

NATIONAL RESOURCE CENTER FOR CHILD PROTECTIVE SERVICES

Technical Assistance Site Report



Prepared for: Arizona DES (DCYF)
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Situation and Technical Assistance Request

At the request of Arizona, NRCCPS has been working with key leaders to evaluate the current safety practice. Please see the last report for detail of the evaluation design and approach.

Site Visit:

Since the completion of the evaluation several site visits have occurred with a focus on sharing results and working through a workgroup to improve the safety and strength and risk assessment process, and to improve safety decision making. These site visits have been supported by various off site tasks, such as development of approaches, policy review, and multiple conference calls.

The following list provides an overview of tasks and activities since the last report.

- April 1, 2006: Site visit to report to key management staff on the findings and recommendations from the evaluation.
- May 2 and 3, 2006: Site visit with workgroup to begin development of a comprehensive safety and strength and risk assessment template.
- May 31 and June 1, 2006: Site visit to continue decision making template development.
- July 18 and 19, 2006: Site visit to continue workgroup activities on safety decision making processes.
- August 10 and 11, 2006: Site visit to finish template and beginning planning for implementation.
- Conference calls were held with key staff prior to each site visit for planning and problem solving, and often after each site visit to discuss progress and actions needed.
- Considerable off site work was done to review, revise, and edit work done in the workgroup.

During the site visits there was much discussion about processes needed to improve safety decision making, strength and risk assessment, safety planning and case planning. Because some AZ staff had been working on another case narrative template there was a need to integrate the workgroups as well as the work products in order to avoid duplication of effort or competing process that could ultimately confuse staff. While this significantly increased the amount of work to be done and the amount of negotiating and processing required, it will ultimately lead to a better process and template/guided decision making tool.

At this point the template/tool is in the final stages of development. Development of the Case Plan and ensuring its link to safety issues was accomplished in the site visit, held August 10 and 11, 2006. Additional areas of focus, in that visit included application of safety decision making to ongoing CPS, and planning for implementation of this significant change in practice. It is essential that a comprehensive implementation plan be developed and instituted to ensure that: 1) this approach to safety decision making, strength and risk assessment, safety planning and case planning is institutionalized throughout the state in a sustainable way, 2) that QA processes provide real time feedback to supervisors and management about compliance with and quality application of the decision making process and 3) that there are ongoing supports in terms of training,, supervision, performance appraisal, and management to build internal capacity, increase the quality of decision making and to ensure model integrity..

The next meeting planned for September will focus on implementation and clinical supervision as it relates to quality safety and planning processes.

