



ARIZONA DEPARTMENT of CHILD SAFETY

August 24, 2023

Service Request Process:

Submit a service request through Guardian. The following documents must be associated with the service request:

- Most recent completed FFA - Investigation (Assessment), FFA – Ongoing, or FFA - Progress Update.
- Completed safety plan if child assessed unsafe.
- Infant Care Plan (SENSE only).
- Current court report (if applicable).
- TDM summary (if applicable).
- Current case plan (if referring for NPP after FFA – Ongoing completed and available).
- Any other supporting information.

For service continuation, submit the Reassessment Summary through Guardian. If submitted within 30 days of the referral expiring, the family can continue with the same agency.

NPP Values:

- Positive Self-Worth.
- Empathy.
- Empowerment and
- Strong Will.
- Structure and Discipline.
- Laughter, Humor and Play.

Nurturing Parenting Program (NPP)

Description of Service

Nurturing Parenting is provided to build nurturing parenting skills as an alternative to abusive and neglecting parenting and child-rearing practices. Nurturing Parenting is a curriculum-based, family centered and trauma-informed parenting skills, education and coaching program. The NPP Practitioner completes an assessment with the family (if not already completed by the Family Connections Consultant) utilizing standardized assessment instruments, determines the parenting constructs that will be the focus of services, develops a Family Nurturing Plan with the family, and completes parenting sessions to enhance parenting skills..

Deciding on When to Refer to NPP Services

Refer families to NPP services if there is a clear need of improving nurturing parenting skills in any of the five parenting constructs (listed below), and based on the reason for DCS involvement.

There are three ways to determine the need of NPP services:

1. the DCSS completes the FFA-Investigation/Ongoing/Progress Update, analyzes the results and concludes that there is a danger threat related to General Parenting Practices, and/or Behavior Management;
2. the parent displays diminished caregiver protective capacities related directly to parenting; and/or
3. for families with Family Connections (FC) involved, the Family Connections Consultant (FCC) administers the CA-Self Interview, analyzes the results, and determines there is a need to improve on the FC Core Outcome of Parenting Attitudes and Behaviors.

Consider the urgency of the service need and sequencing, to avoid overwhelming families and respect their self-determination. Do not refer families who are already participating in SENSE services, as the Home Visitor provides parenting skills and education.

Parenting Constructs

- Expectations of Children
- Parental Empathy towards Children's Needs
- Non-Violent Discipline
- Parent-Child Family Roles
- Children's Power and Independence

Eligibility

Nurturing Parent Programs can serve:

- families whose DCS case will close following investigation;
- families receiving in-home case management with no impending danger and safety plan is not necessary;
- families receiving in-home case management with an in-home safety plan to manage dangers; and
- families receiving ongoing case management with a child in out-of-home care.

NPP benefits families in many ways

Nurturing and non-nurturing attitudes and behaviors are not instinctual, but are learned.

Utilizing standardized workbooks and lesson guides for each family.

An Easy Reader Parent Handbook can be utilized for parents that have difficulty reading or have cognitive delays.

Parents are assigned Home Practice Assignments to help retain the information from their sessions.

NPP is available to families with children in-home or out-of-home, without interruption if a child is removed or reunifies.

A signed Release of Information allows for coordinated services, and a Family Nurturing Plan outlining the Parenting Constructs and behavioral goals for the family.

Eligibility (continued)

Families may be referred to the Nurturing Parenting Program when all of the following criteria are met:

- The FFA-Investigation has been completed with sufficient information collection to make an impending danger decision.
- At least one child age birth to 18 resides in the home; or a parent in the home has parenting time with a child.
- At least one parent is able and available to participate in NPP, and does not currently have any of the following restrictions on participation.
 - ▶ No contact order between the parent/caregiver and the child.
 - ▶ Impairment requiring stabilization or improvement before the parent could benefit from NPP (i.e. active psychosis, physical illness requiring hospitalization or residential care, pervasive substance use impacting reality orientation).
 - ▶ Institutionalized or incarcerated.
- The DCS Specialist and family have discussed the family's strengths and needs, and the family has verbally agreed to meet with a NPP Practitioner to learn about the program and services.
- The DCS Specialist and DCS Supervisor have concluded one or more family members has a behavioral change goal that can be achieved by improving in one or more of the Nurturing Parenting Program constructs, and there are no available and accessible community programs that would provide the family an equivalent service.

Time frames for Outreach, Engagement, Assessment & Services

Two (2) business days of referral receipt:

- The NPP Practitioner makes concerted efforts to have the initial telephone contact with the family.

Five (5) business days of referral receipt:

- The NPP Practitioner holds the intake meeting in the family's home, unless the family requests another location or there are safety concerns for professionals entering the home. The NPP Practitioner should obtain DCS approval for any exceptions.
- During the intake meeting:
 - ▶ the NPP Practitioner will describe NPP services and the benefit to the family;
 - ▶ explore the reason for services and DCS involvement;
 - ▶ gather an understanding about the family's involvement with other service providers;
 - ▶ outline the roles of the NPP Practitioner;
 - ▶ complete the assessment instruments if they were not completed by an FCC Consultant;
 - ▶ answer the family's questions; and
 - ▶ schedule a mid-point session and develop a schedule of home visits for the family.

Frequency of Contact

At least one time per week for two hours, over a maximum of 120 days (17 weeks) for the initial referral.

Service delivery schedule:

- Week 1 will include initial outreach and intake meeting with the family
- Weeks 2-8 and 10-16 will include weekly parent sessions with the family
- Week 9 will be conducted as the mid-point meeting with DCS
- Week 17 will be conducted as the service closure meeting with the family

NPP Practitioners are Associates level professionals with a minimum of two years of human services related experience. NPP Supervisors are Bachelor's level professionals with a minimum of one year of human services related experience.

NPP Programmatic Reports that will be uploaded into Guardian will include:

NPP Assessments - Parent Version

- Family Nurturing Journal
- Weekly Progress Reports
- Reassessment Summary
- Service Closure Summary

All reports except the Weekly Progress Reports are to be uploaded within 10 days of completion. Weekly Progress Reports are uploaded by 5:00pm the Friday following the week services were provided.

Time frames for Outreach, Engagement, Assessment & Services (continued)

72 hours of the Intake Meeting:

- The NPP Practitioner will make reasonable efforts to facilitate the first parenting session. The parenting sessions will directly relate to the parenting constructs identified.
- During the first parenting session, the NPP Practitioner will collaborate with the family to gather information, utilize the assessment instruments and complete the Family Nurturing Plan (FNP) that identifies the parenting constructs and competencies that will be the focus of NPP services.

Week 9 - Midpoint

- The Mid-point meeting with the DCSS should focus on the progress of the FNP. DCSS and NPP Practitioner will participate in a telephonic meeting to discuss parent's progress towards Parenting Constructs and Competencies, to ensure that continued services are beneficial for the family.
- The Mid-point meeting with the parent should be a regular parenting session to include a verbal update from the NPP Practitioner on what is reported to DCS (basic review of what has been completed in the FNP).

Two weeks prior to the service authorization period end date:

- The NPP Practitioner will reassess the family's progress by completing the Reassessment Summary.
- If the family has made sufficient change, the NPP Practitioner will complete the Service Closure Summary connecting the family members with ongoing community resources and expanding on the DCS Aftercare plan. If DCS is involved, DCS must approve service closure.
- If the family has not made sufficient behavioral change, family members are attending appointments and actively participating in NPP services, and either the family has not completed the lessons by the end of the service authorization period or the NPP assessment indicates the family would benefit from additional lessons, services can be continued in 90-day increments. DCS must approve continued service and submit a new service request in Guardian.

Weekly Nurturing Parenting Program sessions will include the following:

- One hour of parenting support that includes education (coaching) and nurturing activity preparation, with approximately thirty minutes for each, held with the parent only. The parenting support session should occur prior to the nurturing activity observation, preferably immediately before the parent-child nurturing activity or on the same day.
- Thirty minutes of parent-child observation, to include a nurturing activity where the parent can apply the learning from the parenting support and/or education.
- Thirty minutes of parent-only debriefing session to occur immediately following the nurturing activity whenever possible, and within no more than four hours of the nurturing activity.