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Date: August 9th, 2022
To: All DCS Staff
From: Sarah Sailors
Subject: Intercounty Courtesy Requests
DCS-22-1

As a result of a Rapid Improvement Event (RIE) regarding Courtesy Interviews between the Department of Child Services (DCS) local offices in June 2022, a plan was made to streamline the process. The new process requires clear, consistent communication between county offices, both verbal and written, and eliminates the need for multiple levels of management approvals. The changes will also clarify the procedural steps when courtesy interviews are necessary. The local offices should collaborate with each other during the courtesy request process to ensure the best possible outcomes for children and families.

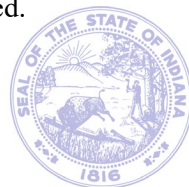
Effective August 9th, 2022, communication between local offices regarding courtesy interviews will occur at the supervisor level utilizing the local office on-call phone line. Local Office Director (LOD) approval is no longer necessary when requesting a courtesy interview from another county. A courtesy interview may be requested when the interview subject or child's home is one (1) or more hours away from the requesting local office. If the interview subject or child's home is located within the receiving county and all required information is provided, the receiving county may not decline the request.

Upon identifying a need for a courtesy interview, the Family Case Manager (FCM) will:

1. Submit the courtesy request to an FCM Supervisor;
2. Utilize critical thinking to decide whether the request is appropriate, and if deemed appropriate, determine the appropriate county to send the request;
3. Work with the FCM Supervisor to compose an email to send to the receiving local office; and
4. Document the receiving county's response in the case management system, upon approval of the request.

The sending FCM Supervisor will:

1. Call the receiving local office at the local office on-call phone line to speak to an FCM Supervisor or office designee regarding the courtesy request;
2. Provide clear information as to what is needed and/or concerns that should be addressed through the courtesy interview process and confirm the following:
 - a. The request is being made to the correct county, and
 - b. The five (5) day timeframe for completion of the interviews is appropriate or a negotiated timeframe needs to be established.



Children will live in safe, healthy, and supportive families and communities.

Note: If there is disagreement or conflict regarding the timeframe for completion of the interviews, the LOD should be consulted.

3. Send an email to the receiving FCM Supervisor or office designee with the following information:
 - a. Electronic link to the assessment,
 - b. Contact information of the assigned FCM,
 - c. Phone number and address for persons to be interviewed,
 - d. Pertinent information describing what activities should be completed as part of the courtesy request (e.g., Safety Plan, photographs, consent forms), and
 - e. Five (5) day timeframe for completion of the interviews or a negotiated timeframe.

The receiving county will complete the courtesy request within five (5) business days or within the original negotiated timeframe. This includes:

1. Completion of the requested interviews; and
2. Entering contacts and uploading pertinent documents and photographs in the case management system.

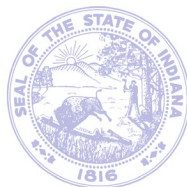
Note: If the interview subject was unable to be located, the assisting county should respond to the original email advising of this.

All requirements in policy [4.12 Courtesy Interviews](#) should continue to be met. The policy will be updated to reflect these practice changes.

APPROVED

Date: August 9th, 2022

Sarah Sailors
Deputy Director of Field Operations



Protecting our children, families, and future