



ARIZONA DEPARTMENT of CHILD SAFETY

November 15, 2021

SENSE benefits families in many ways:

- FC uses a collaborative and strengths-based approach that empowers parents to make changes that strengthen the family.
- The FCC functions as an advocate for the family with other family serving agencies.
- A signed Release of Information allows for coordinated services, and a single-family service plan outlining the FC Core Outcomes and UBSMART goals for the family.
- Weekly email communication between DCS, SENSE team members and other providers informs everyone of the family's progress, and provides a timely response to identified concerns, while continuing to coordinate services.
- Emergency Flex Funds, up to \$300 per referred family in a 6 month service period, are available to purchase resources not otherwise available, in order to meet a child's basic needs (such as emergency food or clothing, assistance to prevent eviction, household supplies, home repair services).
- If DCS is involved, Flex Funds must be approved by the DCS Specialist and Supervisor. If DCS is not involved, Flex Funds are approved by the FC Service Coordinator.

Substance Exposed Newborn Safe Environment (SENSE)

Description of Service

The Substance Exposed Newborn Safe Environment (SENSE) program provides substance exposed newborns and their families an intensive level of change-focused interventions that address the safety of the newborn and promotes behavioral change in parents. It aims to keep the infant in the home while the family works with the SENSE team members to learn new skills and achieve/maintain sobriety. The DCS Specialist will provide case management and be a part of the SENSE team, which includes:

- Family Connections (FC);
- Arizona Families F.I.R.S.T. (AFF);
- a home visitor program (e.g. Healthy Families Arizona, Parents as Teachers, Healthy Start Arizona); and
- a Registered Nurse to monitor the development and overall health of the infant.

Family Connections provides change-focused interventions related to core outcomes of improved social support, family functioning, family resources, child well-being, parenting attitudes and behaviors, and managing parenting stress.

Arizona Families F.I.R.S.T. provides substance use assessment, treatment, and recovery maintenance support.

Home visitor programs provide education and coaching related to child development, child health and well-being, and healthy parent-child interaction.

Service Eligibility

Parents/Caregivers of a substance exposed newborn named in a DCS report as a victim of abuse/neglect, including the following case types:

- In-home dependency;
- In-home intervention; or
- Voluntary in-home services with DCS oversight.

The child must be age zero to three months at the time of referral, and the parent/caregiver must be eligible for the Family Connections program, as described in the Family Connections Service Guide.

- Upon completion of FC and AFF services, the home visitation program often continues to provide services to the family.
- More information about Home Visitor Programs can be found at: <https://strongfamiliesaz.com>.

SENSE Programmatic Reports will include all of the Family Connections Programmatic reports and:

- Health Consultant Nursing Assessment (HCNA)
- All reports except the FC Weekly Progress Reports are to be uploaded within 10 days of completion. Weekly Progress Reports are uploaded by 5:00 pm the Friday following the week services were provided.

Service Request Process

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

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

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

Timeframes for Outreach, Engagement, Assessment & Services

- The Family Connections Consultant (FCC) makes concerted efforts to have the initial face-to-face contact with the family within 1 business day of referral receipt.
- Within 5 business days of referral receipt, the FCC holds the intake meeting to outline the SENSE program, benefits to the family, obtain a Release of Information, and schedule the next meeting.
- Following the intake meeting:
 - ▶ The FCC notifies the SENSE Registered Nurse (RN) of the new referral to conduct initial contact within 2 business days of intake meeting;
 - ▶ The FCC submits a referral to the local home visitor program to initiate services; and
 - ▶ The DCS Specialist submits a referral to Arizona Families F.I.R.S.T. and provide the FCC with contact information for the AFF provider.
- Within the first 30 days of referral receipt:
 - ▶ The SENSE RN completes the Health Consultant Nursing Assessment (HCNA)
 - ▶ The FCC engages the family to complete the Comprehensive Family Assessment (CFA), which includes the CA-Self Interview standardized assessment instruments;
 - ▶ The FCC assesses and addresses any concrete or emergency needs of the family; and
 - ▶ The FCC facilitates the assessment coordination meeting – initial with DCS and SENSE team members via video conference to align on completed assessments and reach consensus on behavioral change statements that will be discussed with the family at the DCS case plan staffing.
- The FC Service Plan is developed, describing the FC Core Outcomes and UBSMART goals for the family within 45 days of referral receipt, to be integrated into the DCS case plan.
- The FCC delivers change-focused interventions related to the FC Core Outcomes and the identified UBSMART goals, two times per week over the course of 150 days.

The SENSE program is a collaboration between FC, AFF, Home Visitor, and Registered Nurse services. Services are coordinated by the assigned Family Connections Consultant.

- Families participate in an Evaluation of Change (EOC) with DCS and SENSE team members every 90-days, to assess progress.
- Within the last 30 days of services, the SENSE RN completes another Health Consultant Nursing Assessment (HCNA).
- If the family has made sufficient behavioral change, the FCC completes 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 changes, the FCC develops a new FC Service Plan and implements CA-Self Interview follow-ups and EOC summaries every 90-days if all the following are present:
 - ▶ Family is actively engaged in FC services; and
 - ▶ UBSMART goals are not yet achieved; and
 - ▶ Family would continue to benefit from FC services; and
 - ▶ Available community services would not meet the family's needs. DCS must approve continued service and submit a new service request in Guardian.
 - ▶ Consider if SENSE services should be continued, or if the family should continue with only FC services.