Milwaukee County Department of Health and Human Services Delinquency & Court Services Division **PROTOCOL**	Reviewed: 05/25/16 By: **DP** Last Revision: 00/00/00 By: XX	Section: **ADMINISTRATION**	Protocol No: **003** *Used in conjunction with Policy #040*	Pages: **1 of 2**
☒ **Delinquency and Court Services Division** ☒ **Detention Center** **Children's Court Services Network** ☒ **Purchase of Service Agencies**	Effective Date: 06/01/2016	Subject: **Shelter Care Transportation Protocol**		

I. Protocol

The purpose of this protocol is to ensure that all parties are aware of the process, responsibilities and expectations of transporting youth as a component of shelter care operations, as shelter care is expected to be available 24/7 to provide transportation.

It is never in the best interest of youth to remain in a secure detention facility for ANY period of time when it has not been deemed to be the appropriate intervention for that youth; therefore being late or failure to arrive will result in negative action.

II. Process

Upon receipt of a referral, shelter care staff are to pick-up youth within one (1) hour of the initial request from the Juvenile Correctional Officer (JCO) or DCSD Human Service Worker (HSW). NO EXCEPTIONS!

III. Procedure

- **During Regular Business Hours** (Monday – Friday, 8AM – 3:45PM)
  - **Step 1:** DCSD Clerical Staff will email the shelter care facility with the Program Admission Packet *(i.e. Shelter Request Form and TPCO)* for youth being referred to shelter.
  - **Step 2:** DCSD Clerical Staff will call the shelter care unit stating that client is ready for pick up.
    - If unit is not able to be reached, a call will be escalated to Program Manager.
    - If a program Manager cannot be reached, staff are to contact the VP of 24 Hour Care (414.810.7725) who will contact the appropriate On Call Manager.
  - **Step 3:** Once call is received, Shelter Staff will make arrangements to pick up client from detention or designated alternative location per communication with no deviations between locations the shelter and pick up location.
  - **Step 4:** Upon arrival, Shelter Staff will bring staff photo identification, retrieve the admissions packet, log their information on the Shelter Pick-up List and take possession of client belongings and medications to be inventoried upon intake at Shelter Care.

- **Outside Regular Business Hours** (Monday – Friday Evenings (*after 3:45PM*), Holidays and Weekends)

- **Step 1:** DCSD Detention Intake Staff will call the shelter care facility with the Program Admission Packet *(i.e. Shelter Request Form, Temporary Shelter Provider Form and TPCO)* completed, stating that client is ready for pick up.
  - If unit is not able to be reached, a call will be escalated to Program Manager.
  - If a program Manager cannot be reached, staff are to contact the VP of 24 Hour Care (414.810.7725) who will contact the appropriate On Call Manager.
- **Step 2:** The Shelter Staff will inform their Unit (or On-Call) Manager of the new intake and make arrangements to pick up the client.
- **Step 3:** Shelter Staff will then pick up the client from detention, or designated alternative location per communication, with no deviations between locations the shelter and pick up location.
- **Step 4:** Upon arrival, Shelter Staff will present their staff photo identification, retrieve the admissions packet, log their information on the Shelter Pick-up List and take possession of client belongings and medications to be inventoried upon intake at Shelter Care.
- **Step 5:** Upon return to the Shelter Care facility, shelter staff will inventory client possessions/belongings and medications.

❖ **Extenuating Circumstances:** In the event that there are any concerns barring Shelter Staff from adhering to the guidelines herein, Shelter Staff are to contact DCSD Clerical Staff at 414.257.7721 (*during regular business hours*) or the Detention Intake line at 414.257.7719 (*outside of regular business hours*) to provide the reason and anticipated time of arrival to pick up the client. Please be mindful that staff shortage is not a valid reason.

❖ **Youth are never to be left unattended at any time throughout the referral or transportation process.**

Note: Any deviations from this protocol are subject to review by the DCSD Administrative Coordinator and Quality Assurance Department.

This protocol is an abbreviated version of the DCSD Shelter Care Operations Policy 040 – refer to it for any additional details that require clarification.

Reviewed & Approved By: _____
Mark Mertens, Division Administrator