



ARIZONA DEPARTMENT of CHILD SAFETY

August 28 2023

Pick Up Requests for DCS Court Wards:

- If the child is in DCS custody and a request is made for DCS to pick up the child, a Status Communication will be generated.
- Select Pick Up of Court Ward as the Intake Type.

Request for Pick Up Matrix

Purpose of Request for Pick Up Matrix:

The purpose of this information (matrix) is to clarify the action the Hotline will take when DCS receives a request to pick up a child. Requests for DCS to pick up a child are not always appropriate for DCS involvement. The matrix below outlines MOST of these circumstances. However, understand that there will be outliers that are not listed here, and in those circumstances, the Intake Specialist will call the Help Queue for additional guidance.

Request for Pick Up Matrix

Circumstances for a Pick Up Request	Source	Intake Category			Notes
		Report	Action Request	Screened Out Intake	
Parent cannot be reached.	Court via Court Order		X		Intake Type: Court Ordered Pickup
	Detention		X		Intake Type: Parent Unavailable
	Law Enforcement Agency		X		Intake Type: Parent Unavailable
	Other	X			Allegation Description: Caregiver is absent Example: Source is a school
	U.S. Customs and Border Protection (CBP)	X			Allegation Description: Caregiver is absent
Parent can be reached but refuses to pick up. Parent is in Arizona.	Court via Court Order	X			Allegation Description: Caregiver unwilling or unable to meet child's needs; P2 with field notification Allegation Tracking: Court Ordered Pickup
	Detention	X			Allegation Description: Caregiver unwilling or unable to meet child's needs; P2 with field notification
	Law Enforcement Agency	X			Allegation Description: Caregiver unwilling or unable to meet child's needs; P2 with field notification; Obtain DR #
	Other	X			Allegation Description: Caregiver unwilling or unable to meet child's needs; P2 with field notification
	U.S. Customs and Border Protection (CBP)	X			Allegation Description: Caregiver unwilling or unable to meet child's needs; P2 with field notification

Circumstances for a Pick Up Request	Source	Intake Category			Notes
		Report	Action Request	Screened Out Intake	
Parent can be reached but is <i>unable</i> to pick up AND the Parent is in Arizona.	Court via Court Order		X		Intake Type: Court Ordered Pickup
	Detention			X	Encourage source to continue engaging with the family and exploring other resources
	Law Enforcement Agency		X	X	Assess circumstances: Time frame for parents to pick up child (24 hours), distance between parent and child, and age of child
	Other		X	X	
	U.S. Customs and Border Protection (CBP)		X		Intake Type: Parent Unavailable
Parent can be reached but is <i>unable</i> to pick up AND the Parent is outside of Arizona.	Court via Court Order		X		Intake Type: Court Ordered Pickup
	Detention		X		Intake Type: Parent Unavailable
	Law Enforcement Agency		X		Intake Type: Parent Unavailable
	Other		X		Intake Type: Parent Unavailable
	U.S. Customs and Border Protection (CBP)	X			Allegation Description: Caregiver unwilling or unable to meet child's needs; P2 with field notification
Child is a ward of another child protection agency or tribal social services. Agency or tribal social services is <i>unable</i> to pick up child without assistance.	Child Welfare Agency or tribal SS		X		Intake Type: Courtesy Placement
	Detention		X		Intake Type: Courtesy Placement
	Law Enforcement		X		Intake Type: Courtesy Placement
	Other		X		Intake Type: Courtesy Placement Example: Source is a hospital or behavioral health facility