



## Tennessee Department of Children's Services Work Aid 7 – CPS Courtesy Requests

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

| Courtesy Interview                      | Criteria   |
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| <b>A. Initiating a Courtesy Request</b> | <ol style="list-style-type: none"><li>1. A courtesy request is initiated when another Tennessee Department of Children's Services (DCS) county or an out of state child protection services agency requests the completion of tasks commonly associated with an initial investigation or assessment of a child and family located in Tennessee. Courtesy requests may include, but are not limited to:<ol style="list-style-type: none"><li>a) An interview of an alleged child victim (ACV);</li><li>b) An interview of an alleged perpetrator (AP);</li><li>c) An interview of a sibling of an ACV; or</li><li>d) A home visit, applicable for in-state courtesy requests only.</li></ol></li><li>2. When submitting a courtesy request, the requestor should consider the information listed below. Courtesy requests made by out of state agencies may be accepted or denied based on the following considerations:<ol style="list-style-type: none"><li>a) The best interests of the child and family;</li><li>b) The promptness and accuracy of the request;</li><li>c) The ability to conduct the requested tasks;</li><li>d) The underlying safety and risk issues; and</li><li>e) Other relevant information.</li></ol></li></ol> |

| Courtesy Interview                      | Criteria  |
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|   | <p>3. Courtesy requests submitted by Tennessee CPS should:</p> <ol style="list-style-type: none"> <li>Be requested from one CPS supervisor to another CPS supervisor. The time-sensitive nature of the request must be considered when making a determination to send the request via email or by telephone.</li> <li>The request should include: <ul style="list-style-type: none"> <li>◆ A summary of the allegations listed in the referral;</li> <li>◆ The identified family members that contact is to be made with, if known, including names, ages, and addresses;</li> <li>◆ Any known or reported safety hazards;</li> <li>◆ The scope of investigative tasks to be completed;</li> <li>◆ Contact information for the family and investigator in the requesting county;</li> <li>◆ Who has custody of the child(ren);</li> <li>◆ A list of any forms to be completed with the family;</li> <li>◆ Upcoming court dates;</li> <li>◆ Time-lines for conducting requested tasks; and</li> <li>◆ Other relevant information.</li> </ul> </li> </ol> |
| <b>B. Conducting a courtesy request</b> | <p>CPS participates in and completes timely courtesy tasks as requested across regional and state lines.</p> <ol style="list-style-type: none"> <li>For both in state and out of state courtesy requests, the CPS worker must: <ol style="list-style-type: none"> <li>Make follow up contact with the requesting party by telephone or email to discuss any additional information related to the request; and</li> <li>Document the information gathered in TFACTS within twenty-one (21) calendar days of receiving the request.</li> </ol> </li> <li>For out of state only courtesy requests, Tennessee CPS must: <ol style="list-style-type: none"> <li>Complete the <b><i>Notification of Courtesy Request</i></b> form and send it to the requestor via email or fax within twenty-one (21) calendar days of receiving the request; and</li> <li>Complete and close the out of state courtesy case in <b><i>TFACTS</i></b> within twenty-one (21) calendars days of receiving the request.</li> </ol> </li> </ol>                                 |

| Courtesy Interview             | Criteria  |
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|                                | <p>3. For in-state only courtesy requests,</p> <ul style="list-style-type: none"> <li>a) The CPS worker must 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. <ul style="list-style-type: none"> <li>◆ If the priority response was previously met by the originally assigned county, the CPS worker should make contact with the ACV within fourteen (14) 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.</li> </ul> </li> <li>b) The CPS worker must interview all other individuals identified within the courtesy request within fourteen (14) 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.</li> <li>c) If the initial face-to-face effort was unsuccessful, the CPS worker should refer to Good Faith Efforts in Policy <a href="#"><u>14.5, CPS: Locating the Child and Family</u></a>, in follow-up attempts to locate the family.</li> </ul> <p><b>NOTE:</b> Courtesy requests do not apply to border agreements.</p> |
| <b>C. Identifying Services</b> | <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> <ul style="list-style-type: none"> <li>1. If the family will be referred for services;</li> <li>2. If a referral to the Child Abuse Hotline is needed to address new or additional safety concerns; and</li> <li>3. If a consult is needed with Family Support Services for a case transfer to monitor the family and intervention.</li> </ul>  |