



*Arizona Department of Child Safety*

Douglas A. Ducey  
Governor

Gregory McKay  
Director

March 12, 2015

Ms. Debra K. Davenport  
Office of the Auditor General  
2910 North 44<sup>th</sup> Street, Suite 410  
Phoenix, Arizona 85018

Re: Auditor General Report on Child Abuse or Neglect Reports, Substantiation Rate, and Office of Child Welfare Investigations Audit Response

Dear Ms. Davenport:

The Arizona Department of Child Safety (Department) appreciates the opportunity to provide this response to the Auditor's General's report on Child Abuse or Neglect Reports, Substantiation Rate, and Office of Child Welfare Investigations. The Department values the collaborative effort of the Auditor General's staff throughout this audit.

Enclosed is the Department's response to each individual recommendation. Thank you again for the opportunity to provide feedback, we agree to the recommendations and believe that the recommendations are constructive in helping the Department better serve the children of Arizona.

Sincerely,

Gregory McKay  
Director

Enclosure

cc: Shalom Jacobs, Deputy Director of Operations

**ARIZONA DEPARTMENT OF CHILD SAFETY'S RESPONSE TO THE OFFICE OF  
THE AUDITOR GENERAL'S REPORT ON  
CHILD ABUSE OR NEGLECT REPORT, SUBSTANTIATION RATE and OFFICE  
OF CHILD WELFARE INVESTIGATION**

The Department's response to the Auditor General's recommendations is described below:

**RECOMMENDATION 1:**

The Department should continue its efforts to co-locate OCWI staff, department caseworkers, and other investigative staff as the OCWI expands.

**DCS Response:**

The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

**RECOMMENDATION 2:**

The Department should work with the Maricopa and Pima County attorneys to update the multidisciplinary protocols to include information on the OCWI's role in child abuse and neglect investigations, including a description of information to be shared between local law enforcement and the OCWI. Further, as OCWI expands the department should take steps to ensure that other counties where OCWI conducts investigations have up-to-date multidisciplinary protocols.

**DCS Response:**

The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

**RECOMMENDATION 3:**

The Department should enhance its training related to criminal conduct investigations by:

- a. Ensuring all OCWI investigators and department case workers attend the advanced joint investigations class; and
- b. Adding instruction on the specific roles of OCWI investigators and department caseworkers during a criminal conduct investigation into its investigative training curriculum, including instruction specific to the policies, procedures, and protocols governing these investigations.

**DCS Response:**

The finding of the Auditor General is agreed to and the audit recommendation will be implemented.