

Children's Services



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STATEWIDE CHILD ABUSE HOTLINE

1-888-SOS-CHILD

(1-888-767-2445)

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Child Care Tips

Choosing Child Care

Choosing the right child care provider is important. You will want to be sure that the provider you choose gives your child individual, caring attention, and that you are comfortable with the setting. You know your child better than anyone else and can make the best possible choice. You should visit at least 3 child care settings before you make a final choice. It is important to spend time in each setting watching how the provider works with children and parents. Some key things to look for are:

- a positive relationship with children
- an understanding of how children grow and learn
- a willingness to have you visit and participate in your child's care

Basic Questions To Ask

- What hours and days are you open?
- Do you charge a registration fee?
- Is transportation available?
- Do you provide meals and snacks?
- How do you handle behavior issues?
- What will you do if my child becomes ill?

Child Care Resource and Referral can also give you tips for interviewing potential providers. Please contact them at www.azchildcare.org or 1-800-308-9000.

DES Child Care Program

Program Description

The Department of Economic Security (DES) provides child care programs that are funded with state and federal dollars. These programs will help eligible families with the cost of child care to enable parents to participate in employment or approved education and training activities related to employment.

Eligibility Information

DES Child Care eligibility requirements vary with each program. Some programs have income eligibility requirements based on the family size and gross income, and may require the family to pay a portion of child care costs.

A Child Care Specialist will help you with the selection of providers and will answer any questions about the program. You may also contact Child Care Resource and Referral (see page 16) for help in locating a child care provider.

Child care may be provided for a portion of a 24-hour day when neither parent is available to provide care due to participating in the eligible activities listed below:

- Employment, including the Block Grant Work and Transitional Child Care Programs (TCC). You may be eligible for DES Child Care if you are employed and meet income eligibility requirements;
- Participation in the DES JOBS Program; or
- High School, GED, or remedial education classes for teen parents

Other education and training activities will have the following requirements:

- The eligible parent who needs child care must be working an average of 20 hours per week;
- The education and training activities must be related to an employment goal; and

- The student must maintain satisfactory progress and remain in good standing with the educational institution.

Parents may also be eligible if they are:

- Unable or unavailable to provide care to their children due to a physical, mental or emotional condition; participation in a drug treatment or rehabilitation program; or a court ordered community service program; or
- Residing in a homeless or domestic violence shelter and unable to provide care for their children due to participation in shelter- directed activities.

Based upon your child care eligibility, you may select from the following types of child care providers which contract with DES:

- DES certified child care homes and in-home providers
- Arizona Department of Health Services (ADHS) certified group homes
- Arizona Department of Health Services licensed child care centers
- Non-certified relative providers (NCRP)

Child care providers contract with DES for payment and are not DES employees. Parents are required to sign children in and out of care to ensure accurate DES reimbursement. When searching for a child care provider, be sure to ask whether they have a contract to accept DES subsidies.

Cost of Child Care

- Child care charges are determined by each provider.
- Child care charges may vary depending on the age of your child and the type of provider you select.
- DES may pay a portion or all of the cost of child care depending on the program you are eligible for and the actual provider charges. In addition, DES may require you pay a specific co-payment.
- Child care charges may include registration, transportation, meals and other costs – DES does not pay for these charges.
- DES strongly recommends that you request information about child care charges from providers before selecting which provider you will use.
- You will be responsible for charges that exceed the DES payment and you are responsible for paying these to the provider. The DES required co-payment is collected by your child care provider(s). If you fail to pay your required DES co-payment to your provider you may lose your DES approved child care services.

How to Apply

To apply for child care services at your local DES Child Care office, you must:

- Meet the eligibility requirements;
- Provide information to the Child Care Specialist to arrange and maintain child care;
- Inform your Child Care Specialist of your provider choice; and
- Report changes regarding child care needs, provider selection, family size, employment, income, address and telephone number within two (2) days.

You can apply for child care assistance at your local DES Child Care office. You will need to fill out an application and have an interview with a Child Care Specialist who will determine if you qualify for one of the programs.

Documents To Bring

You will need to have the following documents and information when you apply:

- Identification and proof of citizenship or legal residency for the applicant (parent)
- Paycheck stubs
- Child support information
- Social Security award letters
- Education and training schedules
- Medical documentation for disabled parents
- Provider name and location (if available)

Where to Apply

Apply at your local DES Child Care Office listed below:

Apache County

Eagar
928-333-3161

St. Johns
928-337-2113

Cochise County

Douglas, Sierra Vista,
Bisbee and Benson
520-439-4659

Coconino County

Flagstaff
928-774-5055

Page
928-645-8103

Gila County

Globe
520-836-0093

Payson
928-469-9800

Graham County

Safford
928-428-3405

La Paz County

Parker
928-669-8385

Maricopa County

Avondale
623-925-0095

Mesa
480-831-1070

Peoria
602-771-0014

Phoenix, McKinley
602-254-5823

Phoenix, South Central
602-276-5527

Phoenix, Union Hills
602-569-4719

Mohave County

Kingman
928-753-6621

Bullhead City
928-704-7776, ext 2262

Lake Havasu City
928-854-0372

Navajo County

Holbrook
928-289-3807

Winslow
928-289-3807, ext 8

Show Low
928-532-4381

Pima County

Tucson, Toole Ave
520-791-2732

Tucson, 22nd St
520-584-8226

Tucson, Ft. Lowell
520-293-0214

Tucson, West, Irvington
520-741-7188

Pinal County

Apache Junction
480-373-2177

Casa Grande
520-836-0093

Coolidge
520-723-5351, ext 1069

Kearny
520-363-5569

Mammoth
520-487-2366

Santa Cruz County

Nogales
520-377-5907

Yavapai County

Cottonwood
928-634-7561

Prescott
928-277-2850

Yuma County

Yuma
928-783-2863

Child Care Resource & Referral (CCR&R)

If you are looking for child care, CCR&R has a listing of programs to help you find the care that fits your needs and has information about what to look for when selecting a provider. All of CCR&R's services are free of charge. These services include:

- Information about your choices for child care
- Child Care Referrals
- Provider workshops and community trainings

To find out more information about CCR&R services call:

Statewide
1-800-308-9000

Northern Arizona/Phoenix
602-244-2678

Southern Arizona/Tucson
520-325-5778

Western Arizona/Yuma
928-783-4003

Or visit CC&R online at www.azchildcare.org

CCR&R provides referrals only and does not recommend or endorse any particular child care setting.

Head Start and Early Head Start

Program Description

Head Start/Early Head Start is a federally funded child and family development program for low-income families and families whose children have disabilities or other special needs. Children served range in age from 3-5 years old, with priority given to 4 year olds who will enter kindergarten the following year. Assistance is provided through five service components: education, health, nutrition, social services, and parental involvement. Through these five service components, children may receive individualized learning experiences, physical examinations, immunizations, hot meals and more. Early Head Start is for pregnant mothers and for children birth through 3 years of age, and is available in select communities.

Eligibility Information

Children must be 3-4 years of age before September 1 of each school year to enroll in Head Start. Early Head Start enrolls pregnant women and children from birth through age three. Families must meet low-income requirements based on the Federal Poverty Level. (Note: Families of children with special needs, families who are homeless, and foster children may not be subject to income eligibility requirements.)

How to Apply

Contact your local Head Start office to find out their specific requirements for eligibility and enrollment. Each program is slightly different.

Documents Needed

To enroll your child in Head Start you will be asked to fill out an application and provide information such as the child's birth certificate and immunization record, and verification of family income (prior year's tax return, paycheck stub, Cash Assistance, or notarized letter confirming income).

Where to Apply

For more information about Head Start programs, contact the office closest to you or the Arizona Head Start Association at 480-557-9607 or www.azheadstart.org.

Apache, Coconino, Navajo and Yavapai Counties

NACOG Head Start, Flagstaff
928-774-9504, ext 1107

Cochise, Graham, Greenlee, Pima and Santa Cruz Counties

Child-Parent Centers, Inc., Tucson
520-882-0100, ext 315

La Paz, Mohave and Yuma Counties

WACOG Head Start
928-782-1886

Pinal and Gila Counties

Pinal/Gila Community Child Services, Coolidge
520-723-5321

Maricopa County

City of Phoenix Head Start (Central, South and West Phoenix)
602-262-4040

Chicanos Por La Causa Head Start
(Early Head Start in select areas in Phoenix)
602-254-4827

Crisis Nursery (Early Head Start in select areas in Phoenix)
602-889-6165

Maricopa County Human Services
Head Start Zero-Five Program
480-464-9669 ext 200

Southwest Human Development
(Central, Northeast and East Phoenix)
602-266-5976, ext 116

Migrant Head Start

(statewide for eligible Migrant/Seasonal families)

Chicanos Por La Causa
602-254-4827

Tribal Head Start

Cocopah Tribal Head Start
928-662-2811

Colorado River Indian Tribes Head Start
928-662-4311

Gila River Head Start
520-562-3423

Havasupai Tribe Head Start
928-448-2821

Hopi Head Start
928-734-2230

Hualapai Tribe Head Start
928-769-2522

Navajo Nation Head Start
928-871-6902

Pascua Yaqui Head Start
520-838-7150

Quechan Head Start
760-572-0263

Salt River Pima-Maricopa Indian Community
480-362-2200

San Carlos Apache Tribe Head Start
928-475-2740

Tohono O'odham Head Start
520-383-8750

White Mountain Apache Head Start
928-338-4938

Child Support Enforcement

Program Description

Established in 1975 as Title IV-D of the Social Security Act, the Department of Economic Security Child Support Enforcement program is a federal, state, and local effort to collect child support from parents who are legally obligated to pay. Its goals are threefold: to ensure that children are supported by their

parents; to foster family responsibility; and to reduce the costs of welfare to the taxpayer. The program locates absent parents, establishes paternity, establishes and enforces child support and medical support orders and collects and distributes child support payments.

The Child Support Enforcement program does not handle other issues that people often have along with child support settlements. Problems such as property settlement, visitation and custody are not, by themselves, support enforcement issues, and by law the Child Support Enforcement program cannot extend its services to enforce court orders pertaining to them.

Eligibility Information

The Division of Child Support Enforcement provides free services to any parent or person with custody of a child who needs help.

These include:

- Establishment of legal paternity
- Establishment of child support orders and/or medical support orders
- Enforcement of a child support or medical support order, including those from other states.
- Enforcement of a court order for spousal maintenance when there is also a child support order
- Location of absent parent(s)
- Review of child support orders for a possible modification

If you are currently receiving public assistance such as Temporary Assistance for Needy Families (TANF) or are participating in a federally assisted Title IV-E Foster Care Program, you have already been automatically referred to the Division of Child Support Enforcement for services.

The Division of Child Support Enforcement must, in accordance with federal and state laws, attempt to protect from disclosure personally identifiable information concerning applicants or recipients of child support enforcement services.

How to Apply

You can download an application in either English or Spanish from the Child Support Enforcement website at www.azdes.gov/DCSE/, or contact the office nearest you.

Documents Needed

Along with a completed application please return any of the documents below, which you may obtain from the Clerk of the Court in the County where the child support order was entered:

1. If the establishment of Paternity is needed, please provide a copy of each child's birth certificate, and, if married, proof of your marriage.
2. A copy of any/all court order(s)/modification(s) that pertain to child support or paternity of the child(ren). Please include all paternity and child support orders, divorce decrees and other court records.
3. One copy of all payment records if available, pertaining to your case, if payment is ordered through a Court or clearinghouse. You do not need to provide a history of payments that have been made through the Arizona automated payment system ATLAS (Arizona Tracking and Locate Automated System).

Where to Apply

You can apply for Title IV-D, Child Support Enforcement by downloading an application from the Child Support Enforcement website at www.azdes.gov/DCSE/, or by requesting an application from the office nearest you.

DES/ Child Support Enforcement

Maricopa County
602-252-4045

Outside of Maricopa County
1-800-882-4151

Division of Child Enforcement Offices

Apache/Coconino Counties

2323 N Walgreen's St
#100
Flagstaff, AZ 86004
1-800-882-4151

Cochise County

Warren Plaza
7 Bisbee Rd
Suite D
Bisbee, AZ 85603
1-800-882-4151

Gila County

County Attorney's Office
Child Support Division
157 S Broad St
Globe, AZ 85501
928-425-4464 ext. 8847

Graham/Greenlee Counties

1938 Thatcher Blvd
Safford, AZ 85546
1-800-882-4151
928-428-6648

La Paz County

County Attorney's Office
Child Support Division
1000 S. Hopi
Parker, AZ 85344
1-800-882-4151

Maricopa County

DCSE North Region
13610 N. Black Canyon Hwy
S-106
Phoenix, AZ 85029
602-252-4045

DCSE East Region Office
2290 W Guadalupe Rd
Bldg. 3
Gilbert, AZ 85233
602-252-4045

DCSE South Region Office
515 N. 51st Ave
S-120
Phoenix, AZ 85043
602-252-4045

Mohave County

519 E Beale St
Suite 110
Kingman, AZ 86401
1-800-882-4151

Navajo County

County Attorney's Office
121 W Buffalo
Holbrook, AZ 86025
928-524-4730

Navajo Nation

Navajo Nation Department
of Child Support Enforcement
Tribal Hills Rd
Bld. # W008-104
Window Rock, AZ 86515
928-871-7194

Pima/Santa Cruz County

Tucson DCSE Office
7272 E Rosewood
Ste. 100
Tucson, AZ 85701
1-800-882-4151

Pinal County

County Attorney's Office
Child Support Team
39 N Florence St
Bldg D
Florence, AZ 85232
520-866-6615

Yavapai County

Prescott DCSE Office
1519 W Gurley
Suite 13
Prescott, AZ 86305
1-800-882-4151

Yuma County

1310 S 3rd Ave
Yuma, AZ 85364
928-539-1998

Promoting Safe and Stable Families Program

Program Description

Promoting Safe and Stable Families (PSSF) is a collection of 16 non-tribal and 7 tribal sites throughout the State providing a wide continuum of services ranging from pre-school programs to stabilizing foster home placements.

Most sites offer case management, child abuse education and awareness, early developmental assessment and intervention, parenting skills training, parent self-help groups, planned respite care, recreation, parent aides, counseling, emergency assistance and information and referral.

Eligibility Information

Programs are open to families with children. Most programs have few restrictions or qualifications for families to receive services. There is no income eligibility requirement.

How to Apply

Families may access the programs directly or be referred by another agency. The services are voluntary. To apply, contact the office closest to you.

Documents Needed

Documents needed will vary depending on the type of service(s) required.

Cochise County

Child and Family Resources – Southern Arizona Choices for Families

Sierra Vista/Benson Office
999 E. Fry Blvd
Suite 222
Sierra Vista, Az 85635
520-458-7348

Douglas/Bisbee Office
855 Cochise Ave
Douglas, AZ 85607
520-364-5150

Coconino County

Open Inn, Inc. The Alternatives Center for Family Based Services

823 W Clay Ave
Flagstaff, AZ 86001
928-214-9050

Graham County

Mt. Graham Safe House

P.O. Box 1202
Safford, AZ 85548
928-348-2593

Greenlee County

Child and Family Resources - Southern Arizona Choices for Families

301-B E. 4th St.
Safford, AZ 85548
928-348-9104

Mt. Graham Safe House

P.O. Box 1202
Safford, AZ 85548
928-348-9104

Maricopa County

Aid to Adoption of Special Kids (AASK) Family Connection Project

2320 N 20th St
Phoenix, AZ 85006
602-930-4443

Arizona Children's Association – Nuestra Familia

9401 W Garfield
Tolleson, AZ 85353
623-936-3980

Black Family and Children's Services

1522 E Southern Ave
Phoenix, AZ 85040
602-243-2068

Child and Family Resources – Choices for Families

700 W Campbell, Suite 3
Phoenix, AZ 85013
602-234-3941, ext 37

Child Crisis Center – Family Resource Center

170 W University
Mesa, AZ 85201
480-969-2308
480-834-9424

Desert Mission, Inc. – Marley House Family Resource Center

9221 N Central
Phoenix, AZ 85020
602-331-5817
602-870-6060, ext 6818

Mesa United Way – Family Support Program

137 E University
Mesa, AZ 85201
480-834-2121

Navajo County

Parenting Arizona – Winslow Family Resource Center

200 W Third St
Winslow, AZ 86047
928-289-5491

Pima County

Child and Family Resources Pima County Choices for Family Collaboration

2800 E Broadway
Tucson, AZ 85716
520-881-8940
520-321-3748

Open Inn, Inc. Center for Juvenile Alternatives

630 E 9th St
Tucson, AZ 85705
520-670-9040, ext 18

Pinal County

**Coolidge Unified School District #21
Coolidge Family Resource Center**
340 S Main St
Coolidge, AZ 85228
520-723-4711

Santa Cruz County

**Child and Family Resources –
Southern Arizona Choices for Families**
1827 N Mastick Way
Nogales, AZ 85621
520-281-9303

Yavapai County

**Parenting Arizona
Parenting Arizona Family Resource Center**
753 N Main
Suite D
Cottonwood, AZ 86326
928-639-1227

Yuma County

**Child and Family Resources
Choices for Teen Parents**
1020 S 4th Ave, Suite A
Yuma, AZ 85364
928-783-4003

Tribal Programs

Ak Chin Indian Community
48203 W Farrell Rd
Maricopa, AZ 85239
520-568-1760

Hualapai Tribe
P.O. Box 179
460 Hualapai Way
Peach Springs, AZ 86434
928-769-2200

Quechan Indian Tribe
P.O. Box 1899
Yuma, AZ 85366
760-572-1080

Salt River Pima-Maricopa Indian Community
10005 E Osborn Rd
Scottsdale, AZ 85256
480-850-8545

San Carlos Apache Tribe
P.O. Box O
San Carlos, AZ 85550
928-475-2313

Tohono O'odham Nation
P.O. Box 810
Sells, AZ 85634
520-383-6100

White Mountain Apache Tribe
P.O. Box 1870
White River, AZ 85941
928-338-4164

Healthy Families Arizona

Program Description

Healthy Families Arizona is a voluntary, in-home visitation program that serves at-risk families during pregnancy and after the birth of the baby. Intensity of services provided is based on each family's individual needs, beginning weekly and moving gradually to quarterly home visits as families become more self-sufficient.

Families are contacted during pregnancy or after the birth of the baby if there are certain risk factors such as poverty, unemployment, substance abuse, domestic violence or other high stress factors.

Services include helping families link with community services such as child care, health care and housing. Education is provided related to child development, nutrition and safety. Emotional support and encouragement to new parents are key to this program.

Eligibility Information

The program is free to qualifying families. Families must live in an area served by a Healthy Families Arizona program. Baby must be under three months of age at enrollment into the program. Proof of citizenship is not required.

How to Apply

You can apply for the Healthy Families Arizona Program by contacting one of the service providers in your area listed below. If you need further information visit the program website at www.healthyfamiliesarizona.org or contact DES Office of Prevention & Family Support at 602-542-0218.

Documents Needed

When you enroll in the program you will be told of any documents that may be needed.

Where to Apply

Cochise County

Douglas/Bisbee/Sierra Vista
520-458-7348

Coconino County

Flagstaff/Page/Tuba City
928-679-7237

Graham County

Safford
928-428-7248

Maricopa County

All areas
602-266-5976

Mohave County

Lake Havasu City
928-453-5800

Kingman
928-753-4410

Bullhead City
928-758-9300

Navajo County

Winslow
928-283-4217

Pima County

All areas
520-321-4217

Pascua Yaqui Tribe
520-879-6117

Yavapai County

Prescott
928-771-5651

Yuma County

Yuma
928-341-2385
928-341-2397

Child Protective Services (CPS)

Program Description

Child Protective Services (CPS) investigates child abuse or neglect by parents, guardians, and custodians, and helps parents identify services and supports that make homes safer for children. The goal of CPS is to ensure the safety of children while maintaining the integrity of the family. CPS tries to balance the legal rights of parents and needs and rights of children to live in a safe home.

When suspicions of abuse or neglect are reported to the Child Abuse Hotline, CPS specialists investigate the safety of the children. CPS specialists help families identify their strengths and build on those strengths in order to make their home safer and more capable of meeting their children's needs. In the majority of cases, the children remain in their homes with their parents.

If it is determined that children cannot remain safely with their families, then CPS may temporarily place the child in out-of-home care. When a child is removed from the home, CPS specialists continue to work with the family to identify services and supports needed to remedy the situation so that the child can be safely returned to the home. Children are placed in the most family-like setting possible with preference given first to relatives. If the child's home cannot be made safe, then CPS works to find a safe, permanent home as quickly as possible through adoption or guardianship.

How to Report Suspected Abuse:

If you believe a child is in immediate danger, please call 9-1-1. CPS has established relationships with law enforcement and will often work with police on these cases. An allegation may be made when a child is the victim of physical, sexual or emotional abuse, neglect, abandonment or exploitation AND the child's parent, guardian or custodian caused or failed to protect the child from the abuse or neglect.

Examples of Situations Warranting a Report:

- When a child discloses to you that he/she has been abused.
- When you witness abuse or neglect.
- When unexplained injuries or behavior lead you to suspect abuse.
- When a third-party discloses information that a child is being abused or neglected.

Information Needed For a Report

All reports of abuse and neglect are centralized via the **Child Abuse Hotline (1-888-767-2445)**. Submission of documents is not required unless you are a professionally mandated reporter. CPS Hotline staff will ask a caller questions to determine whether the allegations meet the criteria for a CPS report. They will also ask for detailed information about the child's home and school so that the child can be located. All calls will be kept confidential **if requested**.

The more information the caller provides, the more readily CPS and/or law enforcement can respond. Try to provide specifics such as:

- What happened?
- When did it happen?
- Where did it happen?
- Who did this to the child?
- Where does the child live or attend school?

When in doubt, report! By law, CPS cannot become involved on behalf of a child unless it receives a report alleging suspected abuse or neglect. **Your call could save a life!**

Where to Report

Anyone who believes that a child is being abused or neglected should call the statewide **Child Abuse Hotline at 1-888-SOS-CHILD (1-888-767-2445)**.

The Child Abuse Hotline is available 24 hours per day, 7 days per week.

**If you believe that a child
is in immediate danger,
call 9-1-1**