Fred and Sally Lloyd reside in Bradley County and have five children living in their home.

Fred Lloyd is the stepdad to Wade, Ben, Sara and Sam and the biological father to Laura. Fred did not graduate high school, makes $11 per hour and works 40 hours a week.

Sally Lloyd is the mom to Wade, Ben, Sara, Sam and Laura. Laura has a part time job working about 20 hours per week, also making $11.00 per hour. Sally had a good childhood and reports to have been raised in a single parent household by her mom, Elizabeth. Sally has previously been to Alcoholics Anonymous for a drinking problem.

Elizabeth Parker is the mom to Sally Lloyd. Elizabeth became pregnant with Sally when she was a senior in high school and with the help of an amazing and supportive family, she was able to attend college and graduate with a B.S. in elementary education. She is currently an elementary teacher at Westside Elementary School in Hermitage.

George Welch is the father of Ben, Sara and Sam. George works a construction job, pays child support to Sally in the amount of $773 a month. George is a good father and loves his children immensely but has a well-known drinking problem. George currently lives with his mom, Mary Welch, as he cannot afford housing on his income and has been sleeping on her couch for over a year. George has concerns about the way that Sally and Fred are taking care of the children and does all he can to help, but it never seems to be enough.

Mary Welch, mother to George, is a very loving grandmother, but is 81 years old and finds it extremely difficult to prepare her meals, bathe and toilet appropriately. She is retired and lives in a small one bedroom house. Social Security is her only income in the amount of $1,705 a month. She loves her grandchildren and has a great relationship with each of them. She has concerns about their well being and the way they are being taken care of by Sally and Fred. She is also concerned about the misbehaviors of Wade, Ben and Sam.

Wade Parker is 16, has an unknown father, has been in/out of jail and has a JPO. Mom has voiced complaints that they haven't seen his community based provider, but they do call from time to time. Wade is on Arkansas Total Care PASSE and was receiving services but lost coverage because mom failed to submit the renewal.

Ben Welch is 14, relative adoption from DCFS. Ben has a diagnosis of RAD and Autism, on Summit PASSE and receives waiver services. Before his adoption, he was on DD waiver services, but the family never could locate a DD provider in their rural community. Ben has been in/out of psychiatric residential treatment and has been sexually inappropriate toward his little sister, Laura. Ben did not lose coverage when the other children did because he remained on IV-E Medicaid.

Sara Welch is 11 and has a diagnosis of Sickle Cell. She has been hospitalized several times in the past due to Sickle Cell Crisis and has had six surgeries within the past year due to her diagnosis.

Sam Welch is 5 and displaying signs of ADHD. Lost his PCP due to retirement and the family has been unable to locate a new PCP.

Laura Lloyd is 2 with speech and language delays. She had a low birth weight, is presently very hyperactive and poor coordination for a child of her age. Laura is often left at home alone with Sara (11) while mom works because she has no other childcare options.

School has filed a FINS petition on Ben and DCFS has been ordered to provide services to the family to prevent removal.

The child abuse hotline received a series of calls from the school and bio dad, regarding uncontrolled behaviors of Ben and Sam and expressed concerns about Sara's medical condition. Specifically, they are concerned she is not being properly cared for by mom and stepdad. DCFS made a home visit and determined there was not adequate food in the home and children were also not currently covered by Medicaid as Mom failed to submit renewal for SNAP and Medicaid. DCFS assessed that the situation is due to poverty, behavioral health, developmental disability and medical needs of the family. A differential response case is opened in hopes of keeping the family intact.

Renewals for the Lloyd family were submitted for SNAP and Medicaid, but with the current backlog of cases due to staff vacancies, DCO is unable to process. DCO has asked HR to provide temporary employment assistance, as well as advertise for multiple vacancies within their division. Temporary support was provided for DCO and while working on this case, the program eligibility specialist experienced a system error which requires system support to resolve.

What DHS services would you recommend for this family and how would you go about accessing them? Who would you contact/call for help? And how would one person at DHS know that another person at DHS was already involved with this case? How can DHS provide full wrap around services for the entire family?