



ARIZONA DEPARTMENT of CHILD SAFETY

September 22, 2023

Contacts: Locating Possible Foster Home and Group Home Intake Persons

- The Contacts section of a Provider Record contains individuals related to a particular foster home or group home. Contacts may help to identify Intake Persons who need to be included in an Intake.
- For more information regarding Contacts, please see the [Intake Provider Record Guardian Desk Aid](#)

Intake Persons

This field guide outlines which individuals to include as an Intake Person for each Intake Category. Intake Persons include both individuals provided by the source and individuals found by the Intake Specialist during Guardian and/or AZTECS research.

Definitions

Term	Definition
Intake Person	Any individual entered on the Persons tab who is provided by the source, or found during Guardian and/or AZTECS research.
Known Name	An individual reported by the source whose first and last name are both known.
Partially Known Names	An individual reported by the source whose first or last name is known, but not both.
Person ID (PI)	A Person record's unique alphanumeric ID.
Person Record	An individual's official Guardian record. A collection of data about an individual found throughout Guardian and connected using the Person Identifier (PI).
Researched Person	A hyperlinked name attached to an Intake Person that indicates an individual has a Person record, and when selected opens the Person record for review.
Researched Source	A hyperlinked name linked to a Reporting Source that indicates an individual has a Person record, and when selected opens the Person record for review.
Source Provided Individual (SPI)	An Intake Person provided by the source, including the person's name, contact, and demographic information.
Unknown Name	An individual reported by the source whose first and last name are unknown.

Intake Persons in Reports

Below are the standards for the relevant Intake Persons to include in a Report.

Report Type	Adults	Children
Reports and Employee Reports	<ul style="list-style-type: none"> • Primary Caretaker (see page 5 for teen parent standards) • Parents of the alleged victims • Adults living in the home of the Primary Caretaker • Alleged perpetrators 	<ul style="list-style-type: none"> • Alleged victims • Children of the Primary Caretaker
Foster Home Reports	<ul style="list-style-type: none"> • Primary Caretaker (licensed foster parent) • Adults living in the home of the Primary Caretaker • Alleged perpetrators 	<ul style="list-style-type: none"> • Alleged victims • Children of the Primary Caretaker • Court wards placed in the home

Assessment Persons

Identifying the **children** of the Primary Caretaker is expected for all Report Intakes. Sources do not always provide or know about all **children** of the Primary Caretaker; therefore, the Intake Specialist will reference prior Intake Persons and/or Assessment Persons in order to identify **children** to include as Intake Persons for Reports. Intake Specialists will not use open or closed Cases in order to identify **children** for Reports.

Children of the Primary Caretaker are listed in the Assessment Persons tab under the role of Child.

Adults are listed in the Assessment Person tab under the role of Collateral or Participant, however the adults' relationships to the Primary Caretaker and children is not available.

Caretaker's Assessment Status	Identification of Relevant Children	Time Frame for Review
No Open or Closed Assessment History	Reference prior Intakes to identify children of the Primary Caretaker.	Prior 5 years
Open Assessment	Reference Assessment Persons in the open Assessment to identify children of the Primary Caretaker.	Open Assessment
Closed Assessments	Reference Assessment Persons in the closed Assessments to identify children of the Primary Caretaker.	Prior 5 years
	Reference Intakes Persons from non-report Intakes to identify children of the Primary Caretaker.	Received since the last Assessment closed, but not more than prior 5 years.

Intake Persons in Other Intake Categories

Below are the standards for the relevant Intake Persons to include in non-Report Intakes.

Intake Category	Adults	Children
Action Request	<ul style="list-style-type: none"> Primary Caretaker Parents of the Involved children Other involved adults 	<ul style="list-style-type: none"> Children of the Primary Caretaker provided by the source
Alert	<ul style="list-style-type: none"> Primary Caretaker When provided by the source Parents Involved adults 	<ul style="list-style-type: none"> Children of the Primary Caretaker, provided by the source
Community Inquiry	<ul style="list-style-type: none"> When provided by the source Primary Caretaker Involved adults 	<ul style="list-style-type: none"> Children of the Primary Caretaker provided by the source
DCS History Request	<ul style="list-style-type: none"> Primary Caretaker When provided by the source Parents Involved adults 	<ul style="list-style-type: none"> Children of the Primary Caretaker, provided by the source
Error	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None
Intake Addendum	<ul style="list-style-type: none"> Primary Caretaker from the original Report Additional adults provided by the source, that were not included in the original Report 	<ul style="list-style-type: none"> Additional children provided by the source, that were not included in the original Report
Licensing Issue: Foster Home	<ul style="list-style-type: none"> Primary Caretaker (licensed foster parent) Adults living in the home Other involved adults 	<ul style="list-style-type: none"> Involved children of the Primary Caretaker

Entering Suffixes in Guardian

- Only enter Suffixes (i.e. I, II, Jr., Sr.) in the Suffix field of a Person record and not in the Name fields.
- If you come across a Person record in which the suffix is not included in the display name, clear the Suffix field, save, add the original suffix back to the Suffix field, and save again.

Double Enumeration Guidance

- When a double enumeration is discovered, only make changes to the Person record that will be used in your Intake.
- Do not alter the other Person record in any way, including the following:
 - Adding and/or end-dating addresses and phone numbers
 - Editing the name, age, or DOB
- Making changes to both Person records can make it appear that both Person records belong to the same person when they actually do not.

Intake Category	Adults	Children
Licensing Issue: Group Home	<ul style="list-style-type: none"> • Involved staff members 	<ul style="list-style-type: none"> • Involved children <p>Note: Primary Caretaker is the eldest involved child.</p>
Screened Out Intake	<ul style="list-style-type: none"> • Primary Caretaker When provided by the source • Parents • Involved adults • Alleged perpetrators 	<ul style="list-style-type: none"> • Children of the Primary Caretaker, provided by the source
Status Communication	<ul style="list-style-type: none"> • Primary Caretaker • Involved Adults 	<ul style="list-style-type: none"> • Involved children of the Primary Caretaker
Unborn Concern	<ul style="list-style-type: none"> • Primary Caretaker When provided by the source • Other parent 	<ul style="list-style-type: none"> • Note: Do not create an Intake Person or Person record for an unborn child, however include other children of the Primary Caretaker if relevant to the Intake.

Creating Intake Persons

Deciding which individuals to create as an Intake Person is dependent on the type of Intake Category screened by the Intake Specialist.

When the source identifies an individual, who is not relevant for the Intake Category, the Intake Specialist will not create an Intake Person for that individual. The individual's names and identifying information will remain in the Specialist's call notes, and/or narrative if applicable.

If an Intake Person record is created in error, the Intake Specialist will delete the individual.

Intake Persons Provided by the Source

- Using the information provided by the source, add relevant Intake Persons on the Persons tab of the Intake.
- Enter the SPI information provided by the source
- Research Guardian to find a corresponding Person record to link to the Intake Person
 - If the Person record is found:
 - ◆ Perform applicable updates to the Person record
 - ◆ Link the Person record to the Intake Person so that the SPI and Person record are paired together
 - If the Person record is not found:
 - ◆ Create a new Person record with the details provided by the source and/or found in AZTECS.
 - ◆ Link the newly created Person record to the Intake Person , so that the SPI and newly created Person record are paired together

Intake Persons Found During Guardian Research

- Based on Guardian research, add relevant Intake Persons on the Persons tab of the Intake.
 - Link the existing Person record to the Intake Person
 - The SPI information will remain blank since the source did not provide the individual

For more information regarding searching for persons, please refer to the Person records section in the [Guardian Intake User Manual](#).

Correct Use of Name Fields

- Only enter the person’s actual name or the word “Unknown” in the Name fields (First, Middle, Last) in a Person record.
- Do not add a job title, street name, role, or any other descriptor in the Name fields.

Person Type	Found In Guardian	Found In AZTECS only	Not in Guardian or AZTECS
Intake Person	Do not create a new Person record	Create a new Person record from AZTECS	Create a new Person record from the Person tab.
Source	Do not create a new Person record	Do not search in AZTECSales	Create a new Person record from the Researched Source field on the General tab of the Intake

Create a New Person Record

For directions on creating a new Person record from Guardian and/or AZTECS, please refer to the Person records section in the [Guardian Intake User Manual](#).

Intake Person Considerations

Primary Caretaker

- The person with primary legal authority over the child at the time of the report.
 - ▶ A biological parent, foster parent, adoptive parent, or permanent legal guardian can be identified as a Primary Caretaker.
 - ▶ Any person with temporary guardianship or a Power of Attorney will not be identified as a Primary Caretaker.
- When custody is unknown, the Primary Caretaker defaults to the mother.
 - ▶ In shared custody, the mother is assumed to be the Primary Caretaker unless court orders indicate otherwise
- For Intakes involving DCS licensed Group Homes, the oldest involved child will be identified as the Primary Caretaker.
- A Primary Caretaker needs to be the first Intake Person entered and saved when applicable. This allows other Intake Specialists to quickly identify if another Intake for the family is being processed.

Deceased Parents

Some concerns of abuse and neglect involving deceased parents may be screened-out. Other concerns will be screened-in as a Report. Prior to generating a Report for investigation involving a deceased parent, the Intake Specialist will staff with a Help Queue member to determine the correct screening decision, Intake Persons to include, and Primary Caretaker.

Terminated Parental Rights

A parent whose parental rights are terminated to the alleged child victim may be entered as an Intake Person if they are currently living in the child’s home and/or are the perpetrator. The Intake Specialist will staff with a Help Queue member to determine the correct screening decision.

Safe Haven Intake Persons

Intake Persons for Safe Haven Screened Out Intakes include only the mother and Safe Haven newborn. Most sources will not know the mother or newborn's name. The Intake Specialist is not required to gather identifying information, however if identifying information is provided by the source, then the Intake Specialist will document the information and search Guardian history for priors. When creating an Intake Person in the Source Provided Individual section of a Safe Haven Screened Out Intake follow the guidelines below:

- Mother's name:
 - ▶ **First name:** Mother
 - ▶ **Last name:** Safehaven
- Safe Haven Newborn name:
 - ▶ **First name:** Baby Girl or Baby Boy
 - ▶ **Last name:** Safehaven

Note: Do not create a Person record for the mother or Safe Haven Newborn if their first and last names are unknown.

Teen Parents

Teen parents are identified as Primary Caretaker when they are the biological parent of the child who is the victim in a Report.

When a teen parent is a perpetrator, select the "Perpetrator as Minor" check box when creating an Intake Person record. This allows the teen parent to be added as a perpetrator when entering allegations.

If the teen parent is also a child victim due to abuse or neglect by their Primary Caretaker, then a subsequent Report will be entered to represent the teen parent as a child victim. The teen parent's child is not included as an Intake Person on the subsequent Report.

Partially Known Names

First **or** Last Name of an Intake Person is unknown

For partially unknown names, both the SPI and Person record will be created.

- Enter "Unknown" for the unknown name
- Enter the known name
 - ▶ Example: **First Name:** Jane **Last Name:** Unknown
- Substance Exposed Newborns (SEN) follow the same creation guidelines as other partially knowing names
 - ▶ Intake Person example: **First Name:** Child A **Last Name:** Doe
 - ▶ Person record example: **First name:** Unknown **Last Name:** Doe

Unknown Person in a Narrative

- In the narrative, use the Intake Person's role such as mother, father, 2-year-old child, female child, etc., instead of Unknown Mother, or Child A, Child B, etc.

Cross Referencing Intakes with Multiple Families

- If multiple families reside in same household and multiple Intakes are being taken on the same incident, cross reference the Intakes by relating the Intakes in the Cross Referenced Intake field.

Unknown Names

First **and** Last Names of an Intake Person are unknown

For fully unknown names, only the SPI record will be created.

Adult(s)

- **First Name:** Relationship to the child
- **Last Name:** Unknown
 - Example: **First Name:** Father; **Last Name:** Unknown

Child(ren)

- **First Name:** Child A
- **Last Name:** Unknown
- For multiple children, continue naming the children with Child B, Child C, Child D, etc.

Identified Unknown Persons

When the name of an unknown person is identified, follow the guidance below:

- Create a new Intake dependent on the assessment/case status and the prior Intake history. When the original Intake is a Report, create an Intake Addendum. For a Screened Out Intake, create another Screened Out Intake.
- Add all Intake Persons who were previously **unknown** in the original Intake.
- Include a family composition paragraph in the narrative and identify the relationships in reference to the original Intake.
- When the identified unknown person does not have an existing Person record in Guardian, create one and contact the Help Queue so the Person record can be related to the Intake Person (SPI) in the original Intake and subsequent Intakes.
- The Intake Specialist will submit a correction request when it is discovered that the identified unknown person is double enumerated.

Multiple Families

When two families live in the same household and there are concerns of abuse or neglect for each family, two separate Intakes will be taken. Each Intake will have a different Primary Caretaker and Intake Persons. Only include the children of the Primary Caretaker for each Intake.