



# support

## what is Differential Response?

Differential Response (DR) is another way of responding to allegations of child neglect. DR is different from DCFS's traditional investigation process. It allows allegations that meet the criteria of neglect to be diverted from the investigative pathway and serviced through the Differential Response track. DR is designed to engage low to moderate risk families in the services needed to keep children from becoming involved with the child welfare system.

## How to Obtain a Copy of your DR Case

If you are the parent (custodial or non-custodial), guardian, or legal custodian of the child you can request a copy of the DR Case (after it is closed) by: sending a written notarized request with your name and child's name, Social Security Number as well as a \$10 check or money order (no cash or temporary checks) made payable to the Department of Human Services.

The request should be mailed to :

Central Registry  
P.O. Box 1437, (Slot S 566)  
Little Rock, AR 72203-1437

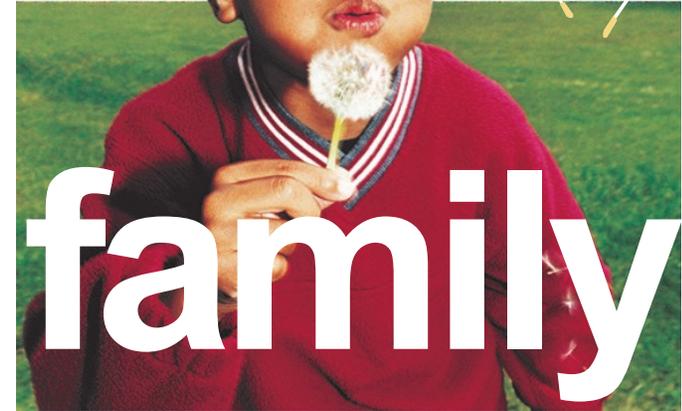
Lindsay McCoy 501-682-8008  
DR Coordinator Telephone

\_\_\_\_\_  
Family Service Worker Telephone

\_\_\_\_\_  
Family Service Worker Supervisor Telephone



The Division of Children  
and Family Services



## Differential Response: a family-centered approach to strengthen and support families

# the big picture:

Partnering with Community providers to support families

## BACKGROUND

The majority of child abuse and neglect reports made to the Child Abuse Hotline are eventually “unfounded” through investigations conducted by the Arkansas Division of Children and Family Services (DCFS). Based upon research data, low to moderate risk families may be better served using a strength-based, family-centered assessment approach as an alternative to an investigation.



focused solutions can help keep families together

Care \* Commit \* Connect



## what are the criteria to qualify for DR?

1. Identifying information for the family members and their current address or a means to locate them is known at the time of the report.
2. The alleged offenders are parents, birth or adoptive, legal guardians, custodians, or any person standing in place of a parent.
3. The family has no pending investigation or open protective services, or supportive services case.
4. The alleged victims, siblings or other household members are not currently in the care and custody of DCFS or wards of the court.
5. Protective Custody of the children has not been taken or required in the current investigation.
6. The reported allegations shall only include:
  - Inadequate Supervision
  - Inadequate Food
  - Inadequate Clothing
  - Inadequate Shelter
  - Educational Neglect
  - Lock Out
  - Medical Neglect
  - Environmental Neglect

## how does DR work?

1. A report of alleged neglect is made to the Child Abuse Hotline.
2. An initial screening of the report is conducted by the hotline worker to determine if the allegations meet the legal criteria for neglect.
3. Reports are either “screened-in” or “screened-out” based upon state neglect criteria. (the child's age and any disabilities will further determine whether these allegations will go to the DR or investigative pathway.)
4. If a report is “screened-in”, it then becomes eligible to be assigned to either the investigative track or the Differential Response track (if it meets the criteria for DR).
5. DR will be assigned to the local DCFS Office to begin engagement and assessment of needs with the family.