

Joe Lombardo  
Governor

Richard Whitley, MS  
Director



# DEPARTMENT OF HEALTH AND HUMAN SERVICES

DIVISION OF CHILD AND FAMILY SERVICES  
*Helping people. It's who we are and what we do.*



Marla McDade  
Williams., MPA  
Administrator

MTL # 0201-10012024

TO: Jill Marano, Director – Clark County Department of Family Services  
Laurie Jackson, Social Services Manager V – DCFS -District Offices  
Ryan Gustafson, Division Director – Washoe County Human Services Agency

FROM: Betsey Crumrine, Deputy Administrator, Division of Child and Family Services

## POLICY DISTRIBUTION

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

### 0201 Intra-State Courtesy Supervision

This policy is/was effective:

- This policy is new. Please review the policy in its entirety
- This policy replaces the following policy(s): 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.

CC:

Wonswayla Mackey ([won@clarkcountynv.gov](mailto:won@clarkcountynv.gov))  
Pamela Kowalski ([Pamela.Kowalski@ClarkCountyNV.gov](mailto:Pamela.Kowalski@ClarkCountyNV.gov))  
Crystalyn Minwegen-Johannessoehn  
([Crystalyn.Minwegen@clarkcountynv.gov](mailto:Crystalyn.Minwegen@clarkcountynv.gov))

[DFSPandP@Clarkcountynv.gov](mailto:DFSPandP@Clarkcountynv.gov)  
Maria Hickey ([mhickey@dcfs.nv.gov](mailto:mhickey@dcfs.nv.gov))  
Kim Martin ([ksmartin@washoecounty.gov](mailto:ksmartin@washoecounty.gov))

**0201 Intra-State Courtesy Supervision**

**Policy Approval Clearance Record**

<input checked="" type="checkbox"/> <b>Statewide Policy</b>	<input type="checkbox"/> <b>New Policy</b>
<input type="checkbox"/> <b>Administrative Policy</b>	<input type="checkbox"/> <b>Modified Policy</b>
<input type="checkbox"/> <b>DCFS Rural Region Policy</b>	<input checked="" type="checkbox"/> <b>This policy supersedes: 0201 Intra-State Courtesy Supervision</b>
<b>Date Policy Effective:</b>	10/01/2024
<b>Attorney General Representative Review:</b>	08/19/2024
<b>DCFS Deputy Administrator Review:</b>	08/16/2024
<b>DMG Original Approval</b>	09/26/2024
<b>DMG Review:</b>	09/13/2024

**STATEMENT OF PURPOSE**

**Policy Statement and Purpose:** The Division of Child and Family Services, Rural Region (DCFS), Clark County Family Services (CCFS), 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 families are requested and/or initiated by another Child Welfare Agency within the state of Nevada.

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 of all children in Nevada.

**AUTHORITY**

**Federal:** [Adoption and Safe Families Act of 1997 \(ASFA\)](#); [Indian Child Welfare Act of 1978 \(ICWA\)](#); [Social Security Act, Section 471](#)  
**NAC:** [NAC 432B.070](#); [NAC 432B.180](#); [NAC 432B.185](#); [NAC 432B.240](#)  
**NRS:** [NRS 432B.180](#); [NRS 432B.190](#)

**DEFINITIONS**

**Agency which provides Child Welfare Services:** In a county whose population is less than 100,000, the agency is a local office of the Division of Child and Family Services; or in a county whose population is 100,000 or more, the agency of the county, which provides or arranges for necessary child welfare services. May also be referred to as “Agency” or “Child Welfare Agency”.

**Caseworker:** Worker whom the child welfare agency has assigned or contracted case management or visitation responsibilities (to include supervisors as appropriate). Service providers, such as therapists, will not be able to fulfill this caseworker visit role.

**Child:** As defined by NRS 432B.040, a person under the age of 18 years or, if in school, until graduation from high school. The term does not include a child who remains under the jurisdiction of the court pursuant to NRS 432B.594.

**Child and Family Team (CFT):** A team that is comprised of parental 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.

**Child Welfare Services:** Defined by NRS 432B.044, includes, without limitation: 1. Protective Services, investigations of abuse or neglect and assessments; 2. Foster care services, as defined in NRS 432.010; and 3. Services related to adoption.

**Fictive Kin:** A person who is not related by blood to a child but who has a significant emotional and positive relationship with the child (NRS 432B.0657)

**Foster Family Home:** The home of an individual or family:

- a. That is licensed or approved by the agency in which it is situated as a foster family home that meets the standards established for the licensing or approval; and
- b. In which a child in foster care has been placed in the care of an individual, who resides with the child and who has been licensed or approved by the agency to be a foster parent.
- c. That the agency deems the family foster home or individual is capable of adhering to the reasonable and prudent parent standard;
- d. That provides 24-hour substitute care for children placed away from their parents or other caretakers; and
- e. That provides the care for not more than six children in foster care.

**Permanency:** When a child is able to reunify with the person whom the child was removed from, or if reunification is not possible, the child achieves a permanent living arrangement through adoption, guardianship, or another planned permanent living arrangement.

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

**Relative:** "Relative" includes, without limitation, a fictive kin, if the Federal Government approves a state plan for the administration of the Program which is adopted pursuant to subsection 2 of [NRS 432B.622](#) and which provides for the provision of assistance to a fictive kin of a child pursuant to the Program.

**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**

The following procedures are designed to ensure the safety, permanency, and well-being of children and families statewide when children need to be placed or will reside outside of the Agency's jurisdiction.

1. When the Sending Agency has or intends to place a child in a placement that is located in a jurisdiction beyond that Agency's jurisdictional boundaries, the Sending Agency must have custody of the child(ren) and is responsible to complete the following:
  - A. Thoroughly assessing the suitability of the placement by:
    - i. Conducting required background checks which include, but are not limited to:
      1. CPS history (in state and out of state, if applicable) and
      2. Criminal history, following the Agency's business practice;
    - ii. Discussing with the potential placement the child(ren)'s identified needs and verifying the placement's ability to meet those specific needs. This may include, but is not limited to the following:
      1. Daycare/educational;
      2. Financial support;
      3. Emotional support;
      4. Family dynamics, including contact with family;
      5. General functioning (household routines);
      6. Suitability and sustainability of placement;
      7. Location of the placement and whether the community has the appropriate services to meet the specific needs of the child;
      8. Other relevant information that pertains to the potential placement; and
      9. Any other agency business practices relating to vetting a potential placement as required by the Sending Agency.
  - B. Complete and send the "Request for Intra-State Assistance" form and include any attachments as identified in the request form to the Receiving Agency prior to the placement of the child or if the child must be placed prior to receiving approval, the Sending Agency must send the documents within five (5) business days of the child's placement.
    - i. If the Sending Agency must place a child prior to receiving approval from the Receiving Agency, the Sending Agency should take into consideration their ability to conduct required in-person contacts prior to the child's placement. It is the responsibility of the Sending Agency to conduct their own in-person contacts unless otherwise agreed upon or until the Receiving Agency approves the request for intra-state assistance.
    - ii. 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, should the Receiving Agency accept the intra-state request. Ten (10) business days' notice is required for all in-person monthly contact.
  - C. Below are the Receiving Agency email contacts where the Sending Agency shall send the "Request for Intra-State Assistance" form and relevant attachments. State 'Intra-State Assistance Request' in the subject line of the email.
    - i. Clark County Family Services: [dfsicpcunit@clarkcountynv.gov](mailto:dfsicpcunit@clarkcountynv.gov)
    - ii. State DCFS: [carsondointake@dcsf.nv.gov](mailto:carsondointake@dcsf.nv.gov)
    - iii. Washoe County Human Services Agency: [HSA-IncomingICPCRequests@washoecounty.gov](mailto:HSA-IncomingICPCRequests@washoecounty.gov)
2. If an Agency has to place a child in a jurisdiction beyond the Agency's jurisdictional boundaries on an emergent basis, the Agency who places the child must also complete the following prior to placement:
  - A. Confirming Safe Environments (CSE) -Child Placement Assessment (CPA) form;
  - B. Visit the placement's residence to ensure the home is safe;

- C. Complete all required background checks;
  - D. Thoroughly assess the suitability of the placement as identified above on page three;
  - E. Document all actions taken in a UNITY case notes within five (5) business days; and
  - F. Refer to [Policy 0510, Nevada Safety Assessments](#) for additional information regarding safety assessments.
3. If the intra-state courtesy assistance request involves an extended foster care youth, please refer to 0807 EYASSP Case Management and Services Policy for additional information and guidance.

**Upon receipt of the “Request for Intra-State Assistance” form and relevant attachments, the Receiving Agency shall:**

- 1. Confirm receipt of the request with the Sending Agency within three (3) business days.
- 2. Review the request and any attachments as identified in the request form to ensure completeness. The Receiving Agency may request that all incomplete or missing information be provided before making a determination of the request. The Receiving Agency shall, review the request and determine if the request for assistance is reasonable and appropriate and notify the Sending Agency of the decision to accept or deny the request within five (5) business days.
  - A. If the Receiving Agency denies the request, the Receiving Agency is encouraged to collaborate with the Sending Agency to negotiate acceptable alternatives to the request.
    - i. Possible denial reasons may include, but are not limited to:
      - 1. The placement’s inability to meet the licensing requirements, set forth in [Policy 1301 Training, Assessment and Licensing of Foster, Relative and Adoptive Homes](#) and/or [1306 Kinship Licensing Standards](#);
      - 2. The Receiving Agency’s ability to safely manage the placement (i.e.: limited staff, high caseload, etc.).
  - B. If the Receiving Agency accepts the request, the Receiving Agency shall assign a courtesy caseworker using the ‘COURTESY SPRVSN’ assignment type in UNITY.
    - i. Within five (5) business days of notifying the Sending Agency that the request was accepted, the courtesy caseworker shall hold a meeting with the Sending Agency’s caseworker to review and discuss the case.
- 3. If the request for assistance includes placing a child in the Receiving Agency’s jurisdiction, the Receiving Agency shall make a determination, based on the Receiving Agency’s licensing requirements, if placement can or cannot be made within sixty (60) calendar days of receiving the request for assistance.
  - A. 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.

**Once the Receiving Agency approves the intra-state assistance request and the placement has not yet occurred, the Sending Agency shall:**

- 1. Establish a transition plan and communicate that plan to the Receiving Agency Caseworker;
  - A. Confirm with Receiving Agency Caseworker when child has been placed and update relevant UNITY windows within one (1) business day; and
  - B. Complete a New Placement Letter and provide it to the care provider.

**Upon placement within Receiving Agency jurisdiction:**

All jurisdictions in Nevada bear the responsibility for ensuring the safety and well-being of all children who are placed in the custody of the agency and all agencies involved must work together to ensure the child(ren)’s safety and well-being are being met. Overall, the Sending Agency is responsible for the case while the Receiving Agency is responsible for providing courtesy supervision and may provide additional assistance with other case activities, as agreed

upon on a case-by-case basis. The Sending and Receiving Agency casework tasks shall be divided as follows:

1. The Sending Agency shall:
  - A. Convene a Child and Family Team (CFT), within in five (5) business days of placement change for the purpose of informing the family and other relevant parties to the case of the placement change.
  - B. Maintain case level decision-making and be responsible to complete case management activities, including but not limited to:
    - i. Consent and contact with education/medical/dental/mental health providers and/or psychiatric treatment;
    - ii. Arrangement of visitation;
    - iii. Informal and/or formal safety assessments, as identified in [Policy 0510, Nevada Safety Assessments](#);
    - iv. Service Authorizations;
    - v. Travel requests;
    - vi. Court reports;
    - vii. Updating and changing the case plan/permanency goals in accordance with Statewide Child Welfare policy [0204 Case Planning](#);
    - viii. Contacting the Receiving Agency when assistance is no longer needed (e.g. family moving, case closure or placement disruption);
      1. Discuss whether one last home visit is needed from the Receiving Agency;
    - ix. Communicate with the child(ren), parents, current placement, when appropriate; and
    - x. Any other services based on Agency's business practices.
  - C. Communicate with the Receiving Agency caseworker, at minimum monthly, regarding the status of the child(ren) in the placement, and to discuss any other relevant case information.
  - D. Invite the Receiving Agency to all CFT meetings.
2. The Receiving Agency shall:
  - A. Initiate services within ten (10) business days of their approval of the intra-state assistance request if the child is already placed in their jurisdiction or within ten (10) business days of the Sending Agency placing the child in their jurisdiction after they have approved the intra-state assistance request;
  - B. Complete monthly caseworker visits with the children in accordance with policy [0205 Caseworker Contact with Children Parents, and Caregivers](#) and policy [0510 Nevada Safety Assessments](#);
  - C. Complete case documentation in regards to the child's placement and any case activities that they complete, which includes, but is not limited to:
    - i. Informal Safety Assessments conducted through monthly in-person contacts.
      - a. All necessary case notes relating to in-person contacts;
    - ii. Coordination of local services for the family and child(ren);
    - iii. Any assistance provided with in-person visitation with siblings and/or parents, if applicable; and
    - iv. Crisis management; if applicable.
  - D. Complete the documentation of all activities in UNITY within five (5) business days. If the Receiving Agency has physical documents for the case file, those must be provided to the Sending Agency for inclusion in the physical case file within five (5) business days.

**Placement Disruption:**

1. If either the Receiving or Sending Agency becomes aware that the placement may disrupt, that agency must complete the following steps:
  - A. Notify the other agency about possible placement disruption within one (1) calendar day:
    - i. The agencies should discuss whether attempts can be made to preserve the placement, and if so:
      1. Discuss what attempts will be made to preserve placement; and
      2. What agency will be responsible to complete the attempts.
    - ii. If the placement cannot be preserved, the Sending Agency must arrange for transportation and alternative placement of the child(ren) within two (2) calendar days of the determination of the child(ren) placement being made.
    - iii. As the child(ren) are placed outside of the Sending Agency’s jurisdiction, it may take the Sending Agency several hours or up to a day to arrive and take placement of the child(ren). If alternative placement of the child(ren) is required immediately and cannot wait the two (2) calendar days, the agencies must collaborate on the temporary placement, whenever possible.

**Timeline:**

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Identification and vetting of potential placement	Agency’s business practice	When potential placement identified	Sending Agency	Conduct background checks  Discuss child(ren)’s needs  Verify placement’s ability to meet child(ren)’s needs  Any other business practices as required
Identification and vetting of emergency placements	Immediately; prior to placing child	When potential placement identified	Sending Agency	Conduct background checks  Discuss child(ren)’s needs  Verify placement’s ability to meet child(ren)’s needs  Verify placement’s ability to provide care for child(ren)  Complete CSE-CPA  Visit placement’s residence to ensure the home environment is safe  Document all actions taken in UNITY case notes within five (5) business days
Send Intra-State Courtesy Request Form	5 business days if child has already been placed OR upon determining suitability of potential placement	When suitability of placement has been determined or when child is placed if placed on an emergency basis	Sending Agency	Fill out Intra-State Courtesy Request Form -Send form and attachments to Receiving Agency



Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Notification of receipt of request for assistance	3 business days	Date request received from Sending Agency	Receiving Agency	Notify Sending Agency of receipt of request for assistance
Accept or deny request	5 business days	Date of notification of receipt from Sending Agency	Receiving Agency	Notify Sending Agency of acceptance or denial of request
Determination of whether placement can or cannot be made	60 calendar days	Date of receipt from Sending Agency	Receiving Agency	Receiving Agency complete their process to determine if placement can or cannot be placed
Initiating services when placement has not yet occurred	1 business day	When child is placed	Sending Agency	Confirm with Receiving Agency Caseworker when child has bene placed  Update relevant UNITY windows  Provide care provider with placement letter
Initiating Services – Receiving Agency Responsibility	10 business days	Date of approval of request if the child is already placed or when the child is placed	Receiving Agency	Begin monthly caseworker contacts
Case Documentation of all casework activity	5 business days of occurrence	Date of activity	Receiving Agency	Receiving Agency must document all casework activity in UNITY  Receiving Agency shall provide any physical case documents for the case file to the Sending Agency
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 purpose of informing the family and other parties to the case of the placement change
Monthly Contact	Monthly	When request is approved or when child is placed	Receiving Agency	Receiving Agency caseworker will make monthly contact with the child in accordance with statewide policy <a href="#">0205 Caseworker Contact with Children Parents, and Caregivers</a>  Receiving Agency caseworker will document monthly contact in UNITY case notes



Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Placement Disruption	1 calendar day	When the agency become aware that the placement may disrupt	Receiving and Sending Agency	<p>Notify other agency about possible placement disruption.</p> <p>Both agencies meet to discuss attempts to preserve placement.</p> <p>Sending Agency must arrange for transportation and an alternative placement if the placement cannot be preserved.</p>

**Documentation:** The Receiving and Sending Agencies will be required to document their own case activities in the appropriate location.

**Case File Documentation (paper)**

File Location	Data Required
<ul style="list-style-type: none"> <li>Follow Agency Business Practice</li> </ul>	<ul style="list-style-type: none"> <li>Follow Agency Business Practice</li> </ul>

**UNITY Documentation (electronic)**

Applicable UNITY Screen	Data Required
<ul style="list-style-type: none"> <li>Case Notes</li> </ul>	<ul style="list-style-type: none"> <li>Supervisory Staffing's, Home Visits, Referrals and any communication with child(ren), placement provider, Receiving/Sending Agency communication and all necessary important case information.</li> </ul>
<ul style="list-style-type: none"> <li>Present Danger Assessment (ASM100)</li> </ul>	<ul style="list-style-type: none"> <li>PDA</li> </ul>
<ul style="list-style-type: none"> <li>Confirming Safe Environment-Child Placement Assessments (ASM800)</li> </ul>	<ul style="list-style-type: none"> <li>CSE-CPA</li> </ul>
<ul style="list-style-type: none"> <li>Nevada Initial Assessment (ASM200)</li> </ul>	<ul style="list-style-type: none"> <li>NIA Document</li> </ul>
<ul style="list-style-type: none"> <li>Safety Model (ASM000)</li> </ul>	<ul style="list-style-type: none"> <li>Access all safety model records</li> </ul>
<ul style="list-style-type: none"> <li>Protective Capacity Family Assessment (PCFA)</li> </ul>	<ul style="list-style-type: none"> <li>Protective Capacity Family Assessment (PCFA)</li> </ul>
<ul style="list-style-type: none"> <li>Protective Capacity Progress Assessment (PCPA)</li> </ul>	<ul style="list-style-type: none"> <li>Protective Capacity Progress Assessment (PCPA)</li> </ul>

**JURISDICTIONAL ACTION**

**Development of Internal Policies:** Agencies which provide child welfare services may develop internal policies and procedures as necessary and shall adhere to any statewide policies when developing internal policies.

**STATE RESPONSIBILITIES**

The State will provide technical assistance regarding program development and implementation to the Child Welfare Agencies.

## **POLICY CROSS REFERENCE**

**Policies:** [0204 Case Planning](#)  
[0205 Caseworker Contact with Children Parents, and Caregivers](#)  
[0510, Nevada Safety Assessments](#)  
[1003 Kinship Care](#)  
[1301 Training, Assessment and Licensing of Foster, Relative and Adoptive Homes and/or 1306 Kinship Licensing Standards](#)

**History and Updates:** This policy was effective on 05/01/2013, reformatted on 12/2018 and revised on 10/01/2024.

## **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](#)