



support

What is Differential Response?

Differential Response (DR) is another way of responding to allegations of child maltreatment. DR is different from DCFS's traditional investigation process. It allows some allegations that meet the criteria of maltreatment 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 address the allegation and prevent the occurrence of future maltreatment.

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 Numbers, and 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

Family Service Worker	Telephone
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Family Service Worker Supervisor	Telephone
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Kimberly Rudd	501-396-6237
DR Coordinator	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

How Does DR Work?

1. A report of alleged maltreatment 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 maltreatment.
3. Reports are either "screened-in" or "screened-out" based upon state maltreatment criteria (the child's age and any disabilities will further determine whether these allegations will go to the DR or investigative track.
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.



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 caregivers 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 children, 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 those allegations listed on the next page under "What Allegations are Accepted to DR?".

What Allegations are Accepted to DR?

- Inadequate Food
- Inadequate Clothing
- Inadequate Shelter
- Inadequate Supervision
- Educational Neglect
- Environmental Neglect
- Medical Neglect
- Lock Out

The allegations below will also be sent to the DR track if they allegedly occurred more than one year ago and/or if the hotline caller cannot verify an injury through physical signs (e.g., scarring), medical information, dated photographs, etc.:

- Striking a child age 7 or older on the face
- Striking a child with a closed fist
- Human Bites
- Sprains/Dislocations
- Throwing a child

**If any of these five allegations allegedly occurred less than one year and/or if the caller can verify an injury through physical signs, medical information, dated photographs, etc. then the allegations will be sent to the investigative track.*