



INDIANA DEPARTMENT OF CHILD SERVICES CHILD WELFARE POLICY

Chapter 3: Child Abuse Hotline

Section 03: Professional Service Request (PSR)

Effective Date: November 1, 2023

Version: 6

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POLICY OVERVIEW

This policy does not apply to a request through the Interstate Compact on the Placement of Children (ICPC). For such requests, see policies in Chapter 9: Interstate Compact (ICPC) for additional information.

A Professional Service Request (PSR) is created to address a designated professional's request when an allegation that does not meet the statutory definition of Child Abuse and/or Neglect (CA/N) is made to the Indiana Department of Child Services (DCS) Child Abuse Hotline (Hotline).

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PROCEDURE

As outlined in the 3.A Tool: Hotline Intake Overview Flowchart, PSRs include, but are not limited to:

1. Requests from or on behalf of a court, prosecutor, or Law Enforcement Agency (LEA) (e.g., request for information in guardianship dissolution, LEA requests immediate assistance when there are no allegations of CA/N);
2. Requests from out-of-state child welfare agencies other than a courtesy interview; and
3. Courtesy interviews (e.g., out-of-state LEA requests DCS to interview a child, out-of-state child welfare agency requests DCS to interview a child).

When creating the PSR, the Hotline Intake Specialist (IS) will:

1. Gather and document as much information as possible about the child's condition and the family's concerns;
2. Gather the family's contact information, if known;
3. Create the PSR in the case management system; and

Note: The PSR must be completed in the case management system by the end of the IS's shift.

4. Send the PSR to the Hotline Intake Supervisor for review and transfer to the DCS local office for follow-up.

The Hotline Intake Supervisor will review the information contained on the PSR and complete one (1) of the following:

1. Override the IS recommendation of "Professional Service Request", and assign the report to the appropriate DCS local office for an assessment, if it is determined the

allegations meet the statutory definition of CA/N (see policy 3.08 Statutory Definition of Child Abuse and/or Neglect) and follow procedures in policy 3.05 Supervisory Review of Child Abuse and/or Neglect [CA/N] Intake Reports; or

2. Evaluate the information, approve the PSR, and send the PSR to the appropriate local county office queue. See policy 4.48 Professional Service Request (PSR) for further guidance regarding the DCS local office's handling of a PSR.

Note: At the discretion of DCS hotline management, the Hotline Intake Supervisor review of any intake report may be bypassed.

The DCS local county office will review the PSR report and make the final decision on how to proceed.

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RELEVANT INFORMATION

Definitions

N/A

Forms and Tools

- [3.A Tool Hotline Intake Overview Flowchart](#)
- Professional Service Request (PSR) - Available in the case management system

Related Policies

- [3.05 Supervisory Review of Child Abuse and/or Neglect \(CA/N\) Intake Reports](#)
- [3.08 Statutory Definition of Child Abuse and/or Neglect](#)
- [4.48 Professional Service Request \(PSR\)](#)
- [Chapter 9: Interstate Compact \(ICPC\)](#)

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LEGAL REFERENCES

N/A

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PRACTICE GUIDANCE- DCS POLICY 3.03

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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