



This information is applicable for service transition Phase 2.  
 New FAQs for Phase 3 will be issued in the near future.

Before July 2021	Starting July 2021	
Building Resilient Families In-Home Moderate In-Home Intensive Family Reunification Teams	Family Connections (FC)	FC provides individualized interventions and connection to resources to improve family communications and roles, social supports, family resources, parenting attitudes and skills, parenting stress and coping skills, and general child well-being.
	Nurturing Parenting Program (NPP)	NPP is a Parent Skill Training program with workbooks, lessons, and practice activities to improve parent empathy, age-appropriate expectations of the child, non-violent discipline, family roles, and age-appropriate child power and independence. The parent receives 1:1 lessons, a 30 minute nurturing activity for the child and parent together with parenting coaching, and a debriefing discussion after the activity.  <b>If a parent is referred to FC, do not refer to NPP at the same time. FC will conduct an NPP assessment. If a parent is referred to SENSE, do not refer to NPP. The home visitor will provide parenting education.</b>
S.E.N.S.E.	S.E.N.S.E.	SENSE is a coordinated multi-service program for families with a substance exposed newborn remaining in-home. The program includes Family Connections, AFF, a home visiting program (such as Healthy Families), and a registered nurse assessment
AZ Families FIRST	AZ Families FIRST	AFF can provide substance use assessment and treatment recommendations, substance use education and awareness classes, substance use disorder treatment, and substance use recovery maintenance.  Drug testing is arranged by the DCSS when indicated by the assessment and requested by the AFF provider.

# Service Transition FAQ

Before July 2021	Starting July 2021	
Behavioral/Mental Health Services	Behavioral health system	The BH system provides behavioral/mental health assessment, diagnosis, and treatment recommendations, and treatment services, for Medicaid eligible parents. Services are delivered by behavioral health system providers.
	DCS contracted psychological and counseling services	DCS contracts provide behavioral/mental health assessment, diagnosis, treatment recommendations, and treatment services, for non-Medicaid eligible parents; psychological evaluations for permanency planning purposes; and assessment and treatment services requiring specialized expertise that cannot be accessed through the behavioral health system. Services are delivered by DCS contracted providers.
Parent Aide Supervised Visits Only (SVO) DCS Case Aides Clinically Supervised Parenting Time	Parent Aide	Parent skill sessions, transportation and supervision for parenting time, delivered by contracted providers.
	Supervised Visits Only (SVO)	Transportation and supervision for parenting time, delivered by contracted providers.
	DCS Case Aides	Transportation and supervision for parenting time, delivered by DCS Case Aides.
	Clinically Supervised Parenting Time	Highly restrictive supervision of parenting time to manage dangers in unusual circumstances, delivered by clinicians.

For this scenario...	...use this service.
<p>I am an Investigator. I have assessed the children as safe and determined the family does not need oversight by DCS, but there is a good chance of another report to DCS at some future time. What should I do?</p>	<p>The family can be referred to Family Connections or Nurturing Parenting Program as part of the Aftercare Planning Process, and the DCS case can close.</p>
<p>I am an In-Home Unit DCS Specialist. I have completed the FFA-Ongoing, determined the children can remain in-home. The family has many needs. Should I refer to FC or NPP, or both?</p>	<p>Since the child(ren) will be remaining in the home, the family can be referred to NPP or FC. Consider the results of the FFA and the family's behavioral change goals. Do not refer to both services at one time. If you know a family needs FC and may need NPP, refer to FC. FC will conduct the NPP assessment to determine whether NPP is needed, and when the timing will be right for the family. If the family needs the Nurturing Parenting Program but does not need Family Connections, refer to NPP.</p> <p><b>If a parent is referred to FC, do not refer to NPP at the same time. If a parent is referred to SENSE, do not refer to NPP. The home visitor will provide parenting education.</b></p>
<p>What types of families are served by the Nurturing Parenting Program?</p>	<p>Refer families that have a behavior change goal related to parent empathy, age-appropriate expectations of the child, non-violent discipline, family roles, and age-appropriate child power and independence. Families involved with DCS for the following or similar reasons may be appropriate for NPP:</p> <ul style="list-style-type: none"> <li>• The parent provided inadequate supervision due to lack of age-appropriate expectations or child independence</li> <li>• The parent injured the child during discipline</li> <li>• The parent has unrealistic expectations about the child's behavior, development, capabilities</li> <li>• The child's behavior is a safety threat to self or others and the parent is unable to control the behavior</li> <li>• The parent and child have conflict about age-appropriate child power and independence</li> <li>• The parent has negative perceptions of the child or lacks empathy for the child</li> <li>• The parent puts his/her emotional needs above those of the child</li> </ul>
<p>What types of families are served by Family Connections?</p>	<p>Refer families with a behavior change goal related to family communications and roles, social supports, family resources, parenting attitudes and skills, parenting stress and coping skills, and general child well-being to Family Connections. Families involved with DCS for the following or similar reasons may be appropriate for FC:</p> <ul style="list-style-type: none"> <li>• Physical conditions of the home are hazardous</li> <li>• The parent needs connection to community resources for food, clothing, shelter, medical care, or mental health care to meet the child's immediate or essential needs</li> <li>• The child has developmental, emotional, physical health or other needs and the parent needs connection to community resources to improve child well-being</li> <li>• The parent needs assistance to connect to social supports, such as emotional support, people to assist with child care, and people to assist with day-to-day needs</li> <li>• The parent is experiencing high stress levels in the parental role</li> </ul>

# Service Transition FAQ

For this scenario...	...use this service.
<p>The family was referred to NPP or FC when the children were in-home, but a child now needs to be removed. Can the family still receive the FC and NPP services, even though the child is not in-home anymore?</p>	<p>Yes, because the family was receiving FC and NPP services before the child was removed and has already established rapport and trust with the providers, FC and NPP services can continue. If the family needs supervised parenting time, an SVO referral should be made, not a Parent Aide referral.</p>
<p>Can I refer to NPP or FC services for a family whose children are placed outside of the home?</p>	<p>You can refer families with children in out of home care to FC or NPP (depending on the needs of the family) if both of the following criteria are met:</p> <ol style="list-style-type: none"> <li>1. No Parent Aide services are in place; AND</li> <li>2. Parenting time (SVO) is in place or SVO services are not needed and will not be requested.</li> </ol> <p>If you are unsure if the family needs NPP, refer to FC first to complete an assessment.</p>
<p>Can I still refer to SENSE services?</p>	<p>Yes, SENSE services remain available for families with a substance exposed newborn remaining in-home. Starting July 1, Family Connections replaced in-home intensive services for families in the SENSE program.</p>
<p>I have a family that is in the reunification process and needs support during this transition. What service should I request?</p>	<p>Families with a child transitioning home (reunifying) and requiring support, which previously would have been referred to a Family Reunification Team, may be referred to Family Connections or NPP, depending on the need. Family Connections is more likely to be the best program in this circumstance.</p>