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Child Support Hotline: 800-840-8757
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Date: August 9th, 2022
To: All DCS Staff
From: Sarah Sailors
Subject: Intercounty Transfer of Assessment
DCS-22-2

As a result of a Rapid Improvement Event (RIE) regarding Intercounty Transfer of Assessments in June 2022, a plan was made to streamline the procedure by eliminating the need for multiple levels of management approvals. The new approach will also provide clarity regarding which circumstances warrant intercounty transfers while also aligning with the Indiana Department of Child Services (DCS) Child Abuse Hotline's (Hotline) report assignment workflow to assign reports to the county in which the incident occurred.

Effective August 9th, 2022, communication between DCS local offices regarding intercounty transfer of assessment will occur at the supervisor level (or local office designee), utilizing the local office on-call phone line. FCM Supervisors should collaborate to ensure the best possible outcome for children and families. Upon a decision to transfer an assessment, an assessment transfer staffing should occur with the original assigned FCM/FCM Supervisor and the new FCM/FCM Supervisor. A transfer may not occur after 14 calendar days from the date of the report. Courtesy requests may be utilized at that time.

Decisions to transfer an assessment are at the discretion of the FCM Supervisor or office designee in which the assessment was assigned. It is not mandatory to transfer an assessment. Complex assessments may require the involvement of other management personnel. Any exceptions to policy [4.35 Transferring Intercounty Child Abuse and/or Neglect \(CA/N\) Intake Reports](#) require Local Office Director (LOD) or Regional Manager (RM) approval.

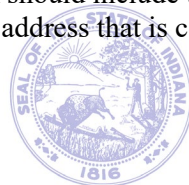
Upon identifying an assessment was sent to the wrong county, the FCM Supervisor will contact the Hotline and request the assessment be reassigned to the correct county.

Upon determining the incident county is different than the county assigned, the Family Case Manager (FCM) assigned to the assessment will:

1. Ensure the safety of the child;

Note: A courtesy interview may be necessary in the early stages of the assessment.

2. Participate in an in-depth discussion with the FCM Supervisor regarding the necessity of an intercounty transfer. This discussion should include the following:
 - a. The FCM providing an incident address that is corroborated from concrete evidence from a credible source; and



Children will live in safe, healthy, and supportive families, and communities.

- b. Whether child safety is able to be established prior to the transfer.
3. Enter all contacts, photographs, recordings, and/or pertinent information in the case management system prior to the transfer.

A FCM Supervisor will:

1. Participate in an in-depth discussion with the FCM and determine if an intercounty transfer is appropriate. If deemed appropriate, call the county extension number to speak to a FCM Supervisor or office designee;
2. Discuss the transfer and incident location with the FCM Supervisor or office designee;

Note: If there is a dispute regarding the intercounty transfer, the LOD should be contacted.

4. Send a follow up email to the county with the following information:
 - a. Electronic link to the assessment,
 - b. Summary of the conversation with the FCM Supervisor or office designee, and
 - c. Incident location.
5. Ensure all contacts, photographs, recordings, and/or pertinent information are entered in the case management system; and
6. Transfer the assessment within 24 hours of the decision to transfer, upon completion of the procedural steps above. This includes completing the following in the case management system:
 - a. Assign the assessment to the FCM Supervisor or office designee, and
 - b. Change the assigned county.

In the county where the incident occurred, the FCM Supervisor or office designee will:

1. Confirm the location is within their county and accept the transfer, upon receiving credible evidence supporting the transfer; and
2. Assign the assessment to a FCM within 24 hours of the transfer.

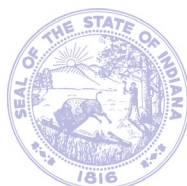
Requirements in policy [4.35 Transferring Intercounty Child Abuse and/or Neglect \(CA/N\) Intake Reports](#) should continue to be met. The policy will be updated to reflect these practice changes.

APPROVED

Date: August 9th, 2022

Sarah Sailors

Deputy Director of Field Operations



Protecting our children, families, and future