

24-Hour Urgent Response

Arizona Facts:

- Child Protective Services in Arizona receives more than 38,000 reports alleging child abuse and neglect every year
- The number of children in the Arizona foster care system has increased dramatically over the past few years, reaching over 9,800 in 2006
- In 2004, as part of Napolitano's CPS Reform Initiative, DBHS mandated providers implement the 24-Hour Response process

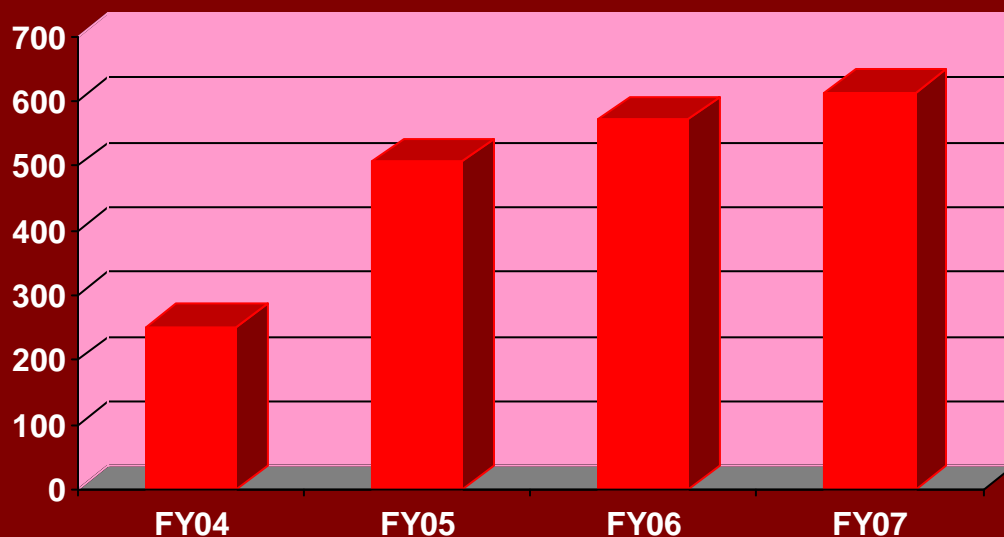
Types of stress children may experience when removed from their homes:



- Separation from parents
- Separation from siblings
- Loss of pets
- Move from community
- Change of schools
- Loss of friends
- Unfamiliar caretakers
- Loss of comfort objects
- Sadness, fear, anger, guilt, shame, worry, anxiety

NARBHA Process:

- NARBHA has a dedicated 1-800 line through ProtoCall, available 24/7 for Child Protective Services to call to request responses
- RAs must respond by seeing the child in their placement within 24 Hours of referral by CPS
- NARBHA children's clinical staff conduct a number of monitoring activities to assess regional performance



In FY07, RAs completed **614** Urgent Responses

[**46%** of the children seen were **under 5** years old]