



# COURTESY REQUESTS BETWEEN REGIONS

## STANDARD WORK

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This standard work outlines how sections in different regions work together when a courtesy request is made. Courtesy requests cannot be made when the address of the request is less than 90 miles from the office location or when the regions are within the same county. Courtesy requests may be used when: an in-person interview and/or assessment is needed for an individual located in another region; a region needs assistance with the emergency placement of a child; a home safety check is needed for a residence in another region; a one-time monthly child contact is needed; or one-time transportation assistance is needed.

### **Courtesy Requests Involving Concerns of Immediate Child Safety**

If the courtesy request is needed due to concerns of immediate child safety, this process in its entirety should not exceed 30 minutes.

1. The requesting Program Manager calls the receiving Program Manager, informs them of the request, and alerts them this is a request due to concerns of immediate child safety.
  - a. If the requesting Program Manager cannot reach the receiving Program Manager, they contact their Program Administrator.
2. The requesting Program Manager emails the receiving Program Manager and uses the subject line: Courtesy Request Assessment/Case #.
  - a. The requesting Program Manager includes the [Courtesy Request Form \(DCS-1924B\)](#).
3. The receiving Program Manager provides a response indicating if they agree to the request.
  - a. If the Program Managers are not in agreement:
    - i. The information is elevated to both the requesting and receiving Program Administrator immediately to decide.
    - ii. A decision is made by the Program Administrators and communicated to both Program Managers.
4. If the decision is made for the request to be completed:
  - a. The receiving Program Manager identifies a Program Supervisor to assist.
  - b. The receiving Program Supervisor identifies a Specialist to complete the courtesy request.
  - c. The receiving Program Supervisor emails the requesting Program Manager, Program Supervisor, and Specialist and includes the receiving Program Manager and Specialist to inform all of the intent to complete the courtesy request.
  - d. The Specialist completes the request and enters the relevant information into the electronic record.
  - e. The Specialist emails the requesting Program Manager, Program Supervisor, and Specialist and includes the receiving Program Supervisor and Program Manager to inform the team the request is complete and relevant information has been entered into the electronic record.

### **For All Other Courtesy Requests**

For all requests that do not have concerns of immediate child safety, this process in its entirety should not exceed 24 hours, excluding weekends and holidays.

1. The requesting Program Manager calls the receiving Program Manager, informs them of the request, and the response timeframe needed.
2. The requesting Program Manager emails the receiving Program Manager and uses the subject line: Courtesy Request Assessment/Case #:
  - a. The requesting Program Manager includes the [Courtesy Request Form \(DCS-1924B\)](#).
3. The receiving Program Manager provides a response indicating if they agree to the request.
  - a. If the Program Managers are not in agreement:
    - i. The information is elevated to both the requesting and receiving Program Administrator immediately to decide.

- ii. A decision is made by the Program Administrators and communicated to both Program Managers within an hour time frame.
4. If the decision is made for the request to be completed:
  - a. The receiving Program Manager identifies a Program Supervisor to assist.
  - b. The receiving Program Supervisor identifies a Specialist to complete the courtesy request.
  - c. The receiving Program Supervisor emails the requesting Program Manager, Program Supervisor, and Specialist and includes the receiving Program Manager and Specialist to inform all of the intent to complete the courtesy request.
  - d. The Specialist completes the request and enters the relevant information into the electronic record.
  - e. The Specialist emails the requesting Program Manager, Program Supervisor, and Specialist and includes the receiving Program Supervisor and Program Manager to inform the team the request is complete and relevant information has been entered into the electronic record.