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Child Support Hotline: 800-840-8757
Child Abuse and Neglect Hotline: 800-800-5556

Date: March 1, 2021
To: MaGIK Users
From: Sarah Sailors, Deputy Director of Field Operations
Subject: Professional Service Request (PSR)
DCS-21-02

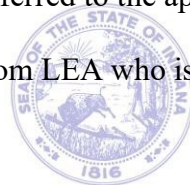
Effective January 5, 2021, the Indiana Department of Child Services (DCS) will implement a Professional Service Request (PSR) process which facilitates cooperation with community professionals who request assistance from DCS when there are no allegations of Child Abuse and/or Neglect (CA/N) that meet legal sufficiency. The PSR resulted from a Rapid Improvement Event (RIE) completed in December 2020, which focused on intake reports received by the DCS Child Abuse Hotline (Hotline), from courts, law enforcement agencies (LEAs), prosecutors, and out-of-state child services agencies.

Note: A PSR is not an assessment. If at any time there is an allegation of CA/N, the process shall be converted to an assessment. The allegations will be reported to the Hotline and the assessment will be initiated timely. See policy [4.38 Assessment Initiation](#) for further guidance.

When a call is initiated through the Hotline by a court, prosecutor, LEA, or out-of-state child service agency, or on behalf of the designated professional, the Hotline Intake Specialist (IS) will ask the caller if there are concerns of CA/N or if assistance is needed. If the caller reports suspected CA/N, the call will be handled as an assessment. See policy [3.02 Creating a Child Abuse and/or Neglect Intake Report](#) for further guidance. Calls which do not include allegations of CA/N which meet legal sufficiency will be considered a PSR.

Following a determination that the call is a PSR, the IS will gather information from the caller to complete the PSR in the case management system. The PSR will be reviewed by the Hotline Intake Supervisor and, if approved, transferred to the appropriate DCS local office.

Note: When a PSR is received from LEA who is requesting immediate assistance at the



scene, the IS will request essential information from the Report Source. At the end of the call, the IS will contact the DCS local office directly and will email notes to the local office, if requested, prior to completion of the PSR.

Upon receipt of a PSR by the DCS local office, the Family Case Manager (FCM) Supervisor will review the PSR and assign it to an FCM.

Note: DCS will provide immediate assistance when LEA requests an FCM on the scene or immediate direct contact.

Following assignment of a PSR, the FCM will review the PSR, contact the Report Source within five (5) calendar days to discuss the PSR and ensure a mutual understanding, and complete the PSR Report within 14 calendar days and upload it to the case management system. Collateral contacts are not required but the FCM may contact any other person(s) necessary to complete the PSR (including the child with consent of the parent, guardian, or custodian). The FCM may view the home, take photographs, and utilize other resources, as appropriate to complete the request.

Note: Exceptions may be created in the case management system for non-required portions of a PSR.

The FCM will staff the PSR with the FCM Supervisor, prior to submission for approval. Following review and approval of the PSR in the case management system, the FCM Supervisor will close the PSR.

Questions regarding this new process should be directed to SSAT@dcs.in.gov.

Sincerely,



Sarah Sailors, MSW
Deputy Director of Field Operations



Protecting our children, families and future