



Tennessee Department of Children's Services
Work Aid 5: CPS Courtesy Requests

Child Protective Services (CPS) will accept and conduct courtesy requests that meet established criteria.

Courtesy Interview	Criteria
A. Out of State Courtesy Request	<ol style="list-style-type: none">1. An Out of State Courtesy (OOSC) is a request initiated by an out of state child protective services agency, and is typically a single occurrence visit. The request is commonly associated with a CPS assignment of a child and family located in Tennessee. OOSC requests are received by the TN Child Abuse Hotline (CAH), entered into TFACTS, and submitted to the TN county of jurisdiction. The requests may include, but are not limited to, the following:<ul style="list-style-type: none">♦ An interview with an alleged child victim (ACV);♦ An interview with an alleged perpetrator (AP);♦ An interview with a sibling of the ACV; or♦ An interview with caretaker;♦ Home visit2. Courtesy requests made by out of state CPS agencies may be accepted or denied based on the following considerations:<ul style="list-style-type: none">♦ The best interests of the child and family;♦ The urgency of the request;♦ The ability to conduct the requested tasks;♦ The underlying safety and risk issues;♦ If the request is for placement across state lines and is not in compliance with the TN Interstate Compact on the Placement of Children (ICPC).

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	<ul style="list-style-type: none"> ◆ Request is to hold or transport children to meet out of state agency requestor; ◆ Requests for continuous monitoring/visits; ◆ Other relevant information. <p>3. For out of state only courtesy requests, Tennessee CPS must:</p> <ul style="list-style-type: none"> a) Make follow up contact with the requesting party by telephone or email to discuss any additional information related to the request within three (3) business days of assignment. b) Document the information gathered in TFACTS within thirty (30) calendar days of receiving the request. c) Complete the <u>Notification of Courtesy Request</u> form and send it to the requestor via email or fax within thirty (30) calendar days of receiving the request; d) Complete and close the out of state courtesy case in TFACTS within thirty (30) calendars days of receiving the request.
B.In-State Courtesy Request	<p>1. An In-State Courtesy request is initiated when another Tennessee CPS county requests the completion of tasks commonly associated with a case assignment of a child and family located in another county within Tennessee. These requests are not received by the TN Child Abuse Hotline (CAH) for intake purposes, but are facilitated through the CAH CPS Regional Intake Analyst between each county or region.</p> <p>2. The request is entered onto the In-State Courtesy Request form. The request is emailed to the CAH CPS Regional Intake Analyst. The request should include the following:</p> <ul style="list-style-type: none"> ◆ Case assignment number; ◆ Case name; ◆ Assigned case worker and contact phone number; ◆ Assigned case worker's supervisor and contact phone number; ◆ Reader(s) handling the initial facilitation of the request; ◆ Who needs to be seen, applicable location (i.e., address, phone numbers, ACV school, etc.); ◆ What needs to be completed (i.e., forensic, home visit, initial face to face, paperwork, etc.); ◆ Date of completion; ◆ Any other relevant information

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	<p>3. In-State Courtesy may be accepted or denied based on the following considerations:</p> <ul style="list-style-type: none"> ◆ If the location of the request is 50 miles or less from requesting county office location; ◆ The best interests of the child and family; ◆ The urgency of the request; ◆ The ability to conduct the requested tasks; ◆ The underlying safety and risk issues; ◆ Initial action step for potential transfer of case assignment; ◆ Other relevant information. <p>4. The assigned courtesy worker will perform the following tasks:</p> <ul style="list-style-type: none"> a) Make follow up contact with the requesting county case worker by telephone or email to discuss any additional information related to the request prior to visit and/or within seven (7) calendar days; b) Interview the ACV within the assigned priority response. However, if the AP will have access to the ACV prior to the assigned priority response, contact must be made immediately. If the priority response was previously met by the originally assigned county, the CPS worker should make contact with the ACV within seven (7) calendar days of receiving the courtesy request. If there are immediate safety concerns at the time of the request the CPS worker must make contact immediately; c) The CPS worker must interview all other individuals identified within the courtesy request within seven (7) calendar days of receiving the courtesy request. If there are immediate safety concerns at the time of the request, the CPS worker must make contact immediately; d) If the initial face-to-face effort was unsuccessful, the CPS worker should refer to Good Faith Efforts in Policy <u>14.4. CPS: Locating the Child and Family</u>, in follow-up attempts to locate the family. e) Complete courtesy request and enter into TFACTS case within fourteen (14) calendar days.

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C. Border Agreement	<p>Border Agreements in Effect:</p> <ul style="list-style-type: none"> a) Tennessee/Virginia Non-Custody Border Agreement between TN Dept. of Children’s Services, Northeast Region and VA Local Dept. of Social Services in VA Judicial Districts 28, 29 and 30. b) Tennessee/Georgia Border Agreement between Tennessee Department of Children’s Services (TN DCS), Tennessee Valley Region, Hamilton and Marion Counties and Georgia Department of Family and Children Services (GA DFCS) Dade and Walker Counties. c) Tennessee/Kentucky Border Agreement between Tennessee Department Of Children’s Services (TN DCS), Mid-Cumberland Region, Montgomery County and Kentucky Department for Community Based Services, Division of Protection and Permanency (KY DCBS), Christian, Trigg, and Todd Counties of the Lakes Region. d) Tennessee/Alabama Border Agreement between Tennessee Department of Children Services (TN DCS) Franklin, Lincoln, Giles, Lawrence, Wayne, Hardin and Marion Counties and Alabama Department of Human Resources (AL DHR) Lauderdale, Limestone, Madison and Jackson Counties. <p>TN Child Abuse Hotline Process:</p> <ul style="list-style-type: none"> a) TN Child Abuse Hotline receives a call from KY, GA, AL or VA specifically requesting a Border Agreement Safety Study. TN CAH staff will document all information in TFACTS using the Out of State Courtesy Intake located on the “Other Workload” in TFACTS. b) TN CAH staff will process this referral as an immediate assistance P1. c) TN CAH staff will perform the standard TFACTS History search with the information provided and document the findings in the narrative of the referral. d) TN CAH Supervisor will use the standard methods of ‘P1 Notification’ to alert the TN county with jurisdiction. <ul style="list-style-type: none"> ◆ During business hours, the TN CAH staff will notify the receiving county via the applicable CPS regional email distribution group. ◆ After hours, the TN CAH will use MIR3 to page the designated county with jurisdiction.
D. Courtesy Requests - Afterhours	<ul style="list-style-type: none"> 1. OOSC – CAH staff will only page the TN CPS field via MIR3 for an emergency response if request is to make contact with ACV at a hospital (safety risks are involved) or similar situation that would have typically met TN’s version of a P1 immediate response. 2. In-State – Only applicable for P1 or Immediate Assistance referrals where the courtesy response is urgent and unable to wait until next business day. CPS Field staff will email the CAH their request via the Hotline supervisory email group. The CAH will only facilitate the contact via a page in MIR3.

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E. Identifying Services	<p>If the need for services is identified during the course of conducting a courtesy request, the CPS worker consults with their supervisor to determine the following:</p> <ol style="list-style-type: none"> 1. If the family will be referred for services; 2. If a referral to the Child Abuse Hotline is needed to address new or additional safety concerns; and 3. If a consult is needed with Family Support Services for a case transfer to monitor the family and intervention.