

	INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY	
	Chapter 4: Assessment	Effective Date: January 1, 2022
	Section 48: Professional Service Request (PSR)	Version: 1

POLICY OVERVIEW

This policy does not apply to Family Evaluations. For information regarding Family Evaluations, send inquiry to family.evaluation@dcs.in.gov. For information regarding the completion of a courtesy interview by another DCS local office, see policy 4.12 Courtesy Interviews Between local DCS Offices. For information regarding the handling of Safe Haven Intake Reports, see policy 4.34 Safe Haven and Abandoned Infants.

Professional Service Requests (PSRs) are used to effectively utilize resources while facilitating cooperation between the Indiana Department of Child Services (DCS) and community professionals or DCS and out-of-state child services agencies.

PROCEDURE

DCS shall cooperate with a PSR from designated professionals (e.g., a law enforcement agency [LEA], the court, or a prosecutor) when there are no allegations of Child Abuse and/or Neglect (CA/N) or allegations do not meet legal sufficiency of CA/N. A PSR is not an assessment. During a PSR, DCS will provide immediate assistance when LEA requests a Family Case Manager (FCM) on the scene or immediate face-to-face contact with the family. If allegations of CA/N are identified at any point during the PSR process, the allegations of CA/N must be reported to the DCS Child Abuse Hotline (Hotline). DCS staff making a report should consider sending the report to the Hotline via email.

PSRs also include a request for information from an out-of-state child service agency. See policies 3.01 Receiving Calls and 3.03 Professional Service Request (PSR) Intake for additional information.

Note: This does not include a request through the Interstate Compact on the Placement of Children (ICPC). See policies in Chapter 9: Interstate Compact (ICPC) for additional information.

Upon assignment of a PSR, the FCM will:

1. Review the PSR;
2. Contact the Requestor within five (5) calendar days to discuss the purpose of the PSR and ensure a mutual understanding if not already contacted due to immediate need;
3. Document all contacts in the case management system;
4. Complete the PSR Report within 14 calendar days;

Note: Collateral contacts are not required, but the FCM may contact any other person, including the child, necessary to complete the PSR. If a child is contacted, a signed Consent of Parent, Guardian, or Custodian to Interview Child(ren) form must be obtained

prior to the contact. The FCM may view the home, take photographs, and utilize other resources as appropriate to complete the request.

5. Staff the PSR with the FCM Supervisor;
6. Upload the PSR Report to the case management system upon completion;
7. Submit the PSR to the FCM Supervisor for approval; and

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

8. Notify the Requestor/Report Source of the findings.

The FCM Supervisor will:

1. Review the PSR;
2. Assign the PSR to an FCM;
3. Discuss the PSR with the FCM during regular staffing and clinical supervision; and
4. Review and approve the completed PSR Report, if appropriate, and close the PSR.

LEGAL REFERENCES

- [IC 31-25-2-14 Cooperation with public and private agencies](#)

RELEVANT INFORMATION

Definitions

Clinical Supervision

Clinical Supervision is a process in which an individual with specific knowledge, expertise, or skill provides support while overseeing and facilitating the learning of another individual.

Professional Service Request

A Professional Service Request is a request from a designated professional such as LEA, the court, or a prosecutor where there is no allegation of CA/N, including a request for information from an out-of-state child service agencies.

Forms and Tools

- [DCS Child Abuse Hotline Email](#)
- DCS Child Abuse Hotline – 1-800-800-5556
- [Family Evaluations Email](#)
- Professional Service Request (PSR) – Available in the case management system
- [Professional Service Request \(PSR\) Report \(SF 57089\)](#)

Related Policies

- [3.01 Receiving Calls](#)
- [3.03 Professional Service Request \(PSR\) Intake](#)
- [4.12 Courtesy Interviews Between DCS Local Offices](#)
- [4.34 Safe Haven and Abandoned Infants](#)
- [Chapter 9: Interstate Compact \(ICPC\)](#)