

# What steps will be taken in a licensing investigation?



A licensing specialist must follow licensing investigation procedures:

- Visit the licensed out-of-home care provider’s home alone or with the child(ren)’s Child Safety Specialist to discuss and attempt to resolve the issue.
- May interview family members and children.



If the licensing issue is resolved, the licensing specialist shall provide all parties with a report identifying recommendations and tasks, if necessary.



If the licensing issue is unresolved, the licensing specialist shall:

- Provide the licensed out-of-home care provider an opportunity to discuss the licensing issues.
- Determine the need for the Conflict Resolution Process.
- Schedule a conference with all parties to discuss the licensing issue.
- Provide all parties with a report clearly stating recommendations and identified tasks.

For more information contact:

Child Safety Specialist.....

Phone .....

Licensing Specialist.....

Phone .....

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ARIZONA DEPARTMENT  
OF CHILD SAFETY

## Investigation Process

A special process has been developed by Department of Child Safety (DCS) to investigate reports of maltreatment and licensing complaints about out-of-home care providers. This information will identify what steps will be taken and possible outcomes.

When an allegation or complaint is called in to the Child Abuse Hotline, the investigation is assigned to a Child Safety Specialist or licensing specialist.

## Who does what?

A Child Safety Specialist investigates allegations of child maltreatment.

A licensing specialist will investigate complaints regarding lack of safety in the environment or violations of licensing requirements.

## What steps will be taken in a Child Safety investigation?

A Child Safety Specialist must follow certain guidelines for Interviews, Removal and Findings.


### Step 1

#### Interviews

- A Child Safety Specialist will conduct interviews with the out-of-home care providers and all household members including all children living in the home. Interviews may also be conducted with others who witnessed the alleged maltreatment or who have knowledge of the child's out-of-home care, which includes but is not limited to the parent or legal guardian of the child, the Child Safety Specialist managing the case, the child's attorney or Guardian Ad Litem (GAL), and the provider's licensing specialist.
- When there are allegations of sexual abuse and/or criminal conduct, the Child Safety Specialist will collaborate with law enforcement and/or the DCS Office of Child Welfare Investigations. Interviews may be recorded.


#### Removal


- Out-of-home care providers will be notified within six hours following a removal of a child from the home
- Within 24 hours of the removal of a child from the home, the Child Safety Specialist shall notify the Office of Licensing and Regulation (OLR), the DCS Regional Program Manager or designees, and the Assistant Attorney General.

 The Child Safety Specialist shall complete the investigation within forty-five (45) working days.

### Step 2

#### Findings

-  If the findings indicate the report to be proposed **unsubstantiated**, the Child Safety Specialist shall notify all parties, including the alleged perpetrator of the findings after completing the investigation.
- When a provider is licensed, the Child Safety Specialist shall provide written notification of the investigation findings as well as any licensing concerns to OLR and the provider's licensing agency/specialist after completing the investigation.

-  If the findings indicate the allegations to be proposed **substantiated**, the Child Safety Specialist shall:
  - Notify all parties of the findings after completing the investigation.
  - Schedule a case conference with all involved parties within three (3) days of completing the investigation.
  - Allow the out-of-home care providers to bring a person representing his/her interests to the case conference. Participation during portions may be limited due to confidentiality.

The case conference will provide an opportunity for all parties to discuss the investigation findings and any agency recommendations regarding licensing.

OLR may determine a need for a corrective action plan or recommend to close/revoke/restrict the license.