&t_querytext=Requesting+court+records&t_Method=WIN)

E) LAWS OF SPECIAL NOTE

- a) Arizona Revised Statutes (A.R.S.) related to dependency and your rights or the child's rights:
- Title 1 is here: <https://www.azleg.gov/arsDetail/?title=1> and then scroll to §§ 1-601, 1-602,
 - Title 8 is here: <https://www.azleg.gov/arsDetail/?title=8> and then scroll to §§ 8-221, 8-803, 8-807, 8-843, 8-862, 8-803, 8-221, 8-823, 8-824, 8-512, 8-529, 8-530, 8-113, 8-847, 8-513, 8-514.03. Other _____
- b) Child Abuse Prevention & Treatment Act "CAPTA" - <https://www.acf.hhs.gov/cb/resource/capta>
- c) Arizona Administrative Code – "Rules" – https://apps.azsos.gov/public_services/CodeTOC.htm#ID21 then scroll to R21-6-321-Rights of a Foster Child

F) ADAPTING DURING TIMES OF COVID -19 PANDEMIC

- a) Virtual family visit tips - <https://www.childwelfare.gov/pubs/factsheets-families-familytime/>
- b) DCS information and resources related to COVID-19 pandemic - <https://dcs.az.gov/covid19>
- c) COVID-19 Legal Hotline - <https://azbar.org/for-the-public/legal-help-education/covid-19-legal-hotline/>
- d) AZ Together (COVID info and assistance): <https://arizonatogether.org/>

G) ORGANIZATIONS THAT WORK WITH PERSONS INVOLVED IN CHILD SAFETY & DEPENDENCY CASES

- a) Hushabye Nursery – substance-exposed newborn help. <https://www.hushabyenursery.org/>
- b) Family Involvement Center (FIC) - <https://www.familyinvolvementcenter.org/>

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- c) Jewish Family & Children's Service (JFCS) - <https://www.jfcsaz.org/our-services/>
- d) Catholic Charities Community Services - <https://www.catholiccharitiesaz.org/get-help-pages/directory-of-services>
- e) West Yavapai Guidance Clinic - <https://www.wygc.org/>

H) BEST PRACTICE COMMUNICATION RECOMMENDATIONS FOR PARENTS AND GUARDIANS:

- Make yourself available – provide extensive contact information and availability times.
- Be pleasant and decent. Treat others as you wish to be treated.
- Be patient. Research takes time. Workers must juggle many tasks and time demands.
- Be reasonable, yet persistent. Give workers time to accomplish a task, and then check back.
- Inform yourself to the degree you can. Review guides and process descriptions.
- Prepare. Gather facts and material to explain and exhibit the situation logically.
- Outline or summarize your main points and questions.
- Ask questions if you do not understand. Clarification is better than guessing or assuming.
- Read what agencies send you and be mindful of directions and deadlines.
- Elevate your concerns if the staff people do not understand you or behave unreasonably.
- If you need to complain, keep it civil. A reasoned, verbal complaint might quickly solve a simple problem. However, if a verbal complaint is unsuccessful or the matter is complicated, then file a written complaint to explain your issue(s). Cite exhibits when possible and appropriate. A written complaint allows for a more thoughtful, reasoned approach AND gives you the benefit of evidence that a verbal complaint does not.
- Exercise your appeal rights and be alert about deadlines.
- Always save a copy of the correspondence and all relevant records!

I) RESOLVING COMPLAINTS

- a) Via the agency (DCS) – **internal** DCS Ombudsman Office –
 - <https://dcs.az.gov/resource/resolve-complaint-or-disagreement-ombudsman@azdcs.gov>
- b) Via Arizona Ombudsman-Citizens' Aide – **external** to DCS, legislative branch agency that may look into complaints about the administrative acts of executive state agencies. See
 - <https://www.azoca.gov/child-safety-dcs/>
 - <https://www.azoca.gov/complaint-procedure/>
 - <https://www.azoca.gov/complaint-procedure/complaint-form/>

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- c) Via Arizona Senate DCS Special Consultant - Maria Hoffman 602-926-3068 or mhoffman@azleg.gov