

	<b>INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY</b>	
	<b>Chapter 4:</b> Assessment <b>Section 48:</b> Professional Service Request (PSR)	
	<b>Effective Date:</b> June 1, 2022	<b>Version:</b> 2

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## POLICY OVERVIEW

Professional Service Requests (PSRs) are completed to facilitate the use of community resources and cooperation between the Indiana Department of Child Services (DCS) and community professionals or DCS and out-of-state child services agencies.

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## 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 if the Requestor was not already contacted due to immediate need, and ensure the FCM and Requestor have a mutual understanding of the purpose;
3. Document all contacts in the case management system;
4. Complete the PSR Report within 14 calendar days;

**Note:** The FCM may contact other individuals, 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 in the case management system upon completion;
7. Submit the PSR to the FCM Supervisor for approval;

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

8. Notify the Requestor of the findings; and
9. Ensure a copy of the PSR is redacted and provide the redacted copy to the parent, guardian, or custodian upon approval by the DCS Staff Attorney.

The FCM Supervisor will:

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

The DCS Staff Attorney will ensure the PSR is appropriately redacted, upon request, prior to the FCM providing the PSR to the parent, guardian, or custodian.

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## RELEVANT INFORMATION

### Definitions

#### Case Staffing

Case staffing is a systematic and frequent review of all case information with safety and risk, stability, permanency, and well-being as driving forces for case activities.

#### 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 - 1-800-800-5556
- DCS Child Abuse Hotline Email 1 [DCSHotlineReports@dcs.in.gov](mailto:DCSHotlineReports@dcs.in.gov)
- Family Evaluations Email - [Family.Evaluation@dcs.in.gov](mailto:Family.Evaluation@dcs.in.gov)
- Professional Service Request (PSR) - available in the case management system
- [Professional Service Request \(PSR\) Report \(SF 57089\)](#)

### Related Policies

- [3.01 Receiving Reports of Suspected Child Abuse and/or Neglect \(CA/N\)](#)
- [3.03 Professional Service Request \(PSR\)](#)
- [4.12 Courtesy Interviews Between DCS Local Offices](#)
- [Chapter 9 - Interstate Compact \(ICPC\)](#)

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## LEGAL REFERENCES

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

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## PRACTICE GUIDANCE- DCS POLICY 4.48

*Practice Guidance is designed to assist DCS staff with thoughtful and practical direction on how to effectively integrate tools and social work practice into daily case management in an effort to achieve positive family and child outcomes. Practice Guidance is separate from Policy.*

N/A

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