

# **NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES**

## **Technical Assistance Site Report**



Prepared for: Arizona Department of Children, Youth and Families  
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## ***Situation and Technical Assistance Request***

*In late 2003, the State of Arizona worked with the National Resource Center for Family Centered Practice, the National Resource Center for Child Maltreatment ( now NRCCPS) and the National Resource Center for Foster Care and Permanency to develop tools and processes to assess the safety of children and the strengths and risk of families. These tools are referred to as the Child Safety Assessment (CSA) and the Family Centered Strengths and Risk Assessment (SRA).*

*Existing staff and supervisors were trained on the use of the tools and the tools were implemented throughout the state. Training on the use of the tools was also incorporated into the new employee orientation.*

*In 2005, the state decided to assess how effective the tools and processes are for the field—specifically whether the tool and processes directly inform worker decision making throughout the life of a case. The state also requested a review of the effectiveness of implementation of systems change, that is, are staff effectively implementing changes initiated in 2003. A request for technical assistance was made of the NRCCPS to design and conduct an evaluation of the Child Safety Assessment and processes. In addition, community partners had expressed concern about the seemingly low substantiation rate in Arizona compared to other states, so this issue was included in the design of the evaluation. A coordinated and collaborative approach to the evaluation occurred with the NRCFCPPP.*

*To provide focus for this evaluation by NRCCPS the following target questions were identified.*

- *Is the CSA being applied in practice as directed by policy and procedure? Do they inform decision making?*
- *Do safety plans match expectations set forth in policy and procedure?*

- *Is the current safety training sufficient to convey the knowledge and skills required for staff to implement the safety intervention system?*
- *What impact do substantiation decisions have on opening or closing cases?*
- *Does the current QA system adequately track and assess key indicators to measure implementation of the safety intervention system in order to sustain successful application of safety practice?*

*The following Evaluation Designed was developed by NRCCPS and NRCFCPPP AND agreed to by Arizona Staff.*

### **EVALUATION DESIGN**

*The evaluation design was multi faceted in order to gather as much relevant information as possible to seek answers to the questions posed by the state of Arizona. The following table describes the evaluation design and process.*

<b>Evaluation Task</b>	<b>Evaluator</b>	
Review Policy/Procedure related to the CSA/SRA	NRCCPS/NRCFCPPP	
Observe training related to CSA and SRA	NRCCPS	
Conduct electronic survey of all line staff and supervisors who are involved in investigations	NRCCPS	
Conduct focus groups	NRCFCPPP*	

with line staff and supervisors on SRA and Clinical Supervision Form		
Review case records focused on CSA implementation	NRCCPS	
Review Case Records focused on SRA implementation	NRCFCPPP	
Analyze data, write evaluation report to include findings and recommendations	NRCCPS/NRCFCPPP	
Share results with key Arizona Staff	NRCCPS/NRCFCPPP	

\* NRCCPS evaluator attended focus groups in Tucson, Casa Grande, and Phoenix to enhance evaluation continuity.

### ***Site Visit***

A site visit occurred on January 30 and 31<sup>st</sup>, 2006 to review training materials and observe safety and strength and risk training in Phoenix and Prescott Valley. Particular focus was on training consistency and compliance with the original state of the art model safety training provided in 2003. Through observation of training and discussion with training staff information was gathered to inform the evaluation.

### ***Next Steps***

As reflected in the evaluation design above, there are multiple evaluative processes to be completed. Another site visit is planned for February 23 and 24, 2006 to attend selected focus groups with staff and supervisors. The Case Review instrument will be developed

as well as will criteria for case selection for the CSA case review. The electronic survey for line staff and supervisors involved in conducting initial assessments (investigations) will be developed and disseminated.