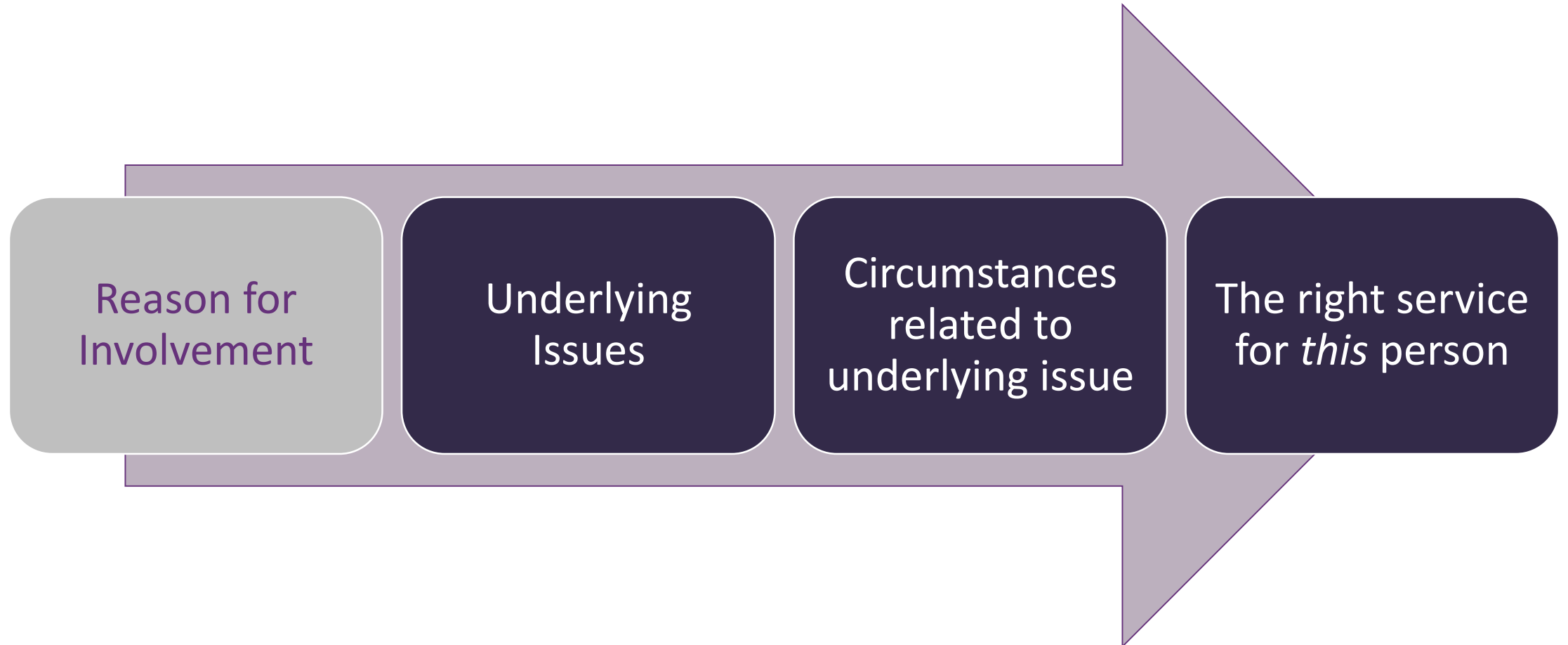


Reasonable efforts target the reason for involvement.



# Why is DCS involved?

## Safety Threats

Leaves child alone or fails to provide adequate supervision of a vulnerable child

Deliberate harm of the child, caused serious or severe harm, or made a threat to cause serious or severe harm

Explanation for the child's injury or physical condition is inconsistent with the observed or diagnosed injury or condition

Evidence of abuse or neglect and the parent cannot produce the child, refuses access to the child, is likely to flee with the child, or is actively avoiding DCS

Child sexual abuse

Physical conditions of the home are hazardous

Child is profoundly fearful of parent or other people living in or having access to the home

Child's behavior threatens serious or severe harm to self or others and parent cannot control the behavior or arrange or provide necessary care

Parent's behavior is violent, bizarre, erratic, unpredictable, incoherent, or totally inappropriate

Dynamics in the household include power, control, or coercion over a caregiver in a way that impairs the necessary supervision or care of the child

Parent unable to perform essential parental responsibilities due to alcohol/substance use, mental health conditions, physical impairment, or cognitive

Criminal activity of any other person living in or having access to the home

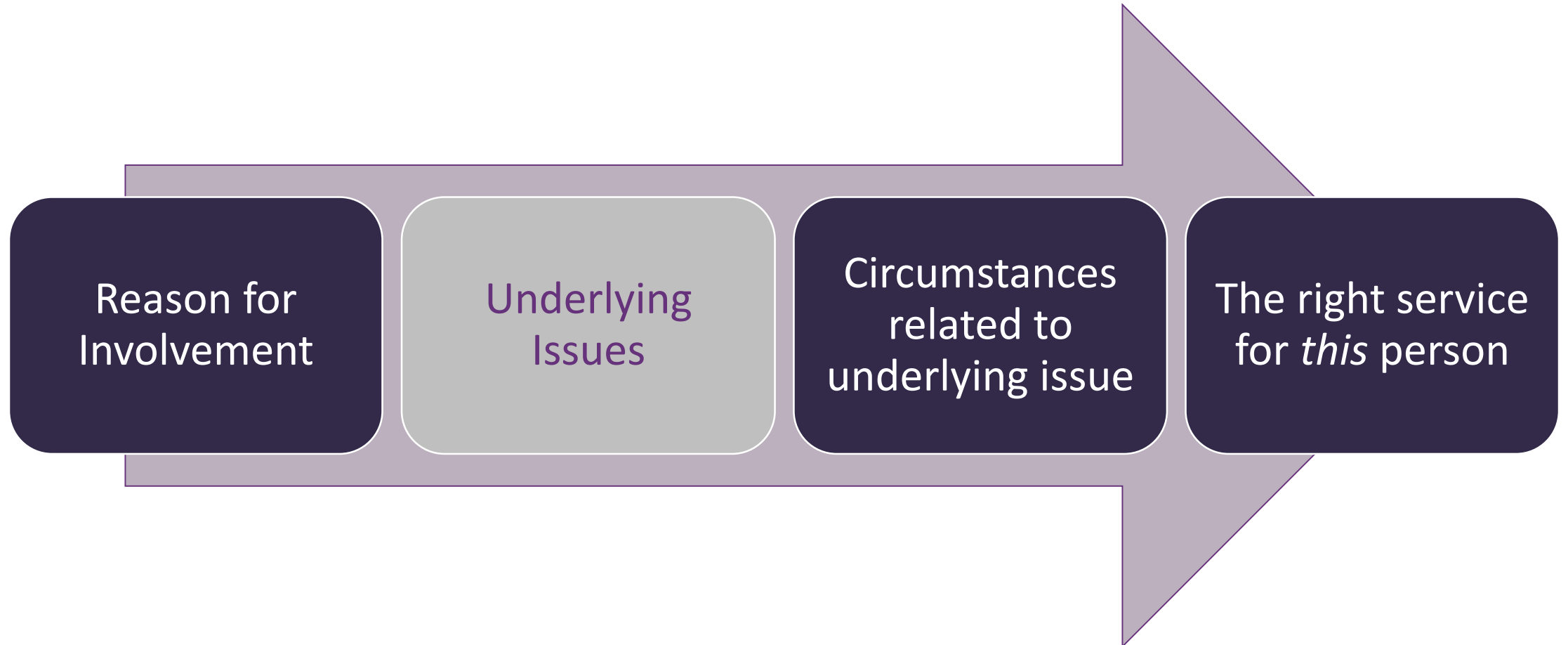
Extremely negative perceptions of the child, hostile when talking to or about the child, extremely unrealistic expectations for the child's behavior

Parent has not, cannot, or will not protect a child from serious or severe harm, including harm from other persons living in or having access to the home

Parent is unable or unwilling to perform essential parental responsibilities or to meet the child's immediate needs



Reasonable efforts target the reason for involvement.



# What is the underlying issue?

## Problem Awareness

- Cognitive ability/intellectual functioning
- Motivation to change / Pre-contemplation

## Substance Use

- Unknown use pattern
- Active substance use disorder
- Historical use

## Mental Health Needs

- Trauma history
- Impulse control
- Mood, emotion, temperament
- Reality orientation/perception
- Coping style/stress management/ability to meet own emotional needs

## Domestic Violence

- Survivor/Victim Services
- Perpetrator Treatment

## General Parenting Skills

- Knowledge of child development & special needs
- Dependability / maturity / put child's needs above own
- Family roles and relationships
- Coping style/stress management/ability to meet own emotional needs
- Problem solving skills

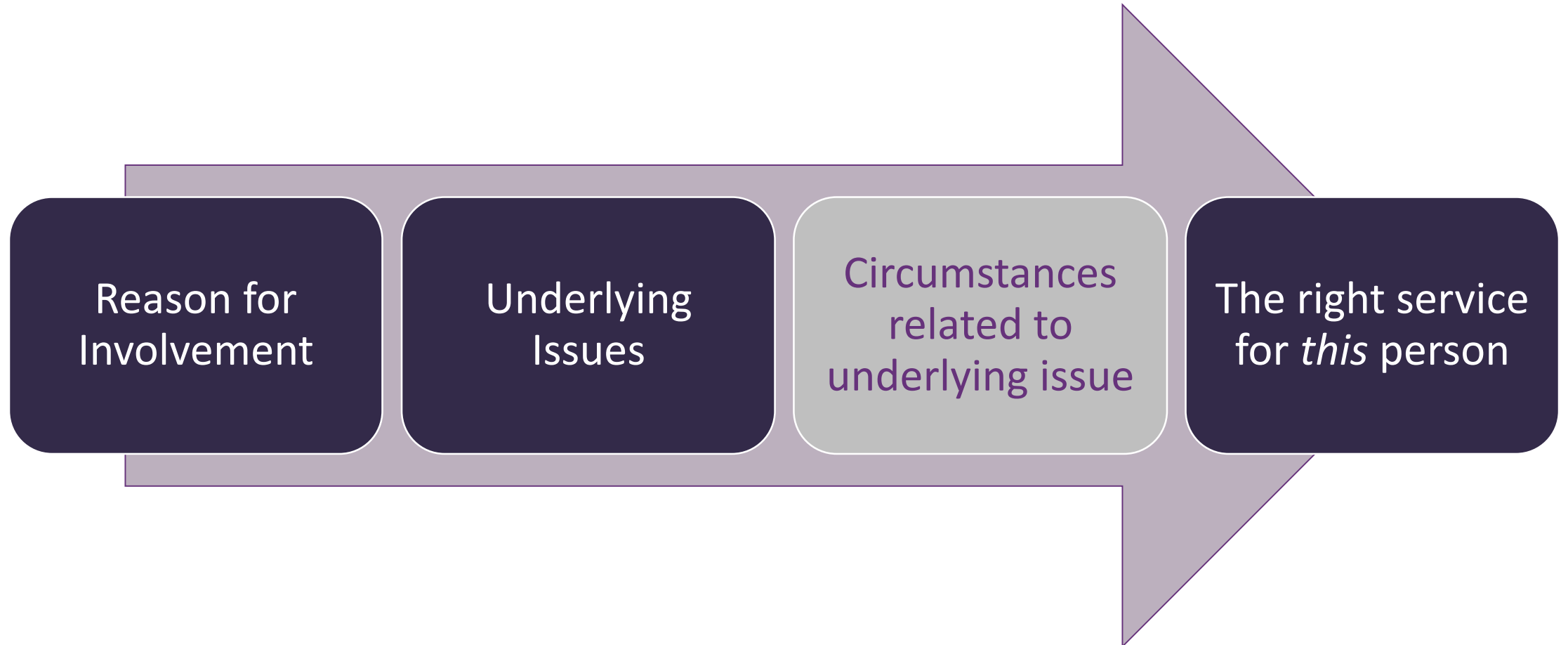
## Discipline

- Non-violent discipline
- Tolerance / empathy / perception of the child
- Realistic expectations

## Community & Social Supports

- Income / resource management / employment
- Concrete needs
- Housing stability
- Social isolation

Reasonable efforts target the reason for involvement.



What does  
it look like  
in *this*  
family?

When does it occur?

For how long has it been happening?  
(duration)

How often does it happen? (frequency)

In what context or with what triggers?

What has the family tried before to solve this  
problem and with what success?

When were things going well for the  
family/person and what was different then?



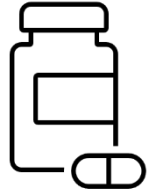
# Problem Awareness

## Cognitive Ability / Intellectual Functioning

- Specialized assessment
- Supports for people with developmental disability, traumatic brain injury

## Motivation to Change / Pre-contemplation

- Motivational interviewing
- Education and awareness programs
- Parent to community connection
- Parent skill building programs



# Substance Use

## Unknown Use Pattern

- Substance use disorder assessment
- Substance use education and awareness programs

## Active Substance Use Disorder

- Outpatient or inpatient treatment
- Substance use support groups (12-step and others)
- Medication assisted treatment (MAT)

## Historical Use / Risk of Relapse

- Recovery maintenance programs
- Substance use support groups



# Mental Health Needs

## Trauma History

- Trauma assessment and therapy by a qualified clinician
- Improved coping and problem solving

## Impulse Control

- Mental health assessment and treatment

## Mood, Emotion, Temperament

- Mental health assessment
- Improved coping and problem solving

## Reality Orientation / Perception

- Psychological or psychiatric assessment

## Coping / Ability to meet emotional needs

- Improved coping and problem solving



# Domestic Violence

## Survivor / Victim Services

- Shelter/housing
- Support groups
- Case management
- Lay legal services

## Perpetrator Services

- Criminal justice programs / accountability
- Behavioral health programs



# General Parenting Skills

## Child development and special care knowledge

- Parent skills training or coaching
- Childhood early intervention programs
- Home visiting programs

## Dependability / maturity / ability to put child's needs above own

- Parent skills training or coaching

## Family Roles and Relationships

- Parent skills training or coaching
- Family or relationship therapy

## Coping style / stress management / ability to meet own emotional needs

- Community and social supports
- Parent support groups

## Problem Solving Skills

- Community and social supports
- Parent support groups



# Discipline

## Non-Violent Discipline

- Parent skills training or coaching

## Tolerance / Empathy / Perception of the Child

- Parent skills training or coaching
- Parenting support groups

## Realistic Expectations

- Parent skills training or coaching
- Parenting support groups



# Community & Social Supports

## Income – Resource Management – Employment – Child Care

- Financial assistance programs
- Financial literacy programs
- Employment services
- Child care resource and referral

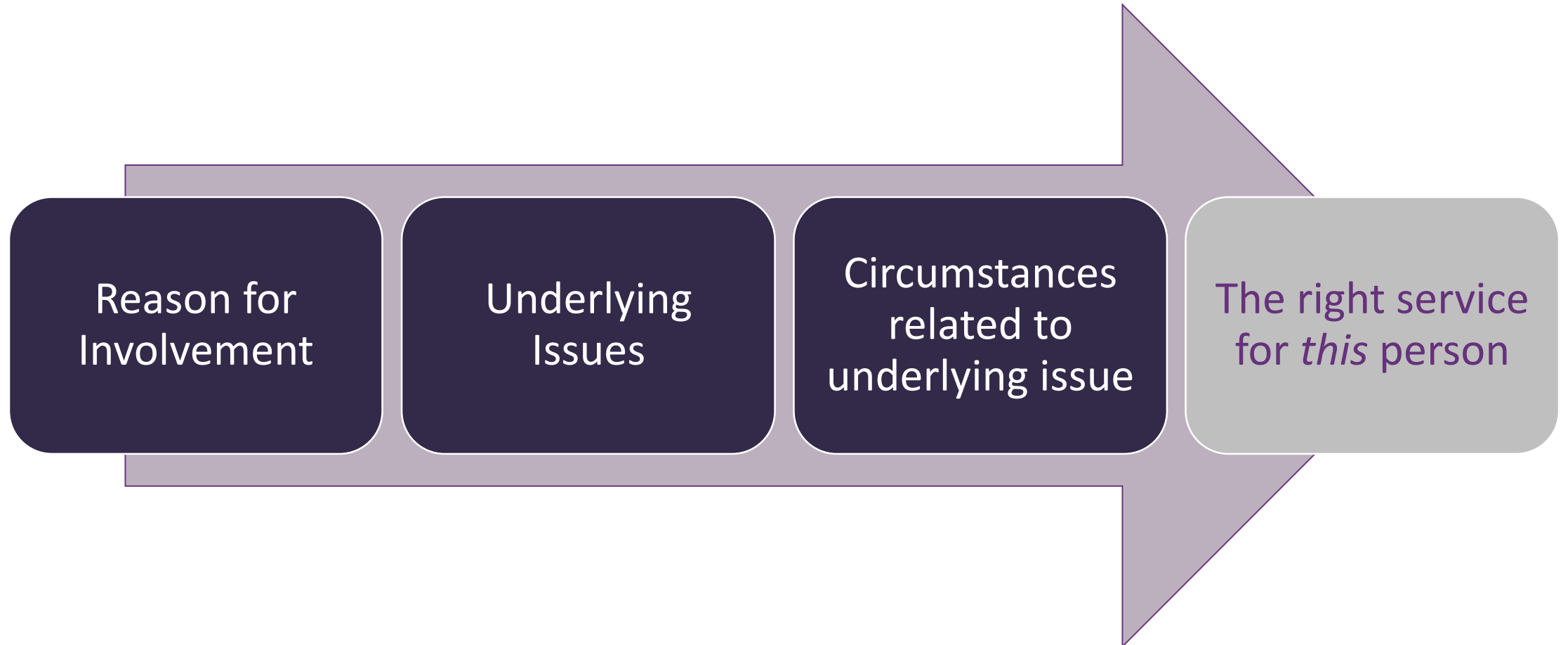
## Housing Stability

- DCS housing assistance program
- Housing voucher programs

## Social Connections

- Spiritual organizations
- Peer support programs

Reasonable efforts target the reason for involvement.



# FC Core Outcomes

## Family Functioning

- Coaching to improve communication, clarify values, and learn coping skills to parents can solve life's problems without getting overwhelmed

## Social Support

- Building positive relationships to parents have someone to call when they need someone to talk to or help meeting the child's needs

## Family Resources

- Assistance finding and making good use of resources to meet the child's basic needs for food, clothing, supervision, housing, and health care

## Parenting Attitudes & Behaviors

- Understanding children's development, realistic expectations, appropriate parent-child roles, and child independence
- Showing empathy and having a positive, nurturing parenting relationship
- Using non-violent discipline

## Parenting Stress

- Helping parents manage and cope with stress connected to parenting

## Child Well-Being

- Teaching new ways to build the child's social and emotional competence so they grow and flourish



Nurturing Parenting®  
Established 1983

# NPP Parenting Constructs

## Appropriate Expectations

- Learning age and developmentally appropriate expectations of child development
- Separate parent self-esteem from child's performance

## Empathy

- Recognizing, understanding and supporting the needs, feelings, viewpoints, and wishes of children

## Non-Violent Discipline

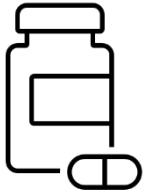
- Teaching new ways to discipline, without violence, and instead of punishment

## Appropriate Family Roles

- Understanding appropriate parent and child family roles

## Child's Power and Independence

- Empowering children's power, independence, self-awareness
- Children speak and behave without fear or rebellion



# Substance Use

Parents can locate services on their own, or be referred through the DCS AFF contract.

An official website of the United States government

FindTreatment.gov For help finding treatment 1-800-662-HELP (4357)

Search for treatment Treatment options Paying for treatment Understanding addiction Understanding mental health

**Millions of Americans have a substance use disorder. Help is available.**

The Substance Abuse and Mental Health Services Administration (SAMHSA) collects information on thousands of state-licensed providers who specialize in treating substance use disorders, addiction, and mental illness.

Find treatment

Learn more

**Find a treatment facility near you**

Phoenix, AZ 85003, USA

Search

[Home | FindTreatment.gov](https://www.findtreatment.gov)

Service Guide

**ARIZONA DEPARTMENT of CHILD SAFETY**

April 06, 2021

**DCS Specialist Roles:**

- Provide information about services to the client and family, and encourage participation.
- Help the client and provider to identify family and supportive people to participate in education, treatment, and recovery services with the client.
- Invite the AFF provider to the TDM meetings, Service Planning meetings, and Case Plan Staffings.
- Review the AFF provider's monthly progress report and problem-solve with the provider any barriers to service delivery.

**Service Plan:**

- mental health diagnosis;
- level of treatment recommended;
- family strengths;
- barriers to treatment;
- recovery/family vision;
- client's stage of change;
- case coordination plan;
- drug testing plan;
- relapse prevention plan;
- therapeutic objectives, goals and tasks;
- service frequency and modality.

**Arizona Families FIRST**

**Description of Service**

Arizona Families FIRST (Families In Recovery Succeeding Together; AFF) provides specialized substance abuse treatment services to parents, caregivers, youth and families to promote family stability and self-sufficiency, and child safety and permanency, with a preference for reunification with a child's birth family.

**Service Eligibility**

The following individuals served by DCS are eligible for AFF services as the primary client:

- A parent, guardian or custodian of a child named in a DCS Hotline report as a victim of abuse or neglect; or the parent, guardian or custodian of another child residing in the household of alleged maltreatment; whose substance use is a significant barrier to maintaining, preserving or reunifying the family.
- Other adults in the home of the parent, guardian, or custodian whose substance use is a significant barrier to maintaining, preserving, or reunifying the family.
- A child in out-of-home care who is in the temporary custody of the Department, adjudicated dependent, or the subject of a Voluntary Placement Agreement; and whose behavior indicates a need for substance use assessment, treatment, or recovery;
- Young adults participating in Extended Foster Care whose behavior indicates a need for a substance abuse assessment, treatment or recovery.
- A child in a family that is receiving in-home case management services from DCS, and whose behavior indicates a need for substance use assessment, treatment, or recovery to prevent entry or re-entry into out-of-home care.

Family members and significant people in the client's life shall be involved in substance use awareness, treatment, case coordination, and recovery maintenance services as indicated in the client's service plan.

**Screening**

If the Family Functioning Assessment indicates that an adult's or child's substance use may be a danger in the home or is diminishing a caregiver's protective capacity, the DCS Specialist shall consult with a Unit Consultant to determine if the adult or child should be referred to the AFF Program for initial outreach and comprehensive assessment.

When a DCS Specialist refers a child for a Rapid Response assessment, the DCS Specialist shall indicate on the referral form if substance use by a parent or other adult in the home is a reason for DCS involvement. The Rapid Response assessment shall determine if the child should be referred to the AFF Program as a client, or for other related services as a family member of a client.

*Safety | Compassion | Change | Teaming | Advocacy | Engagement | Accountability | Family*

[Service Guide - Arizona Families First.pdf \(azdcs.gov\)](https://www.azdcs.gov)




# Mental Health Needs

- Trauma assessment and therapy by a qualified clinician
- Mental health assessment and treatment
- Psychological or psychiatric assessment
- Improved coping and problem solving



[AHCCCS \(azahcccs.gov\)](http://azahcccs.gov)

Service Guide

 **ARIZONA**  
DEPARTMENT  
of CHILD SAFETY

September 22, 2021

**Service Request Process:**  
Submit a service request through Guardian. The following documents must be associated with the service request:

- Most recent completed FFA - Investigation (Assessment), FFA - Ongoing, or FFA - Progress Update;
- Completed safety plan if child assessed unsafe;
- Infant Care Plan (SENSE only);
- Current court report (if applicable);
- Current TDM summary (if applicable);
- Current case plan (if referring for FC after FFA - Ongoing completed and available);
- Any other supporting information.

For service continuation, submit the EOC Summary through Guardian. If submitted within 90 days of the referral expiring, the family can continue with the same agency.

FC benefits families in many ways:

- FC uses a collaborative and strengths-based approach that empowers parents to make changes that strengthen the family.
- FC Consultants function as an advocate for the family.
- A signed Release of Information allows for coordinated services, and a single-family service plan outlining the FC Core Outcomes and LISSMART goals for the family.

**Family Connections (FC)**

**Description of Service**  
Family Connections services are provided with an empowering approach to families in their homes, in the context of their neighborhoods and cultures. Family Connections addresses emergency and concrete needs to help alleviate barriers to program participation or if it would meet a Condition for Return. The Family Connections Consultant (FCC) facilitates a comprehensive family assessment, outcome driven service planning, and change focused interventions. The services are tailored to the family's needs, in order to strengthen family protective factors, enhance caregiver protective capacities, and meet conditions for return.

**FC Core Outcomes:**

- Social Support
- Family Functioning
- Family Resources
- Child Well Being
- Parenting Attitudes and Behaviors
- Managing Parenting Stress

**Change-focused interventions may include:**

- Motivational interviewing
- Provision of concrete resources
- Social support interventions
- Child development remediation
- Parent education
- Cognitive behavioral interventions
- Genuine and empathetic helping relationship
- Education on Safe Sleep
- Problem-solving skills and coaching
- Stress management
- Behavioral management and modification
- Crisis intervention
- Grief and loss work
- Domestic violence psychoeducation
- Nutrition and home management
- Trauma-Informed approaches
- Family system interventions to improve role clarification, boundaries, communication
- Service facilitation and advocacy to obtain culturally relevant community resources

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# Domestic Violence



## Arizona Sexual & Domestic Violence Program Resource List

Statewide and National Hotline Numbers		
Organization	Number	Hours
Arizona Sexual and Domestic Violence Helpline	(602) 279-2900 / (800) 782-6400 SMS Text (520) 720-3383 AZ Relay Service 7-1-1 www.acesdv.org/helpline	Monday- Friday 8:30AM – 5:00PM
SAFE DV Services (formerly Centralized Screening)	(480) 890-3039	24hr
Arizona Community Information and Referral	2-1-1 (877) 211-8661	Monday – Friday 9:00AM – 5:00PM
Arizona Teen Lifeline	(800) 248-8336	24hr
Child Abuse Hotline	(888) 767-2445	24hr
Hopi-Tewa Women's Coalition to End Abuse	(928) 225-7029 www.htwcea.org	8:00AM – 5:00PM
National Domestic Violence Hotline & Chatline	(800) 799-SAFE (7233) TTY (800) 787-3224 www.thehotline.org	24hr
National Domestic Violence Hotline – Deaf Services	TTY (800) 787-3224 Video Phone: (855) 812-1001	24hr
National Human Trafficking Hotline	(888) 373-7888 TTY 7-1-1 Text HELP or INFO to 233733	24hr
STRONGHEARTS Native Helpline	(844) 762-8483	Monday – Friday 7:00AM – 10:00PM
National Indigenous Women's Resource Center (NIWRC)	(406) 477-3896 / (855) 649-7299 (office numbers)	8:00AM – 5:00PM
National Suicide Prevention Hotline	(800) 273-TALK (8255) Español: (888) 628-9454 TTY (800) 799-4889	24hr
National Teen Dating Abuse Hotline, Textline, and Chatline	(866) 331-9474 TTY (866) 331-8453 Text LOVE IS to 22522	24hr
RAINN National Sexual Assault Hotline and Chatline	(800) 656-HOPE (4673) www.online.rainn.org	24hr
Southwest Indigenous Women's Coalition (SWIWC)	Main Office – Mesa (480) 818-7518 Sub-Office – Chinle (480) 818 7269 FAX: (800) 515 – 4901 www.swiwc.org	8:00AM – 5:00PM
Substance Abuse and Mental Health (SAMHSA) National Hotline	(800) 662-HELP (4357) (877) 726-4727 TTY (800) 487-4889	24hr
Trevor Project Lifeline Suicide (LGBTQ) Hotline, Textline, and Chatline	(866) 488-7386 / (800) 273-8255 Español: (888) 628-9454 TTY (800) 799-4889 Text START to 678678 www.suicidepreventionlifeline.org/chat	24hr

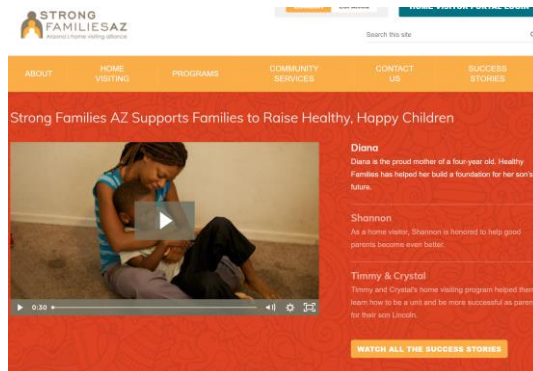


[ACESDV-program-list\\_November2021.pdf](#)



# General Parenting Skills

Find a childhood early intervention program or home visiting program



## What is Strong Families AZ?

Strong Families AZ is a network of free home visiting programs that helps families raise healthy children ready to succeed in school and in life. Our programs focus on pregnant women and families with children birth to age 5.

## So, What is Home Visiting?

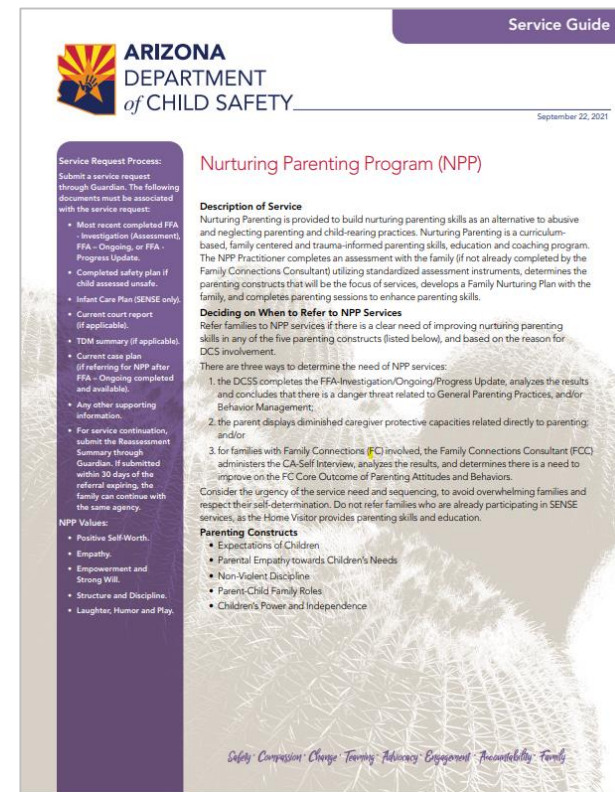
Home visiting provides families the opportunity to take part in parent education programs within the comforts of their own home. Program involvement for families

## Program Directory

Use the directory to find a program available in your area.

Enter Zip Code  
  
**SEARCH**

[Strong Families AZ Supports Families to Raise Health, Happy Children](#)  
[Strong Families AZ](#)




[Service Guide - NPP.pdf \(azdcs.gov\)](#)



# Discipline

Service Guide

 **ARIZONA**  
DEPARTMENT  
of CHILD SAFETY

September 22, 2021

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**Service Request Process:**  
Submit a service request through Guardian. The following documents must be associated with the service request:

- Most recent completed FFA - Investigation (Assessment), FFA - Ongoing, or FFA - Progress Update.
- Completed safety plan if child assessed unsafe.
- Infant Care Plan (SENSE only).
- Current court report (if applicable).
- TDM summary (if applicable).
- Current case plan (if referring for NPP after FFA - Ongoing completed and available).
- Any other supporting information.
- For service continuation, submit the Reassessment Summary through Guardian. If submitted within 30 days of the referral expiring, the family can continue with the same agency.

**NPP Values:**

- Positive Self-Worth.
- Empathy.
- Empowerment and Strong Will.
- Structure and Discipline.
- Laughter, Humor and Play.

## Nurturing Parenting Program (NPP)

**Description of Service**  
Nurturing Parenting is provided to build nurturing parenting skills as an alternative to abusive and neglecting parenting and child-rearing practices. Nurturing Parenting is a curriculum-based, family centered and trauma-informed parenting skills, education and coaching program. The NPP Practitioner completes an assessment with the family (if not already completed by the Family Connections Consultant) utilizing standardized assessment instruments, determines the parenting constructs that will be the focus of services, develops a Family Nurturing Plan with the family, and completes parenting sessions to enhance parenting skills.

**Deciding on When to Refer to NPP Services**  
Refer families to NPP services if there is a clear need of improving nurturing parenting skills in any of the five parenting constructs (listed below), and based on the reason for DCS involvement.

There are three ways to determine the need of NPP services:

1. the DCSS completes the FFA-Investigation/Ongoing/Progress Update, analyzes the results and concludes that there is a danger threat related to General Parenting Practices, and/or Behavior Management;
2. the parent displays diminished caregiver protective capacities related directly to parenting, and/or
3. for families with Family Connections (FC) involved, the Family Connections Consultant (FCC) administers the CA-Self Interview, analyzes the results, and determines there is a need to improve on the FC Core Outcome of Parenting Attitudes and Behaviors.

Consider the urgency of the service need and sequencing, to avoid overwhelming families and respect their self-determination. Do not refer families who are already participating in SENSE services, as the Home Visitor provides parenting skills and education.

**Parenting Constructs**

- Expectations of Children
- Parental Empathy towards Children's Needs
- Non-Violent Discipline
- Parent-Child Family Roles
- Children's Power and Independence

*Safety · Compassion · Change · Teaching · Advocacy · Engagement · Accountability · Family*



# Community & Social Supports

Use 2-1-1 AZ to locate resources for basic needs.

[2-1-1 Arizona - A Program of Solari - 2-1-1 Arizona \(211arizona.org\)](https://211arizona.org)

Use AZ CCR&R to find child care.

## Arizona Child Care Resource & Referral

SELECTING A CHILD CARE PROGRAM IS A BIG DECISION  
LET US HELP YOU WITH THE INFORMATION AND TOOLS NEEDED TO MAKE AN INFORMED DECISION

**CALL US AT 1.800.308.9000**

Our business hours are Monday - Friday, 8:00am to 6:00pm  
and 8:00am to 12:00pm on Saturday  
Se habla Español

[CCR&R - Arizona - Home \(azccrr.com\)](https://azccrr.com)



# Community & Social Supports

The DCS Housing Assistance Program can support housing stability with financial assistance.

To help families learn how to connect with community-based resources and social supports.

**ARIZONA DEPARTMENT of CHILD SAFETY**  
January 11, 2021

Service Guide

## Housing Assistance Program

**Description of Service**  
Housing assistance is intended to help achieve permanency for children when the lack of adequate housing is a significant barrier to family preservation, family reunification or achievement of the permanency plan for at least one child in an open DCS case. Assistance is provided in the form of vendor payments.  
The amount of financial assistance may not exceed \$1,800.00 in a six-month period, per household, per case incident\*, and may only be used for:

- Rent/rent arrears
- Utilities (installation and payments)/utility arrears
- Deposits (rental or utility).

**Client Eligibility**  
To qualify for housing assistance, the Family Functioning Assessment must demonstrate that the lack of adequate housing is a significant barrier to family preservation, family reunification, or permanency for the child.  
Other eligibility criteria are:

- at least one child in the household is a participant in an open DCS case;
- the applicant must be a U.S. citizen or otherwise lawfully present in the U.S.;
- total family income is insufficient to cover housing expenses;
- other sources of housing assistance have been explored, exhausted, or unavailable; and
- the recipient of assistance agrees to participate in a plan towards the goal of maintaining housing after the benefit period ends to ensure economic self-sufficiency.

Housing assistance may be provided to more than one household during one case incident if all eligibility criteria are met for each household. For example housing assistance may be provided to:

- a biological parent upon reunification (initial request), and subsequently provided to a kinship caregiver (second request) if the child re-enters care and the permanency plan becomes adoption or guardianship by the kinship caregiver;
- two (2) separate households during one case open incident if children in the family reside or are placed in different households.

*Safety Compassion Change Teaming Advocacy Engagement Accountability Family*

**ARIZONA DEPARTMENT of CHILD SAFETY**  
September 22, 2021

Service Guide

## Family Connections (FC)

**Description of Service**  
Family Connections services are provided with an empowering approach to families in their homes, in the context of their neighborhoods and cultures. Family Connections addresses emergency and concrete needs to help alleviate barriers to program participation or if it would meet a Condition for Return. The Family Connections Consultant (FCC) facilitates a comprehensive family assessment, outcome driven service planning, and change focused interventions. The services are tailored to the family's needs, in order to strengthen family protective factors, enhance caregiver protective capacities, and meet conditions for return.

**FC Core Outcomes:**

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- Trauma-Informed approaches
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- Service facilitation and advocacy to obtain culturally relevant community resources

*Safety Compassion Change Teaming Advocacy Engagement Accountability Family*

Reasonable efforts target the reason for involvement.

