

PROTOCOL: Courtesy Requests

OVERVIEW

Contra Costa County has adopted a reciprocal process in which Children and Family Services (CFS) will consider courtesy requests made to CFS by other county or state social service agencies in good faith that those counties and states will also consider courtesy requests on CFS cases and referrals where the child is either placed within that county or there is an open investigation need.

To this end, a protocol has been established to ensure social workers understand a courtesy request, the scope and limitations of each request, and the established procedures.

Note- For information on Courtesy Supervision please refer to DM31-500.

DEFINITIONS

Courtesy Request- a time limited response from another county or state to provide a general safety assessment. Requests are specific in scope and have certain limitations. Courtesy Requests may include;

- Home visits to assess safety of home
- Face to Face Contact
- Assistance with an investigation on an open referral in another state or county

Sending County/State-The county or state which has jurisdiction or an open referral and is making a courtesy request.

Receiving County/State- The county or state which the child(ren) is being placed and will perform the courtesy request.

REQUESTS DO'S AND DON'TS

CFS Can Do:

- Conduct Home Visits to report on general safety standards of the home or to obtain information specified in the request
- Assists requesting state/county open referral investigations
- Conduct face-to-face interview to obtain information specified in the CR.

CFS Cannot Do:

- Make placement recommendations
- Run CLETS (ie. criminal history checks)
- Conduct or provide Live Scan results
- Conclude an allegation UNLESS conducting a full child welfare investigation.
- Schedule, refer, conduct and/or interpret drug tests

PROCEDURES

SENDING:

- STEP 1: Social Worker (SW) consults with their Social Work Supervisor (SWS) on a child placed outside the county or on an open referral where there is a time-limited need in that county/state.
- STEP 2: SW and/or SWS contacts the specific county/state's child abuse/neglect hotline number and makes the request. For the listing of California's county hotline numbers please refer to the CDSS web page found [here](#). For a listing of other state's hotline numbers, please either conduct a google search for the hotline or contact the National Child Abuse Hotline at **1-800-4-A-CHILD (1-800-422-4453)**.
- STEP 3: SW provides any necessary and requested information for the Courtesy Request to the county/state point-of-contact.
- STEP 4: Point-of-contact for County/State CWS Denies or Approves the request. If approved, SW maintains contact to ensure the request is completed and any requested documentation is received.

RECEIVING:

- STEP 1: Screening Receives the Courtesy Request call and screens the initial approval then forwards to the Screening Supervisor for review. Screening Supervisor then reviews the Courtesy Request. *If approved by Supervisor, then Screener sends [Courtesy Request Form](#) to requesting County/State point of contact.
- *For immediates-Screener determines if [Bay Area Protocol](#) applies, if not, responds accordingly dependent on need.
- STEP 3: Once screening receives the completed courtesy request form back from county/state it is sent to 'Assigning' ER Supervisor (dependent on referral or open case) for the district the request need is located.
- STEP 4: Assigning ER Supervisor reviews and, if approves, assigns to a unit worker. If SWS does not approve, the CR is returned to sending county point-of-contact by SWS indicating the request cannot be completed due to specific scope of request and/or due to operational constraints ([see Do's & Don'ts](#)).
- *Please consult with Division Manager of District Office if there are concerns and/or questions about the Courtesy Request. Furthermore, CC the Program Analyst over Courtesy Requests on any email correspondence with the sending county point of contact.
- STEP 6: After completion of the Courtesy Request by SW, the SW Supervisor signs off on completed request and sends all documents to point of contact in County..
- STEP 7: SWS, with Ccing PA, sends all documentation to county/state point of contact and closes the CR. PA also logs the completion of the request in R drive, 'Courtesy Requests' folder.

RESOURCES

[Courtesy Request Form](#)
[Difference Between Court Supervision, Courtesy Requests, ICT and ICPC](#)

REFERENCES

[DM31-500 Courtesy Supervision
Bay Area Protocol](#)