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DIVISION OF CHILD AND FAMILY SERVICES**

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**Manual Transmission Letter (MTL)
Family Programs Office: Statewide Child Welfare Policy Manual**

MTL # 0201-04162013

04-16-2013

TO: Lisa Ruiz-Lee, Director - Clark County Department of Family Services
Betsey Crumrine, Social Services Manager V - DCFS – District Offices
Kevin Schiller, Director - Washoe County Department of Social Services

FROM: Jill Marano, Deputy Administrator, Division of Child and Family Services

POLICY DISTRIBUTION:

Enclosed find the following policy for distribution to all applicable staff within your organization:

- Intra-state Courtesy Supervision

This policy is/was effective: 05-01-2013

- ☒ This policy is new. Please review the policy in its entirety
- ☐ This policy replaces the following policy(s): MTL # _____ - _____ Policy Name: _____
- ☐ This policy has been revised. Please see below for the type of revision:
- ☐ This is a significant policy revision. Please review this policy in its entirety.
 - ☐ This is a minor policy revision: (List page number & summary of change):
 - ☐ A policy form has been revised: (List form, page number and summary of change):
- _____

NOTE:

- Please read the policy in its entirety and note any areas that are additionally required by your agency to be in compliance with the policy enclosed.
- This is an **All STAFF MEMO** and it is the responsibility of the person listed above to disseminate the policy enclosed to appropriate staff within his/her organization and to ensure compliance.
- The most current version of this policy is posted on the DCFS Website at the following address:
<http://dcfs.nv.gov/Policies/> . Please check the table of contents on this page for the link to the chapter you are interested in.

0201 Intra-State Courtesy Supervision

Policy Approval Clearance Record

☒ Statewide Policy ☐ Administrative Policy ☐ DCFS Rural Region Policy	☐ New Policy ☐ Modified Policy ☐ This policy supersedes:
Date Policy Effective:	05/01/2013
Attorney General Representative Review:	N/A
DCFS Deputy Administrator Approval	02/15/2013
DMG Original Approval	02/15/2013
DMG Approved Revisions	N/A

STATEMENT OF PURPOSE

Policy Statement and Purpose: The Division of Child and Family Services (DCFS), Clark County Department of Family Services (CCDFS), and Washoe County Human Services Agency (WCHSA) shall cooperatively extend reasonable courtesy services to children and families residing within their jurisdictional boundaries when services to the aforementioned families are requested and/or initiated by another Child Welfare Agency within the state.

When children, families and resources are located in another region within the state and outside the originating Agency's jurisdiction, consideration and courtesy shall be provided, when deemed reasonable and appropriate, in order to assist in the enhancement of child safety, permanency, and well-being.

1. Courtesy Supervision policy aims to encourage comprehensive and quality case management services as experienced by clients statewide.
2. Courtesy Supervision may include but is not limited to the following services:
 - a. Relative Home Study;
 - b. Courtesy Home Visit with Clients;
 - c. Coordination of Local Services;
 - d. Crisis Response
3. Intra-state assistance will be re-evaluated and recertified every six (6) months.
 - a. Recertification requires the Sending Agency to communicate to the Receiving Agency the progress and plan toward permanency, and establish a new request for assistance.

AUTHORITY

Federal: [Adoption and Safe Families Act of 1997 \(ASFA\)](#); [Indian Child Welfare Act of 1978 \(ICWA\)](#); [Social Security Act, Section 471 \(19\)](#)

NAC: [NAC 432B.070](#); [NAC 432B.180](#); [NAC 432B.185](#); [NAC 432B.240](#)

NRS: [NRS 432B.180](#); [NRS 432B.190](#)

DEFINITIONS

Child and Family Team (CFT): A team that is comprised of maternal and paternal family members, fictive kin, friends, foster parents, legal custodian, community support specialists, agency staff and other interested people identified by the family and agency who join together to empower, motivate, and strengthen a family, and collaboratively develop a plan of care and protection to achieve child safety, child permanency, and child and family well-being.

Receiving Agency: The Child Welfare Agency within the State of Nevada that receives the "Request for Intra-State Assistance" Packet and will supervise the custody of the child and provide requested assistance to the Sending Agency.

Sending Agency: The Child Welfare Agency within the State of Nevada who has custody of the child. The Sending Agency maintains jurisdiction of the child unless the custody is transferred to the Receiving Agency.

State: An alternate word for the Division of Child and Family Services (DCFS) or Family Programs Office (FPO).

UNITY: Unified Nevada Information Technology for Youth is Nevada's electronic Comprehensive Child Welfare Information System (CCWIS). This system is a mandatory tool for collecting data and reporting case management services provided to children and families.

STANDARDS/PROCEDURES

Procedures: In order to facilitate quality service and enhance safety, permanency, and well-being of children and families across Nevada, the following procedure must occur:

1. Prior to placing a child in another jurisdiction, the **Sending Agency** shall:
 - a. Complete the "Request for Intra-State Assistance" packet.
 - i. The request for intra-state assistance form is located at <\\10.130.1.8\UNITYDocumentation\docs03.htm>
 - b. Send the "Request for Intra-State Assistance" form and all relevant attachments to the appropriate Agency contact:
 - i. Clark County DFS: DFSIncomingIntrastateRequest@clarkcountynv.gov
 - ii. State DCFS: **Fax: (775) 687-4903; Attn. Rural Specialist/Rural Manager;**
Regarding: Courtesy Supervision
 - iii. Washoe County HAS: **Fax: (775) 337-4495; Attn. Child Care Services**
 - c. If at any point during this process the Sending Agency determines that assistance is no longer needed, the Sending Agency shall notify the Receiving Agency in writing that assistance is no longer needed, and formally withdraw the request for assistance.
2. In the event a family currently receiving Child Welfare Services moves residence or intends to move their residence beyond the jurisdictional boundaries of the Sending Agency, and the Agency believes the family would benefit from continued services, the Sending Agency may:
 - a. Complete the "Request for Intra-State Assistance" and attach all relevant documents.
 - b. Notify the Receiving Agency of the move within five (5) business days of the date the Sending Agency's caseworker became aware of the family's move.
 - c. At the time of initial notification to the Receiving Agency, the Sending Agency shall communicate to the Receiving Agency when the next monthly contact is required.
3. Upon receipt of the "Request for Intra-State Assistance" the **Receiving Agency** shall:
 - a. Confirm receipt of the request with the Sending Agency's caseworker within two (2) business days.
 - i. Confirmation of receipt can be made via email, fax or telephonic correspondence.
 - ii. Receiving Agency shall communicate to the Sending Agency regarding the completeness of all necessary documentation and forms. The Receiving Agency may request that all incomplete or missing information be provided before making a determination of the request.
 - b. Review request and determine if assistance is reasonable and appropriate.
 - i. If request is determined to not be reasonable, or if the Receiving Agency is not able to assist the Sending Agency the Receiving Agency shall:
 1. Notify the Sending Agency regarding the denial within five (5) business days of decision to deny.
 2. If possible, collaborate with the Sending Agency to negotiate an acceptable alternative.

- c. If the request is determined to be reasonable, the Receiving Agency shall initiate the request as soon as possible.
 - d. If the request for assistance includes placing a child in the Receiving Agency's jurisdiction, the Receiving Agency shall make a determination if placement can or cannot be made within sixty (60) calendar days of receiving the request for assistance.
 - i. Occasionally, circumstances beyond the control of the Receiving Agency will delay the completion of this process. When that occurs, the Receiving Agency will notify the Sending Agency's caseworker as soon as possible regarding the current status of the request and when the request will be completed.
4. When placement is approved the **Sending Agency's** caseworker shall:
 - a. Notify the Receiving Agency contact person of intent to place and a date that placement will be made.
 - b. Establish a transition plan and communicate that plan to the Receiving Agency contact person.
 - c. Confirm receipt of the approval for placement (Request for Intra-State Assistance, page 3).
5. When placement is made the **Sending Agency** shall:
 - a. Confirm with Receiving Agency that child has been placed, provide a date, physical address, contact information of placement/provider, and update the relevant screens in UNITY.
 - b. Complete a Placement and Custody Letter (CW058) and provide it to the care provider.
 - c. Add the Receiving Agency's caseworker to the case in UNITY with the role type of *courtesy worker*.
6. Upon placement with Receiving Agency, the case work tasks shall be divided as follows:
 - a. The **Receiving Agency** shall make monthly caseworker visits with the children in accordance with policy [0205 Caseworker Contact with Children Parents, and Caregivers](#).
 - b. The **Receiving Agency** may be required to complete relevant case documentation in regards to child placement and case timelines including, but not limited to:
 - i. Case notes;
 - ii. Safety Assessments (including out of home placement safety checks and pre-placement safety checks and safety planning);
 - iii. Visitation Safety Checklists;
 - iv. Case documentation created by the Receiving Agency will be recorded in the appropriate case in UNITY and/or provided to the Sending Agency for inclusion in the physical case file.
 - c. The **Sending Agency** shall:
 - i. Convene a Child and Family Team (CFT) meeting for the purposes of informing the family and other team members of the placement change, and to coordinate case management services with the Receiving Agency.
 - ii. Maintain case level decision-making and be responsible to complete the following:
 1. Consent for medical/dental/mental health and/or psychiatric treatment;
 2. Visitation planning;
 3. Travel requests;
 4. Court reports;
 5. Updating and changing the case plan/permanency goals in accordance with Statewide Child Welfare policy [0204 Case Planning](#);
 6. Communicate monthly with the Receiving Agency's contact person regarding the status of the child(ren) in the placement, and any other relevant case information.

Timeline:

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Notification	2 business days	Date of receipt of request	Receiving Agency	Notify Sending Agency of receipt of request for assistance.
Approve or deny request	60 calendar days	Date of receipt from Sending Agency	Receiving Agency	Notify Sending Agency of disposition of request, including appropriate compromises if possible.
Notification of denial	5 business days	Date of receipt of request	Receiving Agency	If request is determined to be unreasonable the Receiving Agency

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
				shall notify the Sending Agency within 5 calendar days of decision to deny request.
Initiate services	10 calendar days	Date of notification of approval of request	Sending Agency	Sending Agency shall notify the Receiving Agency of the intent to place, including dates, locations, and date courtesy services shall begin.
Update case records	1 business day	Date child is placed	Sending Agency	Sending Agency shall confirm with Receiving Agency, that placement has been made, including physical address, person ID numbers, contact information of the care providers. Sending Agency will also update all relevant electronic files and placement screens in UNITY to reflect the change in placement. Sending Agency will add the receiving caseworker to the case role type of "courtesy worker".
Convene a Child and Family Team (CFT) meeting	5 business days	Date child is placed	Sending Agency	The Sending Agency (in coordination with Receiving Agency) shall convene a CFT meeting, for the purposes of updating all new team members, divide case tasks, and develop an emergency contact agreement between the CFT and both Agencies
Monthly Contact	Monthly	Date child is placed	Receiving Agency	Receiving Agency courtesy caseworker will make monthly contact with the client in accordance with statewide policy 0205 . Courtesy worker will document monthly contact in UNITY.
Case Documentation	Monthly	Date child is placed	Receiving and Sending Agency	The courtesy caseworker may be required to complete case documentation including case notes, safety checklists, and safety assessments. The Sending Agency will continue to complete case plans, court documentation, travel requests, and consent for medical/dental and mental health treatment.

Documentation: Courtesy caseworkers will be required to document all case activities performed on behalf of the Sending Agency in the appropriate location (either paper file or via input into UNITY).

Case File Documentation (paper)

File Location	Data Required
Referrals will be located in the physical case file.	Request for Intra-State Assistance and all relevant attachments.

UNITY Documentation (electronic)

Applicable UNITY Screen	Data Required
- CFS085 - CW0255	- Case Notes - CFT Summary Form

Applicable UNITY Screen	Data Required
• CW0362 • CW0039 • CW0258 • CW0361 • CFS079	• Out of Home Pre-placement Safety Check • Out of Home Placement Safety Check • Placement Custody Letter • Placement Request and Disclosure Form • Visitation Plans

JURISDICTIONAL ACTION

Development of Internal Policies: Counties that provide Child Welfare Services and DCFS may develop internal policy and procedure to further expand upon the policy detailed herein. It is incumbent upon those Agencies to develop processes that facilitate the compliance of the Intra-State Courtesy Supervision policy; including processes for:

1. Identify a single point of contact for in-bound courtesy reports. A generic email in-box or fax number fulfills this requirement.
2. Identify qualified personnel to determine if requests received are approved or denied.
3. Systems for documenting and record keeping of all requests in-bound and outbound.
4. Staff management techniques and supervisory methods that ensure case level tasks are completed in a timely manner and of sufficient quality expected of an Agency employee.

Supervisory Responsibility: Supervisors will maintain supervisory responsibilities over their own staff in each Child Welfare Agency. For example, the courtesy caseworker will continue to be supervised by their local supervisor who will ensure that all courtesy supervision tasks will be timely and of sufficient quality that is expected of Agency employees. Supervisors should ensure that as a sending or receiving Child Welfare Agency communication is maintained between both Agencies. All concerns of actions or lack of actions between Agencies should be reported to the management of the sending or Receiving Agency for resolution of issues between the two Agencies.

STATE RESPONSIBILITIES

The State has the responsibility to plan, coordinate, monitor and evaluate the delivery of statewide Child Welfare Services as required by [NRS 432B.180](#).

POLICY CROSS REFERENCE

Policies: [0204 Case Planning](#)
 [0205 Caseworker Contact with Children Parents, and Caregivers](#)
 [1003 Kinship Care](#)

History and Updates: This policy was effective on 05/01/2013, and reformatted on 12/2018.

ATTACHMENTS

Request for Intra-State Assistance shall be used when one Agency requests of another, specific assistance in the delivery of Child Welfare Services.

Jurisdictions must use the form(s)/tools found in the procedures section of this policy in their exact form and may not be modified from the original. This form shall be completed in its entirety. Paper copies of this form shall be kept in the case record of the sending counties.

[FPO 0201A – Request for Intra-State Assistance](#)