

Milwaukee County Department of Health and Human Services Delinquency & Court Services Division POLICY & PROCEDURE	Original Date Issued: 07/01/2013	Reviewed: 07/01/2013 By: BTW Last Revision: 06/01/2016 By: DB	Section: ADMINISTRATION	Policy No: 040	Pages: 1 of 19 (5 Attachments)
<input checked="" type="checkbox"/> Delinquency and Court Services Division <input checked="" type="checkbox"/> Detention Center <input checked="" type="checkbox"/> Children’s Court Services Network (CCSN) <input checked="" type="checkbox"/> Purchase of Service Agencies	Effective Date: 06/01/2016	Subject: <h2 style="text-align: center;">Shelter Care Operations</h2>			

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Policy Overview

A. Overview

It is the policy of Delinquency and Court Services Division (DCSD) to provide shelter care facilities and programming as an alternative to secure detention placement. Shelter care facilities provide short-term (typically less than 30 days not to exceed 60 days) non-secure, supervised residential programming to youth ages 10-17 years. The program primarily serves youth whom are pending court for an alleged delinquency; and youth involved in the Juvenile Justice System may be placed in shelter care at the discretion of DCSD or the court.

B. Description of Shelter Care Facilities

1. Shelter care facilities is a short-term, non-secure placement option for youth ages 10-17.
2. Shelter care facilities provide emergency and temporary living arrangements for youth that includes: housing, food, supervision while in placement or participating in shelter-supervised activities, coordination with on/off-grounds school programming, monitoring daily school attendance, and recreation in a safe, structured, and home-like environment.
3. Youth placed at shelter may exhibit challenging behaviors that place them or others in danger. This could include youth with AODA, mental health, community based (gang or negative peer association), or family issues. In addition, many youth admitted to the shelters have experienced family upheaval, instability, neglect, or abuse. The program is committed to providing stability, continuity, and refuge to its residents.

C. Licensure

All shelter care facilities shall be licensed by the Department of Children and Families (DCF) per the pertinent provisions of 48.60 through 48.77 of Wisconsin Statutes and comply with all associated laws, policies, deadlines, reporting and other requirements. Chapter DCF 59 of the Administrative Code governs shelter care facilities. The shelter care facilities have the responsibility to cooperate in achieving the license deadlines and providing necessary material to assure licensing.

D. Duration of Stay

The maximum length of stay is up to thirty (30) days, plus allowable extensions (not to exceed 60 days) if approved.

II. Admissions and Discharges

Placements will be based on existing vacancies and must be referred and approved for placement by DCSD; or one of the following criteria must be met:

1. There is a court order for custody under Wisconsin Statutes s. 938.19(1)(c), S. 938.21(4)(b), s. 48.19(1)(c), or s. 48.21(4)(b).
2. A custody intake placement decision is made pursuant to Wisconsin Statutes (with DCSD approval) s. 938.205 or s. 48.205.

3. There is an emergency change of placement under Wisconsin Statute s. 938.357 (2), or s. 48.357(2) subject to further court action for placement elsewhere.

A. General Placement Procedures

Program Admission Packet

For **all** admissions to the shelter care program, the following admissions packet must be completed:

1. The DCSD Shelter/Level II Admission & GPS Request form. Note: Supervisor's signature is only needed for non-court ordered placements (*See Attachment A*),
 2. Addendum to Delinquency Order for Temporary Physical Custody (TPCO) for all court ordered admissions (*See Attachment B*) and
 3. Temporary Shelter Provider Form (*See Attachment C*). Note: This form is completed by Detention Custody Intake Staff Only.
- The program admission packet (*see A. above for admission packet requirements*) must be completed with accuracy and thoroughness.
 - It is the responsibility of the HSW Supervisor for non-court ordered placements and the DCSD clerical staff for court ordered placements to confirm admission packet is completed accurately prior to submission.
 - It is the responsibility of the admitting worker at each facility to thoroughly review the documents received to ensure all forms are completed accurately and to request additional information as needed immediately by emailing the assigned HSW and copying the assigned HSW Supervisor.
 - Lack of cooperation by individuals placing the youth should be reported to the assigned DCSD Administrative Coordinator for follow-up or other DCSD supervisory personnel should be contacted for follow-up.

Regular Business Hours (Monday – Friday, 8am – 3:45pm)

Court Ordered and Emergency Placements:

- ❖ DCSD clerical staff shall process all admissions to the shelter care facilities during regular business hours – Monday through Friday, 8:00 a.m. to 3:45 p.m.
- ❖ The assigned or covering Human Service Worker (HSW) is responsible for completing and submitting copies of the completed program admission packet to the designated shelter mailbox in the designated area for processing the court ordered admissions. All non-court ordered placement admission packets for non-detained youth (e.g. emergency placements) shall be placed on the designated shelf in the copy room of Delinquency Administration/Intake.

After Regular Business Hours (Monday – Friday Evenings, after 3:45pm)

Court Ordered Shelter Placement

- ❖ The assigned or covering HSW is responsible for completing and submitting copies of the program admission packet to the designated DCSD mailbox in Delinquency Administration/Intake area or scan copies into the programs folder of the copier, and submit a copy to the Juvenile Correction Officer (JCO) Supervisor in detention, who will contact shelter to pick-up the youth. The completed shelter care admissions packet must include the following:

Detention Admissions (24 hours/ 7 days per week/ 365 Days per Year)

Sunday – Saturday, including holidays DCSD Detention Intake Staff performing custody intake duties will process all admissions to the shelter care facilities.

Placement Vacancies

Monday through Friday, 8:00 a.m. to 3:45p.m., if shelter is contacted regarding vacancies/placements by anyone other than the assigned DCSD clerical staff or management, the shelter is to refer the individual to the assigned Administrative Coordinator (414-257-7721). Facilities are not to accept admissions unless specifically approved by DCSD management staff.

**Outside of regular business hours, if shelter is contacted regarding vacancies/placements by anyone other than detention staff conducting custody intake duties, the shelter is to refer the individual to custody intake (414-257-7719).

B. Placement Transport Procedures

❖ **YOUTH CANNOT BE LEFT UNATTENDED**, under any circumstances. The HSW or other staff must utilize cellular phones to make calls if needed, but should not leave the youth unsupervised.

❖ All **property** of the youth at the Juvenile Justice Center must be placed in the possession of the shelter care staff to be transported with the youth.

❖ All **medications** that the youth are taking at the Juvenile Justice Center must be transported with the youth. If the client requires medications of which he or she does not have a supply, or if an unfilled prescription exists, this issue must be addressed prior to placement.

❖ **Proper Documentation:** Shelter staff should not transport the youth without the proper documentation, i.e. the program admissions packet. If the documentation is inadequate, shelter staff are required to contact the assigned HSW via email (and copy the assigned HSW Supervisor and DCSDAdmin@milwaukeecountywi.gov on the email) to obtain the required information from the covering staff.

❖ **Missing youth:** If the youth runs away from the shelter representative during regular business hours (Monday through Friday, 8:00 a.m. to 3:45 pm.), shelter staff are required to contact the assigned HSW via email and copy the assigned HSW Supervisor and DCSDAdmin@milwaukeecountywi.gov.

****If the youth is also in the Level II Program, also copy Southwest Key Level II 231level2@swkey.org in the email in the event the HSW or HSW Supervisor is out of the office.**

Regular Business Hours (Monday through Friday, 8:00 a.m. to 3:45 p.m.):

1. **Youth picked up from Detention for shelter placement:** Any youth that is picked up from secure detention for placement in shelter care by a shelter representative will do the following:
 - Arrive at the Juvenile Justice Center to place the youth within one (1) hour of the pick-up request made by the Juvenile Correction Officer (JCO) Supervisor. If more time is required shelter staff should notify detention intake at 414-257-7719, and state the reason for delay and provide their anticipated time of arrival at the Juvenile Justice Center;

- Present an ID;
 - Print & sign their name and record the time of the pick-up on the daily Shelter Pick-up List (*See Attachment D*);
 - Transport the youth and their belongings directly to the shelter (no deviations).
2. **Youth court ordered from a non-secure placement (e.g. Home, Shelter, Group Home, etc.) to shelter care:**
For any youth that is being placed in shelter care that is not coming directly from detention, it is the responsibility of the assigned HSW or covering staff to escort the juvenile to the Delinquency Administration/Intake waiting room, and check in at the receptionist desk. The only exception is if a Wraparound staff or other Team member agrees to drop the youth off at shelter and the HSW must document full names and roles of the transporting staff in the youth's Synthesis case note. **The HSW is required to notify shelter of pick-up and location.**
3. The HSW must **provide a copy of the TPCO** to the receptionist and the assigned DCSD clerical staff, i.e. placed in the shelter mailbox or scanned into programs folder of the copier.
4. All youth are **required to check-in/out with the receptionist** when leaving the area (e.g. restroom); and shelter staff must check-in with reception present their ID, print and sign their name, and time of pick-up on the daily Shelter Pick-up List (*See Attachment D*) prior to departing with the youth.

Outside of Regular Business Hours (Between 11:45 a.m. and 12:35 p.m.; and after 3:45 p.m.)
The HSW is required to notify shelter of the need for pick-up and the location of the youth. The HSW must provide shelter staff with a copy of the TPC and obtain the full name of the shelter staff for accurate documentation purposes. The HSW is responsible for placing a copy of the TPC in the designated shelter mailbox in Delinquency Administration/Intake or scanning a copy into the programs folder on the copier.

Nighttime and Weekend Procedures (Monday through Friday 3:45 p.m. to 8:00 a.m.)

- ❖ Staff conducting custody intake duties will authorize placements, unless there is a late court appearance. If there is a late court appearance (which generally occurs between 3:45 and 5pm during the week), then the HSW should follow the protocol outlined in section A of this policy, *After Regular Business Hours: Court Ordered Shelter Placement*.
- ❖ Shelter staff must document the name and title of the individual who calls in the admission and the shelter staff picking up the youth from secure detention.
- ❖ Shelter staff will be available 24/7 to provide transportation for youth requiring a non-secure shelter placement.
- ❖ It is expected that shelter staff will arrive at the Juvenile Justice Center to **pick-up the youth within one (1) hour of the request**. If more time is required shelter staff should notify custody intake (414-257-7719), state the reason for delay and provide their anticipated time of arrival at the court juvenile detention center. Note: staff shortage is not a valid reason.

- ❖ If the youth runs away from the shelter representative during the nighttime/weekend transport, that shelter staff must notify their shelter manager/supervisor on duty, custody intake (414-257-7719), and DCSD Clerical staff (DCSDAdmin@milwaukeecountywi.gov) immediately. Once regular business hours have resumed, DCSD clerical staff will notify the assigned HSW and copy the HSW Supervisor. **If the youth has not been assigned a HSW**, DCSD clerical staff is required to leave a message at DCSD Supervisors desk (414-257-7993).

C. Placement Discharge Procedures

- ❖ The shelter is responsible for notifying DCSD clerical staff (DCSDAdmin@milwaukeecountywi.gov) immediately upon discharge in addition to including any discharges by providing the information on the daily census report.
- ❖ **Non Court Ordered Discharge:** If a youth is discharged from shelter because they have been missing for twenty-four (24) hours or more, or have been placed in another facility, DCSD clerical staff will send an email to the assigned HSW and copy the HSW Supervisor indicating why the youth was discharged and the placement location.
- ❖ **Court Ordered Discharge:** If the youth is being discharged from shelter because a new Temporary Physical Custody Order (TPCO) indicates another placement or program, the HSW shall submit a copy of that TPCO to the designated shelter mailbox in Delinquency Administration/Intake, or scan copies into the programs folder on the copier.
- ❖ **Return Home Discharge:** If the youth is being released home on probation, Consent Decree, or dismissal, the HSW is responsible for sending an email immediately to DCSDAdmin@milwaukeecountywi.gov. The DCSD clerical staff will submit discharge notification to shelter via email informing them of the youth's discharge.

III. During Shelter Placement

A. Missing Youth

1. **During Regular Business Hours** (Monday through Friday, 8:00 a.m. to 3:45 p.m.), Shelter staff are responsible for immediately reporting runaways to parents/guardians, local law enforcement (police/sheriff), the Division of Milwaukee Child Welfare (DMPCS), the assigned HSW and if applicable, the assigned Level II monitoring agency Southwest Key and DCSD clerical staff (DCSDAdmin@milwaukeecountywi.gov) via daily census with youth name and date/time youth went missing. A Serious Incident Report (SIR) should also be completed to document the nature of the incident and steps taken to mediate.
2. **After regular business Hours** (after 3:45 pm, Monday through Friday, holidays, and weekends), Shelter staff are required to contact custody intake (at 414-257-7719) in addition to those identified above.
3. **If the youth has been missing for 24 hours or more:**
DCSD clerical staff will email shelter informing them to discharge the youth from placement. In addition, DCSD staff will email the assigned HSW, copying the HSW Supervisor and the Level II monitoring agency Southwest Key (*if applicable*) that the youth has been discharged from shelter and an apprehension request should be issued.

- The assigned HSW is responsible for completing and submitting the apprehension request in addition to a Critical Incident Report (CIR) in Synthesis.
- All apprehension requests signed by the judge will be emailed to sheltercare@stcharlesinc.org (Boys) or girlsshelter@stcharlesinc.org (Girls) and Detention Supervisors by DCSD clerical staff.
- Youth who are missing will be accepted back into the shelter care facility within twenty-four (24) hours of their runaway episode, as beds will be held for that period of time only.
- Shelter staff are required to email DCSDAdmin@milwaukeecountywi.gov, and copy the assigned HSW and HSW Supervisor immediately upon the youth's return. These emails should contain factual data. **The importance of timely and accurate reporting of missing youth, and missing youth returning cannot be overemphasized.**

4. **If a missing youth returns to the shelter facility after 24 hours:**

If a missing youth returns to the facility with (or without) an active apprehension request and a bed is available, the youth are to remain at shelter facility. Shelter Staff are to contact Custody Intake (414-257-7719) and DCSD clerical staff (DCSDAdmin@milwaukeecounty.gov) to notify them that the bed is no longer available at the facility and to schedule a hearing for the following business day. DCSD Admin will notify HSW and HSW sup.

No Available Shelter Beds:

If a missing youth returns to the facility with no available beds and there is an active apprehension request, shelter staff are responsible for contacting the local district police station, provide them with a copy of the active apprehension request and the police are to transport the youth to secure detention. Shelter staff must also email DCSD clerical staff (DCSDAdmin@milwaukeecounty.gov), the assigned HSW and the HSW Supervisor to notify them of the youth's return and transport to DT.

If a missing youth returns to the facility with no available beds and there is no active apprehension request, shelter staff are to contact the parent/guardian for pick up. **What should shelter do with the youth if no one is available? → If a parent/guardian is not available, shelter staff are to contact the Division of Milwaukee Child Protective Services.** In addition, shelter staff are responsible for emailing the DCSD clerical staff (DCSDAdmin@milwaukeecounty.gov), the assigned HSW and the HSW supervisor regarding the return and follow up that was taken. If it is during regular business hours, the shelter staff can encourage the youth to contact the HSW themselves to seek guidance.

All occurrences are expected to be documented in the Shelter log.

5. If there is a **new delinquency referral** acquired, the youth should be transported to the Juvenile Justice Center by law enforcement for a decision and proper disposition.
6. In situations of **critical need of beds** in shelter, DCSD administrative staff may waive the twenty-four (24) hour bed hold requirement for youth that are missing, discharge the youth early, and utilize the vacancy. After normal hours of operation, weekends, and holidays, custody intake staff will be responsible for decision-making in the event there is a critical need for shelter occupancy.

B. Humans Service Worker Assignment

1. DCSD clerical staff will inform the shelter of the HSW assignment for all new court ordered placements and updates within twenty-four (24) hours of admission (included on Daily Census Report), except following weekend admissions, when assignments will be known by the next business day. Occasionally, delays may occur in case assignments. HSW's should email shelter at sheltercare@stcharlesinc.org as soon as possible following the case assignment to ensure shelter's knowledge of the HSW assignment.
2. Shelter is responsible for contacting DCSD clerical staff promptly when they have doubts about the identity of the assigned HSW to request confirmation.
3. The facility must maintain awareness that on weekends, the only contact they have for youth is custody intake staff.

C. Shelter Rules

1. Shelter staff are responsible for presenting and explaining a list of house rules to all youth admitted to the facility. This list should include but not be restricted to, rules on (a) meal hours, (b) housekeeping, (c) restricted areas in the facility, (d) telephone usage, (e) passes, (f) visiting hours, (g) laundry schedule, (h) use of electronics, and (i) school attendance/transportation. These same rules should be posted in common areas of the facility. Youth will be orientated regarding fire and emergency routes and procedures. It is required that the facility have youth sign off on the house rules to make sure they have a clear understanding of the rules presented during the admission process.
2. Shelter staff are expected to adhere to guidelines set forth in Administrative Code DCF Chapter 59 and not leave any resident of the shelter facility without supervision for any period of time. The ratio of shelter care staff to residents is outlined within the Administrative code and shall be adhered to.
3. State prohibits smoking by shelter-age youth. Shelter staff will closely monitor their facilities to ensure compliance.
4. The shelter facility shall have a grievance procedure and assign an individual from administration or social services to hear residents' grievances in a timely manner. This individual should not be a supervisor or staff person in the facility. The grievance procedure should be posted in a conspicuous place and grievance forms should be available to residents. All grievances shall have documented responses and a copy placed in a grievance file by year available upon request for inspection by DCSD.
5. Court-Ordered Level II with Optional GPS Services: All youth placed at the shelter facility who have court ordered Level II with GPS services are required to:
 - a. Charge their GPS Device for one (1) hour two (2) times per day.
 - b. Adhere to all the monitoring agencies' curfew and other service expectations. Specifically, the monitoring agencies' rules take precedence over the Shelter care agencies rules (e.g. Shelter expects youth to return from school no later than 5:00 pm and Southwest Key expect youth to return immediately after school no later than 3:00 pm depending on location. The youth is expected to return to shelter no later than 3:00 pm.).
 - c. Participate in all Level II activities.

- ❖ The facility is required to allow the youth to notify the assigned Level II monitor of all movement prior to leaving the facility, i.e. the time of arrival to destination/return from destination, and any scheduled phone contacts required by the monitoring agency.
- ❖ The supervising shelter staff is responsible for documenting all contacts in the facility log book.
- ❖ All late arrivals, and/or noncompliant behavior within the facility is required to be reported the assigned HSW immediately via email by supervising shelter staff.

6. Any consequences for destruction of property by youth is subject to the professional judgement of designated shelter staff. The HSW will be notified regarding any concerns

D. School Attendance

1. At the time of the youth's admission to the shelter facility the supervising staff are required to refer to the DCSD program admission form regarding school placement and/or status. In the event the school placement is not indicated on the program admission form, shelter staff are responsible for contacting DCSD clerical staff at DCSDadmin@milwaukeecountywi.gov, who will send an email to the assigned HSW to request this information.

In the event that the HSW is not present to obtain the information, the HSW supervisor will be contacted. If the youth is not enrolled in the school, it is the assigned HSW's responsibility to contact the parent/guardian regarding school placement, and/or refer the youth to the Juvenile Educational Treatment Initiative (JETI) if the juvenile meets the requirements, and is accepted. The assigned HSW is responsible for verifying school placement.

2. It will be the responsibility of the shelter to make sure the youth is awakened in time to prepare for school, in addition that s/he returns to the facility promptly from school, unless other arrangements have been made.
3. It is the responsibility of the shelter facility to provide youth with bus fare daily to attend and return from their designated school. Shelter will follow-up with schools whenever truancy is suspected, and will notify the assigned HSW regarding truant behavior.
4. Shelter staff will make frequent spot-checks (face-to-face or call) regarding school attendance for all youth. For youth whose parents are not engaged with their youth's education, shelter must maintain a collaborative relationship with schools. Shelter must ensure that youth who are within the facility during school hours, and are awaiting school placement, central office hearings, and/or verifications are provided lunch each day.
5. St. Charles Temporary Shelter is responsible for creating an Authorization for Disclosure of Confidential Information form specific to the needs of the agency to be signed by parent/guardian to ensure shelter staff has access to school records. Shelter is responsible for contacting the assigned HSW in the event they are unable to reach the youth's parent/guardian for signature or any other needs.

E. Part-Time Employment

Youth may be permitted to hold part-time jobs while placed in shelter if permitted on the TPCO and/or the program admission form:

1. Residents must maintain a satisfactory behavioral pattern, or appropriate level, in order to attain or maintain this privilege.
2. With few exceptions youth must be enrolled and attend school (during the regular school year) in order to hold part-time employment.
3. It is the HSW's responsibility to verify and approve employment, and obtain work schedule.
4. Work hours must be reasonable, especially with regard to hours of return from work.

F. Clothing and Belongings

1. Youth may be placed at shelter on an emergency basis, and may not have their own clothing at the time of admission. The facility must provide emergency clothing in these instances. Emergency clothing should be used only when the youth's own clothing is not immediately available. A clothing check list will be maintained for each youth, and shelter staff is responsible for documenting efforts to ensure that youth in care are adequately clothed.
2. If a youth in placement at shelter has a critical need for clothing, and has an active Child in Protective Services (CHIPS) case, s/he may be eligible for a clothing grant.
3. The HSW is responsible for making arrangements to obtain clothing from the youth's previous residence (home, foster care, institution, etc.). The facility will assure that the youth's personal belongings are stored in a secure place if the child runs away or leaves without preparation. If clothing is not claimed within 90 days, it will be considered abandoned and may be disposed of as the facility sees fit. In this circumstance, such clothing may be added to the facility's stock of emergency clothing. Youth and their parent/guardian will be advised of this policy at the time of admission.
4. Security for clothing and belongings in shelter is an ongoing issue due to the high turnover of youth, the acquisitive nature of some of the residents, and the tendency of many youth to lend belongings to others. It is strongly suggested that clothing and belongings in shelters be held to the minimum necessary, and that valuables, if needed at all, be entrusted to the staff for storage in a secure area of the facility if available. Shelter staff cannot be responsible for unsecured items stolen by other residents. Facilities do not have adequate secure storage for valuables such as jewelry, audio equipment, etc. Facilities may refuse to accept such items, so arrangements should be made before placement to secure such valuables. Youth and their parent/guardian will be advised of this policy at the time of admission.

G. Medical Care

Many residents of shelter care require either emergency or non-emergency medical care during their stay. An orderly and efficient method of obtaining medical care is extremely important, so as to assure that the medical needs of residents are met in the best possible way with the least use of HSW and shelter staff's time.

1. HSW Guidelines

- a. **Gathering Medical Information:** When youth and family are interviewed, it is vital that as much information as possible, with respect to the following, be obtained for

transmission/admission to the facility:

- Obtain Proof of Insurance/ Insurance Card
 - Make a copy of the insurance card (front/back)
 - Upload insurance information in Synthesis under the “Insurance Info.” Tab
- b. The above-noted information should be conveyed to the shelter via the Program Admission Form.
- c. Shelter staff will utilize the provided information to facilitate medical care for residents. Shelter staff must continually update/inform HSWs of youths’ medical problems and any care obtained.
- d. If the listed family resource person(s) are not available for transportation, per shelter guidelines, the HSW will be contacted for guidance as to alternate methods of transportation.
- e. If the youth has no medical insurance coverage, or if generic Title XIX coverage is needed for a particular reason, HSW should discuss the situation with the designated DCSD Administrative Coordinator to determine appropriate course of action.

2. Shelter Staff Guidelines

- a. At the time of resident admission, shelter staff shall review admission forms to verify all information, including the medical information as defined above. If information is missing, shelter staff are responsible for submitting an email to the assigned HSW requesting the information immediately. If the information is not immediately available, within 48 hours of receipt of the email, definitive dates and times must be established as to when such information will be provided.
- b. If illness/injury occurs:
- Emergency situations requiring immediate medical care, including but not limited to those self-inflicted, will be handled by calling the paramedics/ambulance. The youth’s parent/guardian must be contacted at this time, as HSWs are not appropriate resources to contact in the event of an emergency but HSW’s should be notified.
 - In a non-emergency situation, where a youth has an HMO or Title XIX, the clinic or physician where they have been seen in the past or to whom they are assigned as recorded on the admission form, should be contacted to consult for the resident’s to be seen immediately. (Please Note: The process of checking with an HMO, with respect to the need for a resident to be seen, is not only required by this policy but is also required by most HMOs before an individual can be authorized to be seen for medical care).
 - Generally, a response will be available from the medical provider that relieve the shelter staff from further decision making regarding the youth’s medical care.
 - Shelter staff may be directed to call back if conditions worsen or do not improve. Staff should follow these recommendations scrupulously.
 - Shelter staff will document all contacts and recommendations in the youth’s file.
 - If the physician/clinic orders the youth to be seen, those person(s) designated

on the admission form should be contacted for in all cases. **HSWs are not to be called for consent unless all listed alternatives have been pursued to the maximum extent possible to no avail.**

- HSWs should be notified to assure and monitor that proper emergency procedures are being followed on behalf of the youth.
 - Youth admitted from foster homes, group homes, and residential treatment centers (RTC) will not be assigned to HMOs but would be on Title XIX. In these cases, private physicians and clinics have recorded messages when the clinics are closed that will defer the caller to emergency contacts for follow up. If this is not available, Children's Hospital of WI's ER should be contacted for advisement.
 - When shelters are in possession of a resident's Title XIX card at the time they are discharged from care, the card should be sent with the resident when they are discharged from the facility, whether to a foster home, group home, RTC or hospital, etc.
- c. If a youth complains or the placing worker is aware of an acute and/or communicable medical condition, the youth must be seen at a medical facility prior to placement in the shelter.
 - When known, facilities will be alerted to a residents' medical status prior to placement when known.
 - In the event of occurrence of contagious or communicable disease, shelter staff will take necessary measures (universal precautions) to minimize exposure to others and coordinate appropriate medical care for the youth.
- d. If emergency treatment should be required during the youth's stay at a shelter facility, the facility shall notify the parents or guardian as listed in the placement information sheet.
 - When the parent or guardian cannot be reached, the facility is to alert the HSW during regular business hours.
 - Per state shelter care rules, the ultimate responsibility for getting the child the appropriate medical treatment rest with the shelter facility.
 - Resident admissions to a hospital will be logged concerning the incident or circumstances requiring such care.
 - Shelter staff are required to complete a Serious Incident Report (SIR), and submit a copy to the assigned HSW and assigned DCSD Administrative Coordinator within 24 hours of the event.
 - A phone call/message regarding the hospital admission should be left with the assigned HSW and an e-mail sent by the end of the work shift.
- e. If a parent/guardian or designee transports a youth to a medical appointment and a prescription is written, shelter care must notify the designee that the prescription must be filled prior to returning the youth to the shelter.
- f. Each facility shall document the type of health and medical problems brought to their attention, as well as the action taken to obtain or provide the necessary treatment or relief

from such condition.

- g. A verbal report will be given to Child Protective Services (CPS) at 414-220-SAFE whenever a youth suffers an injury at a shelter requiring treatment at a hospital. CPS may request a copy of the SIR which is to be provided.
- h. Shelter is required to complete a health screening summary for each youth admitted to the shelter facility. The following guidelines will be adhered to:
 - The summary will be completed at the time of admission;
 - The interview for completion of the form will be conducted in privacy, both to allow for accurate completion without distraction and to assure confidentiality;
 - The summary will be kept by the facilities as a permanent part of the youth's record;
 - Any revealed significant medical problems that occur subsequent to completion of the summary should be documented in detail.
- i. If youth are admitted to the hospital, shelter staff are responsible for notifying DCSD clerical staff (DCSDadmin@milwaukeecountywi.gov), the assigned HSW and the HSW Supervisor of the admission before the end of the shelter staff's shift. **Shelter is required to keep the bed open for seventy-two (72) hours.** If the youth does not return within seventy-two (72) hours, shelter will discharge the youth. Upon release from the hospital, the youth will have priority to return to shelter; therefore DCSD may instruct the facility to keep the bed open for the youth beyond the seventy-two (72) hours.

H. Bus Fare

Bus fare will be budgeted by shelter providers and will be provided to youth as needed for school, job seeking, appointments, and with appropriate approved passes.

IV. Family Contacts

A. Visitation and Passes

1. Shelter is to honor any restrictions on passes as directed specifically by court order and/or by the assigned HSW.
2. No "independent passes" will be authorized. The youth's HSW must specify destinations. **Passes must be approved to the care of a family member**, except in situations where no family is available or appropriate. In this case, an involved responsible adult authorized by DCSD can be approved.
3. **On Wednesday afternoon (no later than 2:00 p.m.), shelter staff will email reports on juvenile's progress during that week**, including school attendance, and any other relevant behavior issues that have been observed during the week to the assigned HSW and the HSW supervisor.
4. **All HSW's are required to complete and submit notice regarding shelter passes** (*See Attachment E*) for all youth in shelter to the facility no later than every **Thursday (no later than 5:00 p.m.)** to sheltercare@stcharlesinc.org (boys) or girlsshelter@stcharlesinc.org (girls). The notice must denote whether the youth are being granted a pass or not.

5. Shelters will document all pass utilization, noting destination, authorization, parent(s)/guardian verification (if appropriate), mode of transportation, time of departure and return time. If for any reason the transporting adult is unable to transport the youth, they must contact the Shelter two (2) hours prior to scheduled departure or return.
6. Shelter staff are required to verify that an appropriate, responsible adult is available before releasing for passes. This is to ensure, to the extent possible, that youth are not sent out to an unsupervised, threatening and/or at-risk environment. In cases where a parent or other pass resource does not have an operable telephone, one of the following steps should be taken by HSWs at, or shortly after admissions:
 - Provide shelter staff with an accessible and/or nearby phone number (contact must be verified),
 - Inform the parent or resource person that they must call the shelter on Friday night or Saturday morning to verify that they will be available. In addition, shelter staff will request that the parent or resource person call shelter to ensure that the resident did (or did not) arrive, and call again to inform them that the resident is in route to return to shelter.
7. Transportation for passes by the parent is encouraged, but not mandatory. All transporting adults must be noted on the Shelter Pass, and verified at the time of return and departure by shelter staff. Youth 14 years or younger are required to have adult supervision for travel to and from shelter to all home visits.
8. Consideration for the shelter's existing policies will be noted. HSWs are primarily responsible for case planning and have the authority to waive the pass restriction on newly admitted youth, when it is a vital component to the case planning (e.g. preplacement in foster homes or group homes)
9. Youth who are court ordered to shelter placement, but have access to an outside supervised environment will not be allowed more than two (2) overnight passes within a seven (7) day period. HSW's are responsible for organizing these passes and thoroughly completing the Shelter Pass (*See Attachment E*). For example, if a youth is granted a two day overnight pass for any holiday they will not be allowed to have their usual overnight weekend pass. However, if the youth has a day pass on the holiday, the HSW can approve a subsequent overnight weekend pass.
10. Day passes may be permitted in lieu of overnights per court orders, or in situations when an overnight pass is inappropriate.
 - Day passes are subject to the same rules as overnight passes.
 - Utilizing day passes on Sundays rather than Saturdays is encouraged to discourage missing behaviors.
 - Passes will not begin prior to 8:00 a.m., and youth must return by 7:30 p.m.
11. Organized, supervised group activities that take place away from the shelters and are a part of the youth's programming will not require completion of a pass (e.g. therapy sessions, Wraparound meetings, etc.).
12. Visitations are permitted to approved family members, social workers, law enforcement, attorneys, foster parent(s), caretaker relatives, and mentors. Friends (peers) will not be permitted to visit residents. Family visitation to facilities will be limited to three (3) individuals at any one time. Facilities do have the option to restrict family visitation beyond the above limit, and set times for

visitation; if visitation by specific families is found to be disruptive or unreasonable. When this occurs, HSW and DCSD Administrative Coordinator are to be notified as soon as possible.

13. In the event inclement weather advisories, it is at the discretion of the Shelter Program Manager regarding whether it is safe for the youth's return or departure for passes. All decisions based on inclement weather must be documented and emailed to the assigned HSW, copying the HSW Supervisor.

B. Communication with Families

Shelter staff are encouraged to share objective information regarding the behavior of youth in the shelter with parent or caretakers if such information is solicited. Questions of a diagnostic nature or regarding case planning shall be redirected to the youth's HSW.

V. Extenuating Circumstances

A. Drugs and Alcohol

No illegal drugs or alcohol are allowed. Shelter staff are responsible for reporting any known or suspected use or possession of drugs and/or alcohol to the assigned HSW.

Shelter staff are responsible for completing and submitting a SIR to the assigned HSW via email and the assigned HSW supervisor and Administrative Coordinator within twenty-four (24) hours. Contacting the local police department is at the discretion of the shelter care staff based on professional judgement and internal policy.

The HSW is responsible for completing a Critical Incident Report (CIR) within twenty-four (24) hours of receiving the "Serious Incident Report" from the shelter facility.

B. Fighting

Shelter care staff are expected to be proactive with use of verbal de-escalation techniques to mitigate the likelihood of fighting. If physical fighting results despite these efforts, defer to Administrative Code DCF 59 for guidelines on usage of physical holding and disciplinary actions. Shelter care management staff should use professional judgement to determine if law enforcement should be notified in the event of fighting among residents.

If injuries occur, law enforcement agencies, the Division of Milwaukee Child Protective Services, and HSWs are to be notified immediately, with medical care being obtained if needed. Shelter staff are responsible for completing and submitting a SIR to the assigned HSW via email, the HSW supervisor and the Administrative Coordinator within twenty-four (24) hours.

The HSW is responsible for completing a CIR within twenty-four (24) hours of receiving the SIR from the shelter facility.

C. Assault on Staff

Residents are not to engage in behavior that endangers the health or safety of residents or staff. Program policy should be outlined to relocate residents who assault staff if they are not detained by the police. Any assault on staff is to be reported to local law enforcement immediately.

In the event of a staff assault, in addition to contacting local law enforcement, the assigned HSW should be notified via email immediately, copying the assigned HSW supervisor and DCSD Administrative Coordinator. Shelter staff are responsible for completing and submitting a SIR to the assigned HSW via email, copying the assigned HSW supervisor and Administrative Coordinator within twenty-four (24) hours.

The HSW is responsible for completing a CIR within twenty-four (24) hours of receiving the SIR from the shelter facility.

D. Claims of Neglect and Abuse to Residents by Shelter Staff

This section will be strictly governed by the Wisconsin Children's Code, Chapter 48, Laws of 1996, Section 48.981. It is the responsibility of each vendor to fully familiarize their personnel with the requirements of this document. Shelter care staff are mandated reporters, and are required to follow the mandatory reporting requirements.

In the event a youth complains of abuse, or is suspected to be neglected or abused, Shelter care management staff shall conduct an immediate internal investigation and take any interim action as deemed appropriate to safeguard the health and welfare of the youth. Any shelter staff involved in an alleged abuse situation shall immediately be moved to another site until a complete investigation has been conducted to the satisfaction of the DCSD Division Administrator and other involved entities.

Shelter care management staff should contact the Division of Milwaukee Child Protective Services (DMCPS) at 220-SAFE, the appropriate law enforcement agencies and departments and the State Division of Child and Family Services, Bureau of Regulations and Licensing (414-521-5100) immediately to report the incident.

Shelter staff are required to complete SIR and forward to the assigned HSW via email, copying the assigned HSW Supervisor and Administrative Coordinator within 24 hour of the initial 220-SAFE call. With notification to the HSW, DCSD with the consent of the assigned judge will make a placement determination pending the investigation.

In the event that a hospital admission is required, prior to the end of a shelter care staff's shift, a phone call/message will be made to the assigned HSW in addition the DMCPS call, email and SIR. Shelter staff are required to keep a log documenting all related events.

E. Unnecessary Movement

Unnecessary movement of residents within the shelter should be avoided. There may be occasions when a resident may need to be transferred from one facility to another for just cause, i.e. physical or verbal conflict between residents, between resident(s) and staff, accusations of maltreatment or misconduct or at the professional judgment of management staff. Absent these circumstances, movement of residents should not take place. All movement and rationale shall be documented in the youth file and logged accordingly.

F. Resident Accountability

A system will be maintained by each shelter, which will record the whereabouts of residents at all times. A daily shift log will be maintained, providing appropriate data on each youth's daily status in residence.

G. Police Interviews with Residents

In the event a police or sheriff are interested in interviewing a youth in shelter care, they should be welcomed to do the interview without prejudice or interference from shelter staff. Occurrence of such activity, including names of officers, time/dates and rationale shall be documented in the youth file and logged accordingly.

VI. DOCUMENTATION/COURT CONSIDERATIONS

A. Monitoring

DHHS staff and judicial officials will monitor facilities on a periodic basis. Visits should include both announced and unannounced inspections and will be accommodated by shelter staff.

B. Subsequent Court Hearings

1. Shelter Facility Responsibility: It is the responsibility of the shelter facility to transport the youth to court hearings that take place after the initial placement in a safe and timely manner. Exceptions will be made in cases where the assigned HSW informs shelter via email of any changes regarding transportation to court hearings (e.g. Wraparound Care Coordinator, Running Rebels advocate, crisis stabilizer, mentor, etc.). This serves to minimize confusion to help assure that subsequent court hearings are not missed.

2. DCSD Responsibility: The assigned DCSD clerical staff will ensure that the shelter receive copies of the subsequent court orders for youth returning from court to the shelter facility. The assigned HSW will follow-up with shelter one business day prior to the scheduled court hearing to confirm shelter is aware of the court date and appropriate accommodations for transportation have been made. Copies of the non-secure orders will accompany the youth back to the facility.

C. Daily Monitoring Reports

Each shelter facility is required to have a daily morning report ready for electronic transmission to the DCSD clerical staff (at DCSDadmin@milwaukeecountywi.gov) no later than 7:00 a.m. each weekday to include the following data:

- Current census
- Any change in population (e.g. admissions, new overnight and weekend admissions, discharges, missing, and missing returns) since 3:45 p.m. the previous day. Including date and time of missing behavior, transferring to new placement (name of transporting adult and name of placement) etc.

D. Case Related and Programming Issues

All complaints/concerns related to specific cases should be directed via email to the assigned HSW, copying the DCSD Administrative Coordinator. All HSWs will be required to consult with their immediate supervisor regarding the next step to address the case related concern. All case related complaints/concerns must be documented by the HSW in a Synthesis case note. Refer to the Critical Incident Report policy for direction on when to complete a CIR.

Any program/referral process issues should be directed to the assigned DCSD Administrative Coordinator via email. Any facility complaints received by the DCSD Administrative Coordinator

will be shared with the vendor as well as, when appropriate, reported to the licensing agency with the support of the DCSD QA department.

In addition, if any issue raised identifies concern with the vendors' action or lack thereof, a follow up investigation will be conducted by a DCSD Quality Assurance (QA) Specialist. The concern will then be reviewed by the QA Administrative Coordinator and a response provided in writing to the agency, as deemed appropriate.

E. Extensions

Wisconsin Legislature Chapter DCF 59.05(3) Child Care Time Limits, requires a fifteen (15) day extension be filed on or before day thirty (30). That another fifteen (15) day extension be filed on or before day forty five (45); where no youth should exceed a sixty (60) day stay at temporary shelter.

The assigned DCSD clerical staff will submit the first fifteen (15) day extension on the twenty-seventh (27) day to the assigned DCSD Administrative Coordinator for a signature. The DCSD Administrative Coordinator will return signed document to the assigned DCSD Clerical staff to email a scanned copy of the first fifteen (15) day extension to sheltercare@stcharlesinc.org for males, and girls@stcharlesinc.org for females.

The second fifteen (15) day extension does not require a signature, but should be saved as a .pdf file and emailed to the Department of Regulation and Licensing (Katrina.Nerge@wisconsin.gov).

All extensions are attached to the juvenile's shelter packet and stored in the DCSD probation file room at the time of discharge.

F. Documentation

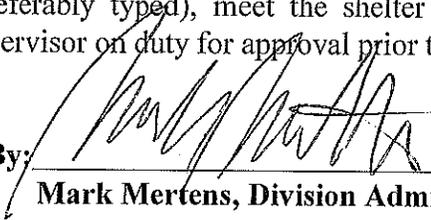
1. Shelter care staff shall provide accurate and timely documentation of observation, activities, and incidents that occur in the shelter care facility and/or while on supervised activities. All documentation that relates to the shelter care facility, the juveniles or events while on supervised activities shall be documented in the appropriate data base, log and corresponding report forms. Shelter care staff shall place the behavior log sheet in the juvenile's permanent file at time of release.
2. Documentation is to ensure that all significant information and incidents are effectively authorized, documented and communicated to the appropriate parties. Such documentation shall serve as an official record of occurrences within the facility, which will enable the review and reconstruction of activities and events efficiently.
3. All errors, corrections, modifications and/or addendums of documentation shall be dated and initialed. All errors on documents shall be denoted with a single line out in conjunction with staff initials – NO WHITEOUT/CORRECTION PENS shall be used.
4. Suggested Documentation Types
 - Daily Unit Log** – to be maintained by the shelter care staff assigned to each unit of the facility. The log shall serve as an official document that records all activities of the unit. All documentation shall state time of the observation, the specific activity and/or incident and the documenting staff's initials.

- The shelter care staff reporting for duty shall review the information recorded in the unit log from the previous three (3) shift(s) to prepare for their shift.
- The daily unit log on each shift shall include, but is not limited to, the following routine information: census at the beginning and end of the shift, security inspections, unit activities, names of staff, observation(s) of youth, admissions and releases from the unit, any unusual incidents (flooding, alarm activities, lighting malfunctions, etc.), emergency situations, etc.
- The daily unit log shall remain on the unit at all times.

Log Sheets/Supplemental – to be maintained by shelter care staff for each youth in the facility from date and time of admission until date and time of discharge. The individual log sheets shall be stored in a binder assigned to the youth, and serve as the official document that records the behavior of the youth. The log sheet should include, but not be limited to, relevant information as indicated on the “Daily Unit Log” sheet in addition to detailed descriptions of behavior(s) displayed, documentation of a youth not participating in program activities and reasons for non-participation; detailed pass information; date and time of release. All entries shall be dated and initialed by the staff making the entry and become a part of the youth’s individual file.

Incident Reports – to be completed by shelter care staff on all youth who display behavior which is dangerous to the health and safety of the youth, visitors and/or staff. These reports include, but are not limited to, suicide gestures, run away attempts; physical and verbal confrontation among youth or towards staff, and any other incident that the shelter care staff or supervisor deem appropriate. The shelter care staff whom observed and respond to the incident shall complete the incident report immediately and include as much detail as possible, specifically actions taken to resolve the incident. Reports must be legibly written (preferably typed), meet the shelter care standards and submitted to the shelter care supervisor on duty for approval prior to the end of the shift.

Reviewed & Approved By:



Mark Mertens, Division Administrator

Shelter/Level II Admission & GPS Request Form

Program: <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px; width: 45%;"> <p style="text-align: center; margin: 0;">Court Ordered</p> <input type="checkbox"/> Shelter <input type="checkbox"/> Level II <input type="checkbox"/> Level II w/GPS </div> <div style="border: 1px solid black; padding: 2px; width: 45%;"> <p style="text-align: center; margin: 0;">HSW Requested</p> <input type="checkbox"/> Level II <input type="checkbox"/> Level II w/GPS </div> </div>	Level II Monitoring Agency: <input type="checkbox"/> Southwest Key <input type="checkbox"/> St. Charles Referral Date: _____
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Human Service Worker:
 Name: _____ Phone: _____ E-mail: _____ @milwaukeecountywi.gov

Wraparound Care Coordinator:
 Name: _____ Phone: _____ E-mail: _____

CHIPS Worker:
 Name: _____ Phone: _____ E-mail: _____

Juvenile Information:

Juvenile ID No.: _____ Ref. No. _____ Probation No. _____
 Youth Last name: _____ First name _____ M.I. _____
 Date of Birth: _____ Sex: Male Female Race: _____ Hispanic? Y N
 Height: _____ Weight: _____ Hair Color: _____
 Medical Conditions: _____
 Medications: _____
 Address: _____ City: _____ State: WI Zip: _____
 Home Phone: _____ Cell: _____ Work: _____
 Limited English Proficiency? Y N Language(s): _____

Caregiver Information:

Mother Father Caregiver - relationship
 Last Name: _____ First Name: _____ DOB: _____
 Address: _____ City: _____ State: WI Zip: _____
 Home Phone: _____ Cell: _____ Work: _____
 Limited English Proficiency? Y N Language(s): _____

Alternate Contact Information:

Mother Father Caregiver - relationship
 Last Name: _____ First Name: _____ DOB: _____
 Address: _____ City: _____ State: WI Zip: _____
 Home Phone: _____ Cell: _____ Work: _____
 Limited English Proficiency? Y N Language(s): _____

Case Information:

Case Type: DHS Custody Non-Secure CHIPS Non-Secure Delinquency Non-Secure JIPS
 CCAP# _____
 Charge: _____ Charge Code: _____

Court Order and/or Supervision Conditions:

Requested by: Judge HSW HSW Supervisor Name: _____
 Court Order Program(s): _____
 Approved Location(s): _____
 Approved Supervising Adult(s): _____
 Restricted Area(s): _____
 Accomplice(s): _____
 No Contact Orders: _____

Risk Assessment

Risk Factors

N/A Low Moderate High

School Information:

Enrolled Pending Placement Suspended (Return Date _____)
 Name: _____ Address: _____ Grade: _____

Insurance Information:

Is there insurance for services? Y N Company: _____ Phone: _____

 HSW Signature -

 HSW Supervisor Signature when TPC not signed by judge

STATE OF WISCONSIN, CIRCUIT COURT, MILWAUKEE COUNTY

ADDENDUM TO DELINQUENCY ORDER FOR TEMPORARY PHYSICAL CUSTODY (JD-1711)

[] SECURE [] NON-SECURE

IN THE INTEREST OF: _____ DATE OF BIRTH: _____

JUVENILE ID #: _____ CASE NO.: _____

THE COURT ORDERS:

- 1a. The child/juvenile be
[] placed in temporary secure custody
[] placed in temporary secure custody awaiting non-secure placement at:
[] Parental Home
[] Relative Home
[] Temporary Shelter
[] Other
1b. The child/juvenile be placed in temporary non-secure custody at:
[] Parental Home
[] Relative Home
[] Temporary Shelter
[] Other

Special Delinquency Programs: [] Level II [] Other _____

Under the Following Conditions:

- [] Daily School Attendance [] Curfew - 24 Hours Except School
[] Cooperate with Counseling [] Curfew: _____ Weekdays; _____ Weekends
[] No Passes [] No Association with Accomplices(s)
[] Passes at Discretion of Intake Specialist/Probation Officer [] No Further Violations Reaching Probable Cause
[] No Association with Victim(s) [] Voluntary Inpatient at CATC
[] Obey Rules of the Home [X] No AWOL Behavior
[X] Failure to appear in court will result in a warrant being issued

Other: _____

The Child is Released to:

When:

For:

- [] Parent [] Relative [] Upon Request [] Home
[] Child Welfare [] Sheriff [] Immediately [] LHS
[] DJC [] Self [] Temporary Shelter
[] Intake Specialist/Probation Officer [] Shelter Staff
Other: _____

Other: _____

NEXT HEARING: Branch: _____ Date: _____ Time: _____ AM / PM
Type: [] Initial [] Status [] Plea/Disp [] Disp Placement [] Sentence [] Contest [] Other: _____

Worker's Signature: _____ Name Title Date

Judge's/Commissioner's Signature: _____ Name Date

TEMPORARY SHELTER PROVIDER

PLEASE MAKE SURE THAT _____

(Juvenile's Name)

WHO WAS PLACED IN YOUR FACILITY ON _____

(Date)

ARRIVES AT THE VEL PHILLIP'S JUVENILE JUSTICE CENTER NO LATER
THAN: 10:00am or 1:00pm

ON _____, FOR A CUSTODY HEARING.

(DATE)

Please tell the juvenile to report to the "Assigned Intake Court" when they arrive.

Directions are available at the front desk located inside the front entrance.

If you have any questions, please contact the Custody Intake Office at (414) 257-7719

Thank you,

Custody Intake Staff

Delinquency and Court Services



Milwaukee County Delinquency & Court Services Division

10201 West Watertown Plank Road Wauwatosa, WI 53226

Shelter Pass

Date: _____

Approved

Denied

Juvenile Name: _____

DOB: _____

Juvenile ID: _____

Pick-up Information

Pass Date: _____

Departure Time: _____

Transporting Adult's Name: _____

Address: _____

City: _____

Zip: _____

Phone Number: _____

Alternate Phone Number: _____

Relationship to Juvenile: _____

Approved Pass Location

Supervising Adult's Name: _____

Address: _____

City: _____

Zip: _____

Phone Number: _____

Alternate Phone Number: _____

Relationship to Juvenile: _____

Return Information

Expected Return Date: _____

Expected Return Time: _____

Name of Adult Returning Juvenile: _____

Actual Return Date: _____

Actual Return Time: _____

Human Service Worker Approval

HSW Signature

HSW Printed Name