



Arizona
Department of Child Safety

Director Charles Flanagan



CARE Team



- ❧ On December 2, 2013, Governor Janice K. Brewer announced the creation of the independent Child Advocate Response Examination Team (CARE Team) with the charge of providing oversight for investigating cases designated “not investigated” by Arizona Child Protective Services (CPS), as well as identify areas of improvement.

- ❧ NI Investigation Completion Announced September 25, 2014:
 - ❧ Total Number of NI Reports: **6,596 NI**
 - ❧ Total Number of Children Seen: **12,879**
 - ❧ Total Number of Cases Resulting in the Removal of Children: **350** cases (**582** Children)



Agency



- ☞ On May 29, 2014, Governor Brewer signed SB 1001. This bill established the new Department of Child Safety.
- ☞ The Department of Child Safety now performs all administrative, programmable and management functions of the state child welfare program, including Child Protective Services, foster care, adoption and the Comprehensive Medical and Dental Program.



Vision



Keeping Arizona's children safe through timely and appropriate intervention, strong families, and engaged communities.



Mission



To ensure the safety of children, first and foremost, to engage in prevention and early intervention services, to preserve and unify families when the safety of the child is not at risk, to remove and achieve permanency for children who have been harmed and cannot be safely returned to their family.



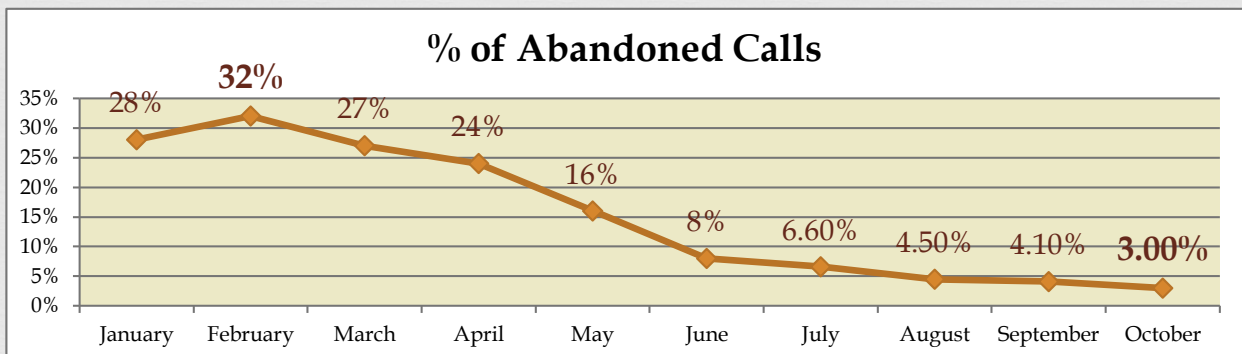
Highlights of Our Process Improvement Efforts



Call/Intake Center

Under the leadership of Deputy Director Chad Campbell and Bureau Chief Brooke Essayli, we have been able to reduce wait times and dropped calls.

Reduction of Abandoned Calls:





Highlights of Our Process Improvement Efforts



Call/Intake Center (cont'd)

- Additionally, we upgraded the telephony system at no cost to the agency, which is helping staff to manage the calls more efficiently and with accurate outcome data.
- Our staff at the call center also answered the calls in 60 seconds or less 76.01% of the time in September...all while handling more calls than in previous comparable months.



Highlights of Our Process Improvement Efforts



☞ Training

- ☞ We are making great progress in working with ASU and other universities and entities on numerous fronts, but of particular interest is the complete overhaul of our pre- and in-service training, so that it is shorter, more effective and prepares people for the real job.
- ☞ We are in the midst of working with Yale University and Casey Family Foundation to completely re-envision the role, training and preparation of supervisors.



Highlights of Our Process Improvement Efforts



☞ Hiring

- ☞ In the FY 2014 supplemental appropriation and the FY 2015 budget, the Legislature and Governor approved the addition of 212 new caseworkers and 120 supporting positions (supervisors, case aides and support staff). These additional 212 caseworkers brought the total number of authorized Specialist positions to 1,406.
- ☞ The Department successfully hired all Specialist and First Line Supervisors by November 1st. We anticipate reaching our goal of Case Aides by the end of the month.



Work To Be Done!



☞ Backlog/Inactive Case:

- ☞ We are committed to reactivating all of the 13,024 “inactive backlog” of cases that we must report on to the Legislature by January before Governor Brewer leaves office.
- ☞ With the efforts of 107 staff voluntarily working overtime or for a stipend, we have verified 12,698 as assessed, verified as 319 assigned for additional investigation; closed 3,426, and have only 2 inactive cases remaining.

☞ Managing the Caseloads

- ☞ Currently working on a process to enhance the management and distribution of the workload while ensuring the integrity and quality of the work.

* This number does not include 48 cases, as they were duplicated and no longer appear in CHILDS; therefore, the original Case ID that was identified as part of the 13,024 inactive cases on June 2, 2014 cannot be “activated”.



Next Steps



- ❧ We are finalizing the review of applicants for our Department of Child Safety Community Advisory Board, with the hopes of initiating our first meeting in January.
- ❧ On November 17th, our new Bureau Chief of Prevention, Madge Haynes began working with the agency.
 - ❧ Focused on overseeing and managing services to children at risk on a statewide basis and implementation/management of community outreach programs and partnerships, as well as overseeing prevention efforts to assist families and children before conflicts arise.

Permanency for Children

Children's Heart Gallery





Mission



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Questions



Arizona Department of Child Safety

Thank You for Attending
& a special **THANK YOU** to Ruth Ellen Elinski
for coordinating the meeting!



Charles Flanagan
Director