

# INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY

Chapter 3: Child Abuse Hotline Effective Date: July 1, 2017

Section 3: Service Request Intake Reports | Version: 3

# STATEMENTS OF PURPOSE

The Indiana Department of Child Services (DCS) Child Abuse Hotline (Hotline) will complete a <u>Service Request (SF 49548) (310SR)</u> in the case management system for situations that do not meet the statutory definition of Child Abuse and/or Neglect (CA/N).

Examples of Service Request Intake Reports include but are not limited to:

- 1. Courtesy interview requests;
- 2. Safe Haven intake reports; and
- 3. Requests received through the Interstate Compact on the Placement of Children (ICPC).

#### Code References

N/A

#### **PROCEDURE**

When creating a Service Request the Hotline Intake Specialist (IS) will:

- 1. Gather and document as much information as possible about the child's condition and the family's issues;
- 2. Gather the family's contact information, if known;
- 3. Create a <u>310SR</u> in the case management system. The <u>310SR</u> must be completed in the case management system by the end of the worker's shift;
- 4. Route the <u>310SR</u> to the Hotline Intake Supervisor for review and transfer to the DCS Local Office for followup; and
- 5. Create an Information and Referral if appropriate.

The Hotline Intake Supervisor will review the information contained on the report and do one of the following:

- 1. Evaluate the information and approve the Service Request;
- Override IS recommendation of "service request" and assign the report to the
  appropriate DCS local office for a CA/N assessment if the Hotline Intake Supervisor
  determines the circumstances meet the statutory definition of CA/N. Follow procedures
  in policy, 3.5 Supervisory Review of Child Abuse and/or Neglect (CA/N) Intake Reports;
  or
- 3. Send Information and Referrals (I&R) to the appropriate person.

**Note:** Hotline Supervisor review on any report may be bypassed at DCS management discretion.

#### **PRACTICE GUIDANCE**

# Finding Community Resources (Service Providers)

Consider the following sources for information:

- 1. Printed and online local community resource directories; and
- 2. Indiana 2-1-1 (dial 2-1-1; not available in all counties) or local Information and Referral (I&R) hotlines.

## **Information and Referral (I&Rs)**

I&Rs are reports that do not meet the statutory definition of CA/N but DCS is provided with information by the caller regarding an open case or assessment. Additional examples of I & R's include but are not limited to, providing the caller with information about Community Partners, Food Banks, and Mental Health Providers, etc.

#### **FORMS AND TOOLS**

Service Request (SF 49548) (310SR) – Available in the case management system

# **RELATED INFORMATION**

N/A