



ALABAMA CHILDREN’S SERVICES FACILITATION TEAM
MULTIPLE NEEDS CHILD OFFICE

RSA TOWER – SUITE 1610
 201 MONROE STREET
 MONTGOMERY, ALABAMA 36130
 TELEPHONE (334) 206-6238 FAX (334) 240-3044
 Website: www.mnc.state.al.us E-mail: mncoffice@mnc.state.al.us

SUMMARY OF RESPONSE TIMES AND FEES

	What is it?	Is a request form required? Are fees required?	When will the agency respond?
Standard request	<ul style="list-style-type: none"> ▪ Seeks one or more clearly identified documents. ▪ The agency determines it would take less than 8 hours of staff time to process, including redaction of legally protected information. ▪ A standard request should require no or minimal clarification by the requester. 	<ul style="list-style-type: none"> ▪ The agency may choose whether to require a request form. ▪ The agency may choose whether to charge a fee. ▪ If the agency charges the fee, it must notify the requester in advance and receive the fees before providing the documents. 	<ul style="list-style-type: none"> ▪ The agency will acknowledge receipt within 2 business days. ▪ The agency will be ready to provide a substantive response 15 business days later. ▪ The agency may extend this time in 15- business-day increments by giving written notice to the requester.
Time-intensive request	<ul style="list-style-type: none"> ▪ The agency determines it would take more than 8 hours of staff time to process, including redaction of legally protected information. 	<ul style="list-style-type: none"> ▪ A request form is required. ▪ Fees are required. ▪ The agency must notify the requester in advance of likely fees associated with the request. ▪ Before providing a substantive response, the agency must notify the requester and receive payment from the requester. 	<ul style="list-style-type: none"> ▪ The agency will acknowledge receipt within 2 business days. ▪ Within 15 business days later, the agency will allow the requester to submit a new request. ▪ Within 45 business days later, the agency will be ready to provide a substantive response. ▪ The agency may extend in 45- business- day increments by giving written notice to the requester.