

Topic 3: Courtesy Interviews for Child Abuse Assessments

Link to [CPS Assessment Procedure](#)

Upon request, all Department offices shall provide assistance to another office assessing an allegation of child abuse. Use the following procedure for courtesy interviews:

1. The requesting unit:
 - ◆ Telephones the other unit and requests a courtesy interview;
 - ◆ Explains the situation and forwards materials as necessary;
 - ◆ Also makes the request through the STAR system.

NOTE: The receiving unit shall not refuse the courtesy request.

2. The unit receiving the request conducts the courtesy interview:
 - ◆ Of the alleged victim within the observation time period assigned and
 - ◆ Of collateral contacts within one week of receiving the call or receiving the written materials necessary to conduct the interview.

Any variation from these time frames must be discussed and agreed upon between units.

3. The receiving unit telephones the results of the interview to the requesting unit immediately following completion of the interview.
4. The receiving unit follows this call with a written summary of the interview through the STAR system within five working days.

The receiving unit maintains a copy of the written summary until notified that the assessment has been completed.

5. If the interview was recorded, the interviewing unit forwards the recording to the requesting unit. (This recording does not substitute for the telephone call and written summary.)
6. The unit conducting the assessment confirms receipt of the written report from the unit that conducted the courtesy interview by providing that unit with notice that the assessment has been completed, and keeps a copy in the file.
7. Following receipt of the notice that the assessment has been completed, the unit that conducted the courtesy interview destroys its copy of the written report.

NOTE: When an assessment requires an interview with a subject who resides in another state, make every effort to secure the interview through a formal request to the child protective agency of the other state. Locate this agency through contact with Iowa's Central Abuse Registry.

If the other state refuses to conduct the interview, first consult with supervisory staff, then the service help desk to determine the best way to obtain information from the out-of-state subject.