Milwaukee County Department of Health and Human Services Delinquency and Court Services Division **Policy & Procedure**	Date Issued: 07/01/2013	Reviewed: 07/01/2013 By: BTW Last Revision:	Section: ADMINISTRATION	Policy No: 008	Pages: 1 of 18
☒ Delinquency and Court Services Division ☒ Children's Court Services Network ☒ Purchase of Service Agencies	Effective Date: 07/01/2013	Subject: **Shelter Care Operations**			

I. POLICY

A. OVERVIEW

The Milwaukee County Department of Health and Human Services (DHHS), Delinquency and Court Services Division (DCSD) shall provide shelter care facilities and programming as an alternative to secure detention placement. Shelter care facilities provide short-term (typically less than 30 days) non-secure, supervised residential programming to youth ages 12 - 17. In certain circumstances, males ages 10 or 11 may also be served. The program will primarily serve youth pending court for alleged delinquency. Other youth involved in Juvenile Justice Center matters may be placed in Shelter Care at the discretion of either the DCSD or the Court.

B. DESCRIPTION OF SHELTER CARE FACILITIES

1. Shelter care facilities provide short-term, non-secure placement option for youth ages 12 -17. Males ages 10 – 11 may also be served in select circumstances.

2. Shelter care facilities provide emergency and temporary living arrangements for youth which include housing, food, supervision while in placement or participating in shelter-supervised activities, coordination with on-grounds school programming, and for youth attending neighborhood schools, monitoring of 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 family issues. In addition, many of the 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

1. 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.

II. PROCEDURE

A. DURATION OF STAY

The maximum length of stay is up to thirty (30) days, plus allowable extensions, if approved.

B. AUTHORITY FOR ADMISSION

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

1. There is a court order for custody under s. 938.19(1)(c), s. 938.21(4)(b), s. 48.19(1)(c), or s. 48.21(4)(b) Wis. Statutes.

2. A custody intake placement decision is made pursuant to s. 938.205 or s. 48.205 Wis. Statutes (with DCSD approval).

3. There is an emergency change of placement under s. 938.357(2) Wis. Statutes, subject to further court action for placement elsewhere.

4. There is an emergency change of placement under s. 48.357(2) Wis. Statutes, subject to further court action for placement elsewhere.

C. ADMISSION PROCEDURES

1. General Procedures

DCSD clerical staff shall process all admissions to the shelter care facilities during normal working hours - Monday through Friday, 8:00 a.m. to 4:00 p.m. DCSD personnel performing custody intake duties shall process all admissions to the shelter care facilities during evenings and weekends. The DCSD Pre-disposition Program Admission form must be completed along

with an Addendum to Delinquency Order for Temporary Physical Custody for all admissions. Monday through Friday, 8:00 a.m. to 4:00 p.m., HSW staff shall submit copies to the designated DCSD mailbox in Administration. During evenings and weekends, staff performing custody intake duties shall include a copy of both forms along with the admission packet and deliver them to Administration for processing.

Monday through Friday, 8:00 a.m. to 4:00 p.m., if a shelter is contacted regarding vacancies/placements by anyone other than the assigned DCSD clerical staff, the shelter is to refer the individual to the shelter line at 414-257-5976. Facilities are not to accept admissions unless specifically approved by DCSD clerical staff. During evenings and weekends if a shelter is contacted regarding vacancies/placements by anyone other than staff performing custody intake duties, the shelter is to refer the individual to custody intake at 414-257-7719.

2. Placement Requirements

Admission forms (attached) must be completed with accuracy and thoroughness. It is the responsibility of the admitting worker at each facility to check to see that admission forms are completed adequately and to request additional information as needed. Lack of cooperation by individuals placing youth should be reported to DCSD.

- All property of youth at the Juvenile Justice Center must be transported with the youth.

- All medications that the youth is 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 dealt with prior to placement.** (*If difficulties arise, the DCSD Shelter Liaison or other DCSD supervisory personnel should be contacted.*)

3. Placement Process

DAYTIME PROCEDURES (Monday through Friday, 8:00 a.m. to 4:00 p.m.):

a. The youth will be picked up by a shelter representative presenting ID, and must be taken directly to the shelter (no deviations). It is expected that shelter staff will arrive at the Juvenile Justice Center to place the youth within an hour of the request. If more time is required shelter staff should notify detention intake (257-7719), state reason for delay,

and provide their anticipated time of arrival at the Juvenile Justice Center.

b. If paperwork is not present or is inadequate, shelter staff will contact the appropriate DCSD clerical staff for clarification and further information at 257-5976.

c. If the child runs away from the shelter representative during the daytime, they must notify the shelter as well as the DCSD clerical staff at 257-5976. DCSD clerical staff will notify the assigned HSW immediately by phone and by email.

NIGHTTIME/WEEKEND PROCEDURES

a. Between the hours of 4:00 p.m and 8:00 a.m. on weeknights and all day on weekends and holidays, the DCSD staff performing custody intake duties will authorize placements.

b. Shelter staff must document the name and title of the individual who calls in an admission as well as who actually accompanies the youth to and from the Juvenile Justice Center.

c. Shelter staff will be available 24/7 to provide transportation for juveniles requiring a non –secure shelter placement and it is expected that shelter staff will arrive at the Juvenile Justice Center to place the youth within an hour of the request. If more time is required shelter staff should notify custody intake (257-7719), state reason for delay, and provide their anticipated time of arrival at the court center.

d. If the child runs away from the shelter representative during the nighttime/weekend, they must notify the shelter as well as the staff performing custody intake duties at 257-7719. Custody intake staff must notify DCSD clerical at 257-5976. DCSD clerical staff will inform the HSW by phone and e-mail.

D. DISCHARGE PROCEDURES

The shelter will notify DCSD clerical staff of any discharges by providing that information on the daily census or faxing a copy of a missing report. If a youth is discharged from shelter because they have AWOLed or have been placed elsewhere, the DCSD clerical staff will send an email to the assigned HSW indicating why the youth was discharged and where they were placed.

If the youth is being discharged from shelter because a new Temporary Physical Custody Order indicates another placement or program, the HSW shall submit a copy of that Temporary Physical Custody Order to DCSD clerical staff. If the youth is being released home on probation, Consent Decree, or dismissal, the HSW shall immediately provide an email or written notification to that effect to DCSD clerical staff. DCSD clerical staff will submit discharge notification to shelter staff informing them of the youth's discharge.

E. AWOLS

1. Shelter staff will be responsible for reporting runaways to parents/guardians and local law enforcement (police/sheriff) immediately, and to DCSD clerical Monday through Friday, 8:00 a.m. to 4:00 p.m via the daily census and by faxing a copy of the missing report and notifying staff performing custody intake duties (257-7719) during evenings, holidays and weekends.

2. Once a juvenile has been AWOL for 24 hours, DCSD clerical staff will contact the shelter and notify them via fax to discharge the youth from placement. DCSD clerical staff will send an email to the assigned HSW and their supervisor that the youth was discharged and an Apprehension Request should be issued.

3. Youth who AWOL will be accepted back into the facility 24 hours from the time of runaway episode, as beds will be held for that period. If a youth who has gone AWOL returns in less than 24 hours it is very important that shelters notify DCSD clerical staff of this occurrence. Generally, the same procedures used to notify of AWOLS may be used to notify of the returns. The **importance of timely and accurate reporting of AWOLS and AWOL returns cannot be overemphasized**. Messages concerning an AWOL or AWOL return should be left on the shelter number, 257-5976 and an e-mail should be sent to juvenileinfo@milwcnty.com The message should contain the factual data as well as a request to have staff return your call.

4. If a youth who has run from a shelter returns to that facility after 24 hours, and a bed is available, the youth should be kept there, the DCSD staff performing custody intake duties (257-7719) notified of the return and a Placement Review Hearing held.
   - If there is no bed available at the facility, the youth will be returned to secure detention and a Placement Review Hearing will be scheduled for the next business day.

5. If there is a new police report written due to a new delinquency, the youth should be taken to the Juvenile Justice Center by law enforcement for a decision or proper disposition.

6. In situations of critical need for beds in shelters, the Department may waive the 24-hour bed hold requirement, discharge a youth early, and utilize the vacancy. Assigned staff will retain decision-making responsibility for early discharges during the day. At night and on weekends and holidays, DCSD staff performing custody intake duties will make that decision.

F. ASSIGNMENT OF HSW's

1. Clerical staff will inform the facility of the HSW assignment within 24 hours of admission (included on the Daily Census), except following weekend admissions, when assignments should be known by the next working day. Occasionally, delays may occur in case assignment. Workers should make contact with the facilities as soon as possible following case assignment.

2. The facility should contact DCSD clerical staff promptly when they have doubts about the identity of the assigned worker and request confirmation.

3. The facility should keep in mind the fact that on weekends, the only contact they will have for a youth is custody intake staff.

G. HOUSE RULES

1. Each facility should have a list of house rules which is explained to each youth admitted to the facility. This list should include such things as, but not 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 radios and TV, (i) school attendance. These same rules should be posted in a key area of the facility. Youth will be oriented to fire and emergency routes and procedures. It is required that the facility have youth sign off on the house rules to make sure complete understanding of these rules is achieved during the admission process.

2. State law prohibits smoking by shelter-age youth. Shelter staff will closely monitor their facilities to insure compliance.

3. A facility shall have a grievance procedure and assign an individual from administration or social services to hear resident's 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.

H. SCHOOL ATTENDANCE

1. At the time of the youth's admission to shelter, it should be determined if the youth will attend the on-grounds school (Plank Road School) or the school in which the youth was previously enrolled prior to placement (if he/she is in the facility for more than three school days). If it is planned that the child will be in shelter more than three days, a determination needs to be made as to where the child will attend school. It is the responsibility of the HSW who is assigned the youth's case to make this determination. Parents may be utilized to effect new school enrollment, but if cooperation is not achieved, it is the responsibility of the HSW.

2. It will be the responsibility of the shelter to see to it that the youth is up and ready to go to school at the designated time and that he returns to the shelter promptly from the school setting. If a youth attends an off-grounds school, it may be necessary to provide the youth with bus tickets in order to get him to the designated school. Shelters will check schools whenever truancy is suspected and will notify the assigned HSW regarding truant behavior. Shelters may, at their option and as time and personnel resources permit, assist the HSW in school reinstatements. Shelters will make frequent spot-checks regarding school attendance for all residents. For youth whose parents are not engaged with their education, Shelters should interact with the school as an advocate for the youth. Shelters must maintain a collaborative relation with schools. Shelters must ensure that youth are provided lunch during each school day.

I. PART-TIME EMPLOYMENT

Youth may be permitted to hold part-time jobs during residence in shelter if permitted on the Temporary Physical Custody Order.

1. Residents must maintain a satisfactory behavioral pattern, or appropriate level, in order to attain or keep this privilege.

2. With few exceptions youth must be enrolled in school (during the regular school year) in order to hold part-time employment.

3. The HSW's must approve employment.

4. Work hours must be reasonable, especially with regard to hours of return from work.

J. CLOTHING AND BELONGINGS

1. Some youths will be placed in a facility on an emergency basis and may not have their own clothing at admission. The facility must make provision for emergency clothing to be used in these instances. This 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 resident, and facilities will document efforts to ensure that youth in care are adequately clothed.

2. If a youth in placement in a shelter has a critical need for clothing, and has an active CHIPS case, he/she may be eligible for a clothing grant.

3. It is the responsibility of the assigned worker who is assigned to each case to make provisions to get the child's clothing from his previous residence, whether it is his own home, a foster home, or institution. The facility will assure that the youth's personal belongings are stored in a safe place if the child runs away or must leave without preparation. If clothing is not claimed within 90 days, it will be considered abandoned and may be disposed of as facilities see fit. In this circumstance, such clothing may be added to the facility's stock of emergency clothing. Youth and their parents, if applicable, will be advised of this policy at the time of admission.

4. Security for clothing and belongings is a difficult problem for shelters due to the constant 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.

K. MEDICAL CARE

Many residents of shelters require either emergency or non-emergency medical care during their stays. An orderly and efficient method of obtaining medical care is of extreme importance, 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.

It is important that the HSW's and shelter staff read each other's areas of responsibility in this section, as well as their own, so that full understanding is attained as to respective roles.

1. HSW Guidelines

a. Gathering Medical Information:

When client and family are interviewed, it is vital that as much information as possible, with respect to the following, be obtained for transmission to the facility.

- Name of HMO (if applicable).
- Name of clinic and/or physician where client and family are seen or assigned, to include address and phone number.
- If on generic Title XIX, the Title XIX card. At minimum, number and effective dates, with follow-up of the card within 48 hours.
- Specific information as to family members or family friends who may be contacted to transport a resident for medical care, if necessary. This information should include address and phone number, including work numbers, if applicable.

b. The above-noted information should be conveyed to the shelter via the Pre-Disposition Program Admission form. Data regarding resource personnel for transportation of the resident should be entered in the appropriate space on the form.

c. Shelter staff will utilize the provided information to facilitate medical care for residents. They will continue to inform staff of youths' medical problems and care obtained. If not provided HSW's may receive requests for assistance and these should be documented by both the worker and the shelter staff.

d. If the listed family resource persons are not available for transportation, per shelter guidelines, HSW will be contacted for guidance as to alternate methods of transportation.

e. If a client has no medical insurance coverage, or if generic Title XIX coverage is needed for a particular reason, HSW should discuss the situation with the DCSD liaison.

2. Shelter Staff Guidelines

a. At the time of admission of a resident, staff shall review admission forms to verify all admission information, including the medical information as delineated in above. If information is missing, it should be requested of the placing individual. If, for some reason, information is not immediately available, definite dates and times within 48 hours must be established as to when such information will be provided.

b. If Illness/Injury Occurs:

- Emergency situations requiring immediate medical care will be handled by calling paramedics/ambulances. HSW's are not appropriate resources to call for an emergency.

- In a non-emergency situation, if a youth is on 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 with respect to the need for the resident to be seen immediately. Normally, a response will be available which will relieve the staff member from further decision making as to the need for the youth to be seen. The process of checking with an HMO, with respect to the need for a resident to be seen, is not only required by this document but is also required by most HMO's before an individual can be authorized to be seen for medical care. It may be that staff will be advised to observe the youth, provide over-the-counter meds, and/or call back if conditions worsen or do not improve. Staff should follow these recommendations scrupulously as well as document them in the youth's file. If the physician/clinic orders the youth to be seen quickly or routinely, the staff will pursue the resource person or persons provided on the admission form in all cases. **HSW's are not to be called unless all listed alternatives have been pursued to the maximum extent possible.** Only then should the above individuals be contacted. Situations will be monitored by this office to assure proper procedures are being followed.

- Youth admitted from foster homes, group homes, and residential treatment centers will not be assigned to HMO's but rather will be on generic Title XIX. In these cases, private physicians or clinics, if known, should be contacted for advice. Many times, physicians and clinics have recorded messages when the clinics are closed which will refer the caller to an emergency number. If not, Children's Hospital emergency department should be contacted for advice.

- When shelters are in possession of a resident's Title XIX card at the time that they are discharged from care, the card should be sent with the resident when the resident is discharged to a foster home, group home, RTC or hospital.

c. If a youth complains of, or a worker placing a youth 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. Facilities will be alert to residents' medical status, and in event of occurrence of contagious or communicable disease, will take necessary measures (universal precautions) to minimize exposure to others and coordinate obtaining 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 working days. Per State shelter care rules, the ultimate responsibility for getting the child to the appropriate medical treatment in an emergency situation rests with the shelter.

e. If a family member conveys a youth to a medical appointment and a prescription is written, 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. Resident admissions to a hospital will be logged concerning the incident or circumstances requiring such care. A Critical Incident Report shall be written immediately and a copy of this report forwarded to the assigned HSW within 24 hours. A phone message regarding the hospital admission should be left with the assigned HSW and an e-mail sent by the end of the shift.

g. A verbal report will be given to the Bureau of Milwaukee Child Welfare (220-SAFE) whenever a resident suffers an injury at a shelter requiring treatment at a hospital. The Bureau may request a written report.

h. A Health Screening Summary will be completed for each youth admitted to a shelter. 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 distractions 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. Further entries on the summary are not required.

i. Youth admitted to a hospital would have their beds held for 72 hours. If they do not return by that time, they will be discharged. They will, however, be given priority as possible when ready for return to the shelter.

DCSD may instruct the facility to continue to hold the bed for the youth beyond the 72 hours.

L. VISITATION / PASSES

1. Restrictions on passes as directed specifically by a non-secure or other court order.

2. Shelters will document all pass utilization, noting destination, authorization, parent/guardian verification (if appropriate), mode of transportation, and time of departure and return.

3. All passes must be verified with parent or guardian and be authorized in writing by the assigned HSW or their supervisor.

4. On Thursday afternoon, but no later than 8:00 a.m. on Friday morning, shelter staff will e-mail reports on the juvenile's progress during the week, including school reports and any other relevant behavior that was seen during the week. HSW's are to then e-mail decisions about the juvenile's pass status for the upcoming weekend by 12:00 p.m. on Friday. This will serve as the final pass decision.

5. No "independent passes" will be authorized. The youth's HSW must specify destinations. **Passes must be to family members, except in situations where no family is available or appropriate and then a DCSD authorized involved responsible adult can be approved.**

6. Shelters are required to verify that an appropriate responsible adult is available before releasing residents for passes. This is to ensure, to the extent possible, that youth are not sent out to an empty house, or to an environment that could put them at risk. In cases where a parent or other pass resource does not have a telephone, one of the following steps should be taken by HSW at, or shortly after admissions, when pass resource person has no phone:

   - Provide shelters with an accessible, nearby phone number.

   - 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 the shelter to insure that the resident did (or did not) arrive, and call again to inform them that the resident has left to return to the shelter. Transportation for passes by parents is encouraged, but not mandatory. If proper verification as delineated above is not obtained, residents will not be release for passes. Youth 14 years or younger are required to have adult supervision for travel to and from the shelter on all home visits.

Consideration for the shelter's existing policies will be noted. However, since they have primary responsibility for casework planning, HSW's may overrule waiting times for passes for youth newly admitted to shelter, when this is a necessary part of the case planning, such as for preplacements in foster homes or group homes.

7. Given that youth are ordered to shelter care to be in a more supervised setting than juveniles allowed to return home pending court /placement, the expectation is that they will not be allowed overnight passes for lengthy periods of time. During a seven day period, the expectation is that the juvenile will have at maximum two overnight passes. So for example, if the juvenile is given a two day overnight pass for the Thanksgiving holiday, than the expectation is that they will not be allowed the usual overnight weekend pass. If however the juvenile has a day pass on the holiday, they could still have the weekend pass.

8. 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 overnights.

   - Utilizing day passes on Sundays rather than Saturdays is encouraged to discourage AWOL's.

   - Passes will not begin before 8:00 a.m., and youth must return by 7:30 pm.

9. Organized, supervised group activities that take place away from the shelters and are a part of their programming will not be regarded as a pass.

10. Visitation is permitted to family, Social Workers, police, and attorneys, foster parents, caretaker relatives and mentors. Friends (peers) will not be permitted to visit residents. Family visitation to facilities will be limited to three individuals at any one time. Facilities may, at their option, restrict family visitation beyond the above limit and may set times for visitation, if visitation by specific families is found to be disruptive or unreasonable. When this occurs, HSW and DCSD liaison are to be notified as soon as possible.

M. DRUGS AND ALCOHOL

No illegal drugs or alcohol are allowed. Shelter staff will report any known or suspected use or possession of drugs/alcohol to the HSW. A Critical Incident Report shall be written immediately and a copy of this report forwarded to the assigned HSW within 24 hours. A phone message regarding the hospital admission should be left with the assigned HSW and an e-mail sent by the end of the shift.

N. FIGHTING

Shelter care management staff shall determine if law enforcement should be notified in the event of fighting among residents. Professional judgment should be followed. If injuries occur, law enforcement agencies will be notified; HSW's are to be notified immediately, and medical care obtained if needed. A Critical Incident Report shall be written immediately and a copy of this report forwarded to the assigned HSW within 24 hours. A phone message regarding the hospital admission should be left with the assigned HSW and an e-mail sent by the end of the shift.

O. ASSAULT ON STAFF

Any assault on staff is to be reported to local law enforcement, documented and reported to DCSD and the HSW. Residents are not to engage in behavior that endangers the health or safety of residents or staff. Program policy is generally to relocate residents who assault staff if they are not detained.

P. NEGLECT OR ABUSE SUSPECTED BY SHELTER STAFF

Shelter care staff must follow mandatory reporting requirements. If neglect or abuse of a resident is suspected, the appropriate law enforcement agency should be notified immediately. The HSW will be notified ASAP, and the particulars of the situation will be documented in detail. This section and the following 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. Any time a youth complains of abuse or is suspected to be neglected or abused, staff should contact the Bureau at 220-SAFE to report the incident. A Critical Incident Report shall be written immediately and a copy of this report forwarded to the assigned HSW within 24 hours. A phone message regarding the hospital admission should be left with the assigned HSW and an e-mail sent by the end of the shift.

Q. CLAIMS OF ABUSE OF A RESIDENT BY STAFF

If a resident alleges abuse by a staff member, this must be logged and reported to the Bureau of Milwaukee Child Welfare, Protective Services at 220-SAFE, assigned HSW, DCSD, and the State Division of Child and Family Services, Bureau of Regulation and Licensing, 521-5100 immediately.

The appropriate law enforcement agencies and departments need to be contacted immediately. DCSD with the consent of the assigned judge will make a placement determination pending investigation. Shelter care management shall conduct an immediate investigation and take any interim action deemed appropriate to safeguard the health and welfare of the youth. Shelter care management must report their findings to the Division Administrator, DCSD liaison, and the

Contract Services Administrator within 24 hours. 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.

R. UNNECESSARY MOVEMENT

Unnecessary movement of residents within the shelter should be avoided. Sometimes, however, a resident may need to be transferred from one facility to another for cause. This would include physical or verbal conflict between residents or between resident and staff or accusations of maltreatment of misconduct.

S. 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 in residence.

T. POLICE INTERVIEWS WITH RESIDENTS

On occasion, the police or sheriff will wish to interview a youth in shelter care. They are to be allowed to do this without interference from staff.

U. BUS FARE

Bus fare will be budgeted by shelter providers and will be provided by them as needed for school, job seeking, appointments, and when appropriate, passes.

V. MONITORING

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

W. SUBSEQUENT COURT HEARINGS

1. It is the responsibility of assigned HSW's to inform facilities as to how a youth will be transported to and from court hearings that take place after initial placement. In most cases it will be the responsibility of the shelter to arrange for transportation to and from court hearings in a safe and timely manner. This serves to minimize confusion and to help assure that subsequent court hearings are not missed.

2. Assigned HSW's and DCSD staff will insure that shelters receive copies of subsequent court orders for youth returning from court to the facilities.

Copies of these non-secure court orders should accompany the youth back to the facility.

X. COMMUNICATION WITH FAMILIES

Shelter staffs 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.

Y. DAILY MORNING REPORTS

Each shelter is required to have daily morning report data ready for electronic transmission to the DCSD clerical staff no later than 8:30 a.m. each weekday. This data includes: current census; any change in population (i.e. admissions and discharges, AWOLS, AWOL returns) since 4:00 p.m. the previous weekday; admission data on overnight or weekend new admissions, to include data on the admission form orders, voluntaries, and logs, as requested by DCSD staff.

Z. CASE RELATED AND PROGRAM PROBLEMS/ISSUES

All complaints / concerns related to specific cases and to any program issues are to be directed, preferable in writing, to the DCSD liaison. These situations will be investigated, and a response will be provided, in writing or verbally, as appropriate. If the matter cannot be resolved by the supervisor, these concerns can be directed to the Administrator of the Delinquency Court Services Division. All complaints relating to facilities will be shared with the vendor as well as, when appropriate, the licensing agency.

AA. EXTENSIONS

Extension requests required by State shelter care rules will be executed by the DCSD liaison based upon information provided on admission forms, and court orders.

BB. DOCUMENTATION

1. Shelter care staff shall provide accurate and timely documentation of observations, activities and incidents which occur within the shelter care facility and/or while on supervised activities. All documentation that relates to the shelter care facility and/or while on supervised activities and the juveniles shall be documented in the on the appropriate forms. Documentation is to insure that all significant information and incidents are effectively authorized, documented and communicated. Such documentation shall serve as an official record of occurrences within the facility, which will enable the review, and reconstruction of activities and events.

2. All errors, corrections, modifications and/or addendums of documentation shall be dated and initialed. All errors on document shall be single lined out with staff initials. (NO WHITE OUTS), shelter care staff shall place the behavior log sheet in the juvenile's permanent file at time of release.

3. Suggested Documentation

Daily Unit Log – shall 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 observations, activities and/or incidents and be initialed by staff.

- The shelter care staff reporting for duty shall review the information recorded in the unit log from the previous three (3) shift(s).

- The daily unit log on each shift shall include, but is not limited to the following: routine information such as census at the beginning and end of the shift, security inspections, unit activities, names of staff, and documentation of observation of youth, admissions and release from the unit, any unusual incidents, (flooding, alarm activation, lighting malfunction, etc.) any emergency situations.

- The daily unit log shall remain on the unit at all times.

Log Sheets/Supplemental– shall be maintained by shelter care staff for each youth housed in the facility from date and time of admission until date and time of discharge. The individual log sheet shall serve as the official document that records the behavior of each youth. Log sheets shall be kept in the log binder on the unit the youth is assigned. The log sheet shall include, but not be limited to, relevant information as indicated on top of the log sheet form, observation and description of behavior displayed during a shift, documentation of a youth not participating in program activities and reasons for non-participation, date and time of release. All entries shall be dated and initialed by the staff making the entry.

Incident Report – shall be completed by shelter care staff on all youth who display behavior which is dangerous to the health and safety of the youth, other youth, visitors and/or staff. These reports include, but are not limited to, suicide gestures, AWOL attempts, physical and verbal confrontation among youth or towards staff and any other incident that the shelter care staff or Supervisor deems appropriate. The shelter care staff (s) who observed the incident shall complete the incident report as soon as possible and submit the incident report to shelter care Supervisor on duty for approval prior to the end of the shift. All incident reports shall meet shelter care standards as trained. All incident reports must be legibly written and submitted to the supervisor for approval prior to

leaving your shift. All staff responding to emergency situations shall complete an incident report.

Reviewed & Approved By: B Thomas Wanta 7/9/13

B. Thomas Wanta, Division Administrator