



Department of Child Safety: Supervised Visitation Only (SVO) Service Guide

September 13, 2018

DCS Specialist Roles

- Determine the level of supervision the parent/caregiver needs.
- Schedule the visitation in the most natural setting possible for the family, and that will ensure child safety.
- Work with the family to create a visitation plan that will support the best interest of the children.
- Remember that visitation plans must not be used as a reward or as a punishment. Changes in visitation schedules should be based on the Family Functioning Assessment-Ongoing.
- Review each SVO Summary of Supervised Visitation to determine the family's progress and continued need for supervised visits.
- Schedule visits between siblings who are in separate living arrangements when:
 - they may not be visiting with their parents/caregivers all together (e.g. different mom or dad); or
 - the parents/ caregivers are not having visits with the children.

Description of Service

Supervised Visitation Only (SVO) services are provided to help maintain parenting time (visitation) and other types of contact while children are in DCS custody. Transportation of the children and supervision of the interactions between family members are provided to ensure the child's safety. Services can be provided for a maximum period of thirteen weeks. Standard visitation is four hours per week (two hours x two days). Additional hours or an extension of services can be granted upon approval from the DCS Program Supervisor or Program Manager.

Eligibility

- Parents/Caregivers whose children are in out-of-home care
- Siblings that are in out-of-home care and in different placements.

Consider a referral to SVO services when:

- Safety threats are present and no other sufficient actions are available to control the threats during unsupervised parenting time (visitation).
- Transportation and facilitation of sibling visits are needed.
- A parent is not in need of parenting education/coaching or is not ready to participate and benefit from parenting education/coaching.

Per contract, providers are unable to conduct partially unsupervised parenting time because they are required to be able to see and hear the children at all times during their visitations.

- ongoing telephone or in person contact by a Peer Mentor or Family Support Worker one time per month to ensure the family has supports in place; and
- increased frequency of contact or therapeutic intervention by the Team Lead/Therapist and/or Family Support Worker, as applicable, to assist the family with any safety concerns or identified therapeutic needs.

Service Referral Process

The provider accepts all cases for service upon a written referral sent by DCS Resource Units. To request services (within or out-of-region), submit a referral packet to the appropriate Regional Resource Unit:

Region	Email Address
Maricopa West & Maricopa East:	ServiceReferralsMEMW@azdcs.gov
South	ServiceReferralsSouth@azdcs.gov
Northeast & Northwest	ServiceReferralsNENW@azdcs.gov

Referral packet includes:

- PS06700 Request for Services with all required elements;
- PS07400 Request for Supervised Visitation with required signatures;
- current non-confidential CSRA (no criminal history information);
- current case plan; and
- court order (if applicable)

Timeframes for Outreach and Services

- The SVO provider will contact the parent/caregiver within 24 hours of receipt of the referral to schedule supervised parenting time, which begins within five working days from the receipt of the referral.
- Family interactions are monitored by the SVO provider while ensuring the safety and well-being of the children throughout the visit. The SVO provider is to document observations of the parent's/caregiver's parenting and enter the visitation summary into CHILDS no less than seven working days following the visit.



Service Delivery

The SVO provider is responsible to:

- Prepare parents/caregivers for possible reactions of the children at the visit, and help the parents/caregivers manage their feelings in order to assist their children during the visit.
- Encourage the children to visit and not force any who are not willing to participate.
- Be present during the entire visit while ensuring all contact between the parents/ caregivers and the children is within hearing and sight of the SVO provider.
- Monitor appropriate parental/caregiver behaviors when there are allegations of sexual abuse (i.e. prohibit photography, physical contact, diapering, gift giving).
- Intervene and terminate the visit if it becomes harmful to the children (e.g. emotional, verbal or physical abuse, spanking or threats).