



FUNERAL ARRANGEMENT STANDARD WORK

VERSION DATE 10/22/2021

The Standard Work for DCS field staff that are making funeral arrangements for a child that was in state custody or had DCS involvement at the time of their passing.

Trigger: A child passes away during an assessment, while the family is receiving in-home services or is in the physical/legal custody of DCS and the family is requesting assistance with funeral arrangements. Law enforcement should be the entity notifying the parent(s) that the child passed away. The DCS Specialist should work with the parent(s), and the assigned therapist if applicable, to determine how/when siblings are notified. All cultural traditions must be adhered to throughout this process.

If the death of the child is the reason for DCS involvement and the child is not in DCS custody, you must have the approval of the Program Administrator or OCWI Deputy Chief prior to starting this process. If approved, please provide the approval and the reasoning for DCS providing funds for the funeral in the email described in #6 below.

Deliverables:

1. DCS PM to ensure that the DCS Hotline has been contacted regarding the death of the child. The DCS PM will contact the assigned law enforcement jurisdiction to understand what notifications have been made already and the current status of the police investigation.
2. DCS may not consent to the donation of the child's organ(s) on behalf of a parent/legal guardian. If the parent wished to donate the child's organ(s), document the parent's consent in the case record.
 - a. If parental rights are terminated, consult with the assigned Assistant Attorney General to obtain a court order authorizing the donation of the child's organ(s).
3. Do not release the child's remains until the autopsy has been completed, if an autopsy is being conducted. If the parent(s) requests that an autopsy not be performed, consult with the assigned Assistant Attorney General.
4. A member of Workforce Resilience will be assigned within one business day of the child passing to support staff through the process of making the funeral arrangements.
5. The PM will discuss with the parent(s)/legal guardian their preference for a burial or cremation and where they wish to have the remains placed after the service. The discussion must be documented in Guardian.
 - a. If parental rights are terminated, consult with the assigned AAG to obtain a court order authorizing the cremation of the child, if that is the option selected.
6. The PM will send an email to the appropriate Service Referrals inbox for the designated Region notifying them of the death of a child while in an out of home placement and the Department's intention to pay for the funeral arrangements.
 - a. Include the deceased child's name, ID, and the CS number
7. The PM will contact an identified mortuary to make an appointment with the Director. Inform the mortuary where the child's body is located for them to make arrangements to pick up the child's body. This discussion must be documented in Guardian.
 - a. The list of mortuaries will be provided by the Service Referrals team within one business day of receiving the notification email.
8. The PM and the parent(s)/legal guardian will meet with the mortuary to discuss the funeral arrangements. This meeting and the outcome must be documented in Guardian.
9. In certain circumstances, DCS may be able to pay (up to \$4500) for one or more of the following:
 - a. Casket/urn, prayer cards, flowers, headstone/marker, minister to perform the funeral services
 - b. The Deputy Director of Field Operations must approve any cost over \$4500.
10. The PM will inform the mortuary that DCS will need an itemized, signed invoice and a completed Arizona Substitute W-9 to receive payment.
 - a. Upon receipt of these items. The PM will complete a service request in Guardian under the deceased child's name.

- i. Service Group: Other services; Service Type: Funeral Services
 - ii. Ensure the mortuary organization's information is contained in the narrative, attach the W9 as an artifact to the service request, attach the signed itemized invoice to the service request
- 11. Order 6 certified copies of the death certificate from the mortuary. Copies are provided to: the family, Social Security Office, Juvenile Court, 2 copies placed in the case record