

<p>Milwaukee County Department of Health and Human Services Division of Youth and Family Services</p> <p><b>POLICY &amp; PROCEDURE</b></p>	<p>Original Date Issued: <b>06/01/2016</b></p> <hr/> <p>Last Revision Date: <b>06/28/2017</b></p>	<p>Current Review Date: <b>08/02/2018</b></p> <p>Current Review By: <b>DB</b></p>	<p>Section: <b>OUT OF HOME CARE</b></p>	<p>Protocol No: <b>003</b> <i>Used in conjunction with Policy #040</i></p>	<p>Pages: <b>Page 1 of 2</b></p>
<p><input checked="" type="checkbox"/> Division of Youth and Family Services (DYFS)</p> <p><input type="checkbox"/> Detention Center</p> <p><input type="checkbox"/> DYFS Services Network</p> <p><input checked="" type="checkbox"/> Purchase of Service Agencies</p>	<p>Current Effective Date: <b>09/01/2018</b></p>	<p>Subject: <b>Shelter Care Transportation Protocol</b></p>			

## I. Protocol

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

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

## II. Process

**Upon receipt of a request for pick-up from DYFS Staff, Shelter Staff are expected to pick-up the youth within one (1) hour of the initial request. NO EXCEPTIONS.**

## III. Procedure

### ❖ During Regular Business Hours (Monday – Friday, 8AM – 3:45PM)

- **Step 1:** DYFS Clerical Specialist will email the shelter care facility with the Program Admission Packet (*i.e. Shelter Request Form and TPCO*) for youth being referred to shelter.
- **Step 2:** DYFS Clerical Specialist will call the shelter care unit stating that client is ready for pick up.
  - Rashid House (boys shelter): O: 414-635-0285
  - Bahiya House (girls shelter): O: 414-635-0770
  - If unit is not able to be reached, a call will be escalated to Rashid Assistant Program Director (Boys) Tyrone Baldwin C: 414-852-5819 or Bahiya Assistant Program Director (Girls) Lajuell Leon-Guerrero at C: 414-640-9568.
  - If an Assistant Program Director cannot be reached, staff are to contact the Program Director, Antoine Ward at C: 414-531-1592 who will contact the appropriate On Call Manager.
- **Step 3:** Once call is received, shelter staff will make arrangements to pick up client from detention or designated alternative location per communication with no deviations between locations the shelter and pick up location.
- **Step 4:** Upon arrival, Shelter Staff will bring staff photo identification, retrieve the admissions packet, log their information on the Shelter Pick-up List and take possession of client belongings and medications to be inventoried upon intake at Shelter Care.

- ❖ **Outside Regular Business Hours** (Monday – Friday Evenings (*after 3:45PM*), Holidays and Weekends)
  - **Step 1:** DYFS Detention Intake Staff or HSW Staff will email the shelter care facility with the Program Admission Packet (*i.e. Shelter Request Form and TPCO*) for youth being referred to shelter. Paperwork can be retrieved upon youth pick-up.
  - **Step 2:** DYFS Detention Intake Staff or HSW Staff will call the shelter care facility with the Program Admission Packet (*i.e. Shelter Request Form, Temporary Shelter Provider Form and TPCO*) completed, stating that client is ready for pick up.
    - Rashid House (boys shelter): 414-635-0285
    - Bahiya House (girls shelter): 414-635-0770
    - If unit is not able to be reached, a call will be escalated to Rashid Assistant Program Director (Boys) Tyrone Baldwin 414-852-5819 or Bahiya Assistant Program Director (Girls) Lajuell Leon-Guerrero at 414-640-9568.
    - If an Assistant Program Director cannot be reached, staff are to contact the Program Director, Antoine Ward at 414-531-1592 who will contact the appropriate On Call Manager.
  - **Step 3:** The Shelter Staff will inform their Unit (or On-Call) Manager of the new intake and make arrangements to pick up the client.
  - **Step 4:** Shelter Staff will then pick up the client from detention, or designated alternative location per communication, with no deviations between locations the shelter and pick up location.
  - **Step 5:** Upon arrival, Shelter Staff will present their staff photo identification, retrieve the admissions packet, log their information on the Shelter Pick-up List and take possession of client belongings and medications to be inventoried upon intake at Shelter Care.
  - **Step 6:** Upon return to the Shelter Care facility, shelter staff will inventory client possessions/belongings and medications.
- ❖ **Extenuating Circumstances:** In the event that there are any concerns barring Shelter Staff from adhering to the guidelines herein, Shelter Staff are to contact DYFS Clerical Staff at 414.257.7721 (*during regular business hours*) or the Detention Intake line at 414.257.7719 (*outside of regular business hours*) to provide the reason and anticipated time of arrival to pick up the client. Please be mindful that staff shortage is not a valid reason.
- ❖ **Youth are never to be left unattended at any time throughout the referral or transportation process.**

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

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

**Reviewed & Approved By:**   
Mark Mertens, Division Administrator