July 10, 2026

GENERAL LETTER NO. 18-D2-4

ISSUED BY: Bureau of Child Protection Services
Division of Family Well-Being and Protection

SUBJECT: Employees' Manual, Title 18, Chapter D(2), **Child Welfare Emergency Services**, Title Page, Contents Page 1, 1-18, revised; 19-22, new.

Summary

This chapter is revised to

- update policy and procedure, definitions, and links
- update accessibility, branding, and style and formatting throughout.

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 18, Chapter D(2), and destroy them:

Page	Date
Title Page	September 1, 2023
Contents 1	September 1, 2023
1-18	September 1, 2023

Additional Information

Refer questions about this general letter to your area service administrator.

IOWA Health and Human Services

Employees' Manual
Title 18, Chapter D(2)

Revised July 10, 2026

Child Welfare Emergency Services

Page

Overview **1**
Legal Basis 2
Definitions 2

Choosing a CWES Provider **6**
Emergency Juvenile Shelter Care Placement 7
Shelter Care Placement Protocol 8

Voluntary Placement in Juvenile Shelter **10**

Providing Placement Information **10**

Post-Placement Responsibilities and Services to the Child **13**
Family Involvement 14
Children's Rights 14
Suspected Abuse After Placement 14
Monitoring the Placement 15

Shelter Care Payment **16**
Reserve Bed Day Payment 19

Clothing Allowance **20**

Terminating CWES Shelter Care **22**

Closing a Case **22**

Overview

The terms “contractor” and “provider” are used interchangeably throughout this chapter. They are intended to mean the entity providing these services. “Facility” in most contexts will mean the building or program in which a child is placed into a shelter bed.

This chapter provides information on child welfare emergency services (CWES) and the related policies, procedures, and practice guidance. The chapter addresses:

1. The use of Temporary Informal Shelter Beds
2. Shelter placement when that is needed.

CWES are short term and temporary Child welfare placements provided through the Child welfare system that focus on a Child’s safety, Permanency, and well-being. CWES are intended to immediately respond to the needs of the eligible Target Population. CWES approaches include temporary informal placements to formal court-ordered Emergency Juvenile Shelter Care (as permitted by the Iowa Code). CWES must be coordinated with other Child Welfare and Juvenile Justice services and with other domains of a Child’s life, including but not limited to, education, Family relationships, recreation, health care, and mental or behavioral health care.

CWES serve the following groups of Children:

- Children requiring Placement in shelter, as follows:
  - Children referred to CWES with court orders for immediate Placement into shelter care; or
  - Children with or without court involvement referred to CWES for whom it has been agreed upon between the Contractor and Agency/JCS/Law Enforcement that temporary informal placement into a shelter bed is the most appropriate service.

CWES are intended to address the Child welfare/juvenile justice needs of Children and families as they relate to safety, Permanency, and well-being. Children and families may be involved with CWES for a matter of hours, or perhaps days or weeks if a shelter bed has been ordered, whereas mental health-related treatment may be available as long as needed in order to stabilize psychiatric crises.

CWES are available statewide via individual contractors in the Department’s Service Areas and accessible to children and families in most Iowa counties. Individual contractors provide the CWES Temporary Informal Shelter Beds to children living in one of the counties defined in their contract. Workers must be aware of these counties so that children are referred appropriately to the contractor serving a child’s county.

CWES shelter providers may place a child from any Iowa county. See **Temporary Informal Shelter Beds - County Coverage Areas.**

Community coalitions should be used to develop CWES approaches that will consider and utilize all available alternatives to out-of-home placement before that becomes necessary. Removing a child from their home shall not be the first approach, but rather the last when workers and contractors can work together to avoid shelter placement.

When a court order exists sending a child directly to shelter it is usually not possible to divert the placement. Follow the directions of the court order and the procedures in the Shelter Care Placement Protocol later in this chapter.

Legal Basis

Iowa laws and Legal references related to this chapter include the following:

- Iowa Code Chapter 232, Juvenile Justice
- Iowa Code Chapter 234, Child and Family Services
- 441 Iowa Administrative Code Chapters 105, 130, 152, 156, 202
- Annual Child and Family Services Appropriation that provides for funding and CWES contracting

Definitions

"Admission and Discharge Protocol or No Eject No Reject Protocol" means the protocol used by the Department, Juvenile Court Services, and contractors that defines allowable reasons a contractor can deny a child's admission to shelter or carry out an unplanned discharge from shelter and a review process to resolve issues related to admission or unplanned discharge.

"Agency" means the Iowa Department of Health and Human Services.

"Case Management" means Agency social casework working with Children to assess and identify individual and Family strengths and needs, develop Case Permanency Plans to provide appropriate supports and services, implement the Case Permanency Plans, coordinate, and monitor the provision of services, and evaluate client progress and the case. It also includes similar services provided by Juvenile Court Services' workers.

"Case Permanency Plan" means the Agency plan identifying goals, needs, strengths, problems, services, time frames for meeting goals and for delivery of the services to the child and parents, objectives, desired outcomes, and responsibilities of all parties involved and reviewing progress.

"Child," "Children," "Youth," or **"Juvenile"** means a person(s) who meets the definition of a child in Iowa Code Section 234.1(2).

"Child Welfare Emergency Services" (CWES) means an array of short term and temporary placements that are provided to the Target Population by the Child welfare system and focus on Children's safety, permanence, and well-being. Eligible Children are referred by the Agency, Juvenile Court Services, and Law Enforcement.

"Child in Need of Assistance" (CINA) means a child adjudicated by juvenile court to be a child in Need of Assistance pursuant to Iowa Code Chapter 232.

"Delinquent" means a child adjudicated by juvenile court for having committed a delinquent act as defined in Iowa Code Chapter 232.

"Emergency Juvenile Shelter Care" means the provision of Emergency, short-term care until a more permanent living arrangement is possible. Iowa Code § 232.2 defines "shelter care" as temporary care of a Child in a physically unrestricting facility at any time between a Child's initial contact with Juvenile authorities and the final judicial disposition of the Child's case and identifies the facilities in which a Child may be placed. Shelter care facilities that are county or multi-county operated receive a Certificate of Approval if they meet standards defined in 441 Iowa Administrative Code Chapter 105.

Privately operated shelter care facilities receive a Certificate of Licensure if they meet the standards defined in 441 Iowa Administrative Code Chapter 105. Emergency Juvenile Shelter Care is not considered suitable for Children under age 12 unless appropriate alternatives are first sought and determined to be unavailable.

"FACS" means the Family And Children's Services data system.

"Family Case Plan" (means the official record of the Department's involvement with the family. It serves to help document the child and family conditions and concerns that caused the family to become involved with the child welfare system, help determine and document the most appropriate services and supports needed to assure and promote child safety, permanency, and well-being. The family case plan includes a description of a plan to keep the child safe; individual family strengths, supports, and needs; how the strengths and family supports can be used to assist the family in self-directed change; how the Department and others will assist the family in overcoming the needs; and document compliance with applicable state and federal laws and regulations.

"Family Centered Services" means the primary Agency purchased interventions, services, and supports to strengthen and preserve connections between Children and their Family.

"Guaranteed Payment Bed" or **"Guaranteed Bed"** means a bed that is part of the contract guaranteed available to the Department and for which Department payment will be made regardless of use in order to assure access as needed and stability of payment to a contractor.

"Juvenile Court Services" (JCS) means an administrative unit that is part of the judicial branch of Iowa government and established in each judicial district pursuant to Iowa Code Chapter 602. JCS provides intake services for all Iowa youth who are alleged to have committed a delinquent act. JCS also supervises and provides services to those youth who are adjudicated delinquent or those youth who have committed a delinquent act but who have not been adjudicated delinquent by the juvenile court.

"Law Enforcement" means a member of a police force or other agency or department of the state, county or city regularly employed as such and who is responsible for the prevention and detection of crime and the enforcement of the criminal laws of Iowa and all individuals, as determined by the Iowa Law Enforcement Academy council, who by the nature of their duties may be required to perform the duties of a peace officer.

"No Reject, No Eject" means that the contractor shall accept all Cases referred by the Department or JCS, recognizing that the Department may approve exceptions in unique situations.

"Non-Guaranteed Payment Bed" or **"Non-Guaranteed Bed"** means a bed that is part of the contract and shall be available to the Department as needed and for which Department payment will be made based on actual use.

"Out-of-Home" means that the Department has placement and care responsibility of a child in a location other than the child's natural home.

"Permanency" means a child has a safe, stable custodial environment in which to grow up, a life-long relationship with a nurturing caregiver, and is able to explore and retain significant connections to family members to the greatest extent possible.

"Placement" means each physical setting in which a child in care resides.

"Referring Worker" or **"Referral Worker"** means either the Department social work case manager or the JCS case manager (juvenile court officer) assigned to provide case management services to the child.

"Reintegration" means the process in which a child exits or discharges from a placement to home or another community or home-like setting.

"Reintegration Planning" means a component of the child's service plan developed by the contractor together with the child, the child's referral worker, and the child's family after admission to initiate thinking about exit and discharge to assure a successful move home or to the next living arrangement and to assure the continuity of Clinical and support services. Reintegration Planning begins no later than the child's Service Planning Conference.

"Removal" means the placement of a child from the setting in which they were living by order of the Court or Voluntary Placement Agreement.

"Service Area" means one of the groups selected from Iowa's 99 counties with boundaries defined by the Department.

"Service Area Manager" (SAM) means the Department official responsible for managing the Department's programs, operations, and child welfare budget within one of the Department Service Areas.

"Service Contract Specialist" means the Department worker assigned to provide review and oversight for the Department Contract.

"Service Plan" means the plan developed by the contractor in consultation with the child and the child's family (unless a reason for non-involvement is documented in the case record), the referral worker, and significant others, whenever appropriate.

"Transition" means the period in care during which children are guided to develop life skills needed to move to successful young-adulthood and self-sufficiency.

"Transition Planning" means the services, supports, activities and referrals to programs that assist children currently or formerly in foster care in acquiring skills and abilities necessary to Transition to adulthood successfully. Key Transition Planning domains are education, employment, health, housing, and relationships.

"**Voluntary Placement**" and related "**Voluntary Placement Agreement** (**VPA**) means a foster care placement in which the Department provides foster care services to a child according to a signed placement agreement between the Department and the child's parent or guardian. The Department has authority to select the foster care placement and has responsibility for care and supervision.

Choosing a CWES Provider

Legal reference: 441 IAC 152

Temporary Informal Shelter Beds

Policy: The Contractor shall provide temporary informal shelter care when a child can appropriately and safely receive them instead of being placed in an Emergency Juvenile shelter bed. These placements do not require a court order and can last no longer than 47 hours. The Contractor responsibilities for Temporary Informal Shelter Beds are to:

- Respond to referrals from the Agency/JCS/Law Enforcement within one hour and coordinate the temporary informal shelter care placement with the Agency/Juvenile Court Services/Law Enforcement.
- Use the Agency's CWES Intake Form (Attachment F) to complete documentation for temporary informal shelter care placements. If a Youth doesn't meet criteria for a temporary informal shelter care placement, the Contractor shall provide resources and referral information to assist in meeting the needs of that individual. Contractors shall have relationships and contact information for both public and private agencies who can assist families in crisis. Contractors may have formal linkages to these service providers.
- Serve children up to 47-hours outside their home as a temporary informal shelter care placement.
- Develop a crisis plan for the child receiving temporary informal shelter care, in the format and timeframe required by the Agency. The Contractor shall connect the Youth/family to resources and referral information to assist in meeting the needs of the individual. Contractors will make efforts to help the family initiate the services prior to discharge. Contractors will have relationships and contact information for both public and private agencies who can assist families in crisis. Contractors may have formal linkages to these service providers. This information will be provided in writing to Youth/family upon discharge on an Agency-approved format.
- Complete a genogram (family mapping) or other Agency-approved tool (Discovering Connections tool, Attachment L) for identifying the child's informal and formal support system.

- Maintain supporting documentation for temporary informal shelter care service provision. The Contractor shall have a case file/record completed for each child and submit documents as required by the Agency.
- Complete a case file closure summary for the child when temporary informal shelter care placements conclude, in the format and timeframe required by the Agency.
- Provide temporary informal shelter care for all children in the Contractor's identified coverage counties.

Procedure: The contractors provide the Temporary Informal Shelter Beds to children living in one of the counties defined in their contract. Workers must be aware of these counties so that children are referred appropriately to the contractor serving a child's county. The bed numbers and counties served are listed in CareMatch for each shelter, and contact information to call and make a referral is also listed in CareMatch. If questions arise about this service, consult the **HHS Implementation page** first.

If the answer cannot be found there, notify your supervisor, the CWES Service Contract Specialists, or the Department's group care program manager to provide guidance.

When it is determined that a shelter bed is needed, follow the procedures found in Emergency Juvenile Shelter Care Placement.

Emergency Juvenile Shelter Care Placement

Legal reference: Iowa Code Sections 232.2, 232.21 and 234.35; 441 IAC 105.1, 156.11

Policy: Shelter care is the temporary care of a child in a physically unrestricting facility at any time between the child's initial contact with the juvenile authorities and the disposition of the case.

The Department is responsible to pay for shelter care for a child under the age of 18 when:

- The child is lawfully placed in shelter care; or,
- The child is placed in emergency care for a period of not more than 30 days upon approval of the Department Director or the Director's designee.

The shelter care facility shall have a contract with the Department in order to receive payment for shelter services.

Procedure: Seek a shelter care placement through the one of the Child Welfare Emergency Services contractors **only** if all other reasonable placement options have been exhausted and shelter placement is appropriate and the only viable option.

For a child being considered for shelter placement, contact the child welfare emergency services (CWES) contractor serving the county of the child's residence. The bed numbers for each shelter are listed in CareMatch, and contact information to call and make a referral is also listed in CareMatch.

Practice guidance: Emergency Juvenile Shelter Care placement shall be reserved for the most difficult cases when lesser restrictive options are not feasible and when placement in shelter is specifically required, such as by court order.

Emergency juvenile shelter care or other congregate placements shall only be used if they are the most appropriate setting for a child – appropriate permanent settings shall be identified for each child as soon as possible.

Shelter Care Placement Protocol

Legal reference: 441 IAC 152

Policy: Children needing shelter care placement shall only be placed with a child welfare emergency services contractor that provides this service.

Procedure: Placement into a shelter bed is the most restrictive component of a contracted child welfare emergency services array.

When a shelter bed is required, seek a placement as follows:

1. If the child is age 12 or younger, make every effort to place the child in a foster family home that is able to meet the needs of the child instead of in a shelter care facility. Reasonable but unsuccessful efforts to place the child in a foster family home must be documented for the shelter care hearing.
2. Identify the shelter closest to where the child lives and determine if a guaranteed shelter bed is available for placement. This information is available in the online CareMatch program. Make a referral to the shelter by calling the contact information in CareMatch and sharing necessary information.
3. Based on child and family needs and subject to approval by the Department worker, a child and family receiving family centered services may also be approved for a shelter care payment which shall be purchased and funded separately.
4. Complete form **470-0719, Placement Agreement: Child Placing Provider** and secure necessary signatures when a child is placed in shelter.
5. Once a child is placed in shelter, immediately begin work with your supervisor and the contractor on discharge planning. Plans should focus on limiting stays to preferably no more than 14 days.

6. Prepare for a shelter care hearing within 48 hours (or 72 hours for runaways) to obtain an order to keep the child in shelter care or transfer the child's custody. This may involve seeking relative placements, at least for the short term.
7. Work to have children in shelter care discharged to a permanent placement at the earliest possible time; time in shelter care should try to be limited to no more than 14 days. The Department worker shall collaborate with the contractor to assess each child's need for ongoing placement and the reasons for longer stays shall be documented in the child's case file. Follow the Shelter Care Protocol (insert link to imp page) anytime youth are placed in shelter care and in particular for youth placed in shelter longer than 20 days.

Practice guidance: CWES shelters may also have additional beds that are licensed but not contracted to the Department. These beds may be used with SAM approval and agreement of the contractor.

Children cannot be held in shelter longer than 48 hours without a court order or a signed Voluntary Placement Agreement. Iowa Code Section 232.21 allows placement of a child in shelter care when one of the following applies:

- The child has no responsible adult to provide proper shelter, care, or supervision;
- The child desires to be placed in shelter care;
- It is necessary to hold the child until the child's parent, guardian, or custodian has been contacted and has taken custody of the child (Payment is limited to 72 hours if the child is believed to be a runaway);
- It is necessary to hold the child for transfer to another jurisdiction; and,
- The child is being placed pursuant to a court order.

This provision allows payment for care when there is no transfer of guardianship or legal custody and no voluntary placement agreement, but there is a need for immediate action to provide placement for a child. Shelter care placement may be made in a juvenile shelter care home or a licensed foster family home or licensed group care facility. However, as noted, shelter care placement over 48 hours requires a court order or a VPA.

All CWES contracts contain a No Reject, No Eject clause that means contractors must accept the referral and placement of a child unless there is an identified and agreed upon reason to deny or request removal of a child. Become familiar with the **Contract Protocol for Placement Admission and Discharge (No Eject No Reject)** document that explains allowable admission denials, unplanned discharges, and the review process applicable to each of these circumstances.

Voluntary Placement in Juvenile Shelter

Legal reference: Iowa Code 232 and 232.78; 441 IAC 202.3

Policy: The Department has responsibility for the placement and care of a child under the age of 18 when it has agreed to provide foster care services for the child based on a signed agreement between the Department and the child's custodial parents or guardians. A voluntary placement agreement (VPA) for a child under age 18 shall terminate 90 days after the effective date of the agreement. See **18-C(2), Case Management** for additional information on the use of a VPA.

Practice guidance: Use of a VPA for shelter placement is not a recommended practice. However, it is possible to use a VPA for shelter placement in lieu of an ex parte order to remove a child per Iowa Code Section 232.78.

Use the following to determine if this approach is necessary:

- Is the child at imminent risk of harm and cannot be kept safe through any means other than removal from the home?
- Would the situation meet requirements for an ex parte order if one were to be pursued?
- If the parents or guardians agree to voluntary placement as an alternative to an ex parte order, then the placement agreement can be used for shelter care placement if authorized as the appropriate level of care for a child.

Providing Placement Information

Legal reference: 441 IAC 105.6

Policy: At the time of placement, the Department worker shall assure that the shelter care provider has available information regarding the child.

Procedure: The worker shall assure the shelter care provider has the following:

- For court-ordered placements, a copy of the court order authorizing placement shall be provided to the facility within 48 hours;
- The completed 3055 from JARVIS;
- The child's full name and date of birth;
- The names, work addresses, and telephone numbers of the placement worker and the worker's supervisor, including a home telephone, cell phone, or on-call number;
- The names, addresses, and telephone numbers of the child's physician and dentist;

- The names, addresses, and telephone numbers of significant relatives of the child, including parents, grandparents, brothers and sisters, aunts and uncles, and any other significant persons (for an adopted child, the adoptive parents and adoptive relatives);
- The case permanency plan;
- The child's medical needs including allergies, physical limitations, dental and medical recommendations, and special needs of HIV;
- Behavioral patterns including safety-related information;
- Form **470-0719, Placement Agreement: Child-Placing Provider**; and,
- If the child is native-American, the identification of the child's tribe and tribal social service agency including telephone number and contact person.

Follow Service Area protocol on how to meet the requirement for Department staff to be available to shelter care providers on a 24-hour basis in case of emergency.

When the child is expected to remain in Emergency Juvenile Shelter Care more than four days, the following information shall be made available to the facility when available:

- All available psychological and psychiatric tests and reports concerning the child;
- Any available **Social History, form 470-3615**;
- Case plans submitted by the referring agency or orders of the court;
- Psychological and psychiatric records; copies of all available testing performed plus notes and records of contact with the child;
- A record of all illnesses, immunizations, communicable diseases and follow-up treatment;
- Medical and surgical releases or authorizations signed by the parent, guardian, custodian or court, including releases or authorizations for anesthesia and emergency medical and surgical treatment;
- A record of all medical and dental examinations, including findings;
- Date of last physical examination prior to placement;
- Name and address of school attended, grade placement information, and the current school in which child is enrolled with school contacts;
- Specific educational problems;
- Remedial action;

- Any other releases and authorizations applicable to the placement; and,
- All court orders affecting the custody or guardianship of the child.

Provide the Family Case Plan to the shelter care provider as soon as it is available. (See **18-C(2), Completing the Case Plan** for timeliness requirements).

Give the shelter care provider information about the plan for the child's physical or medical care, including:

- Special advice regarding children with physical or developmental disabilities, including any special equipment necessary for the child's care because of a handicapping condition;
- Names and addresses of all doctors, mental health professionals, and dentists who have treated the child, if available at the time of the placement;
- Directions in carrying out specific medical recommendations, including:
  a. Current prescriptions (if child is on medication) and what the medication is prescribed for;
  b. Time, date, and location of any appointments already scheduled; and,
  c. Appointments that need to be scheduled soon, such as a physical examination if one was not completed before placement.
- The arrangements the Department has for the child's medical care, including:
  a. An explanation of the Medicaid program;
  b. Form **470-2747** or **470-2747(S)**, **Foster Care Provider Medical Letter** for use until the child's Medical Assistance Eligibility Card is issued; and
  c. The procedures to be used to obtain medical care and transportation.
- The requirements for preventive care, such as regular checkups, eye and ear exams, immunizations, etc.; and,
- The procedures to follow if emergency medical treatment is necessary.

If applicable, have the shelter care provider sign form **470-3227, Receipt of HIV-Related Information** to document understanding of the confidentiality requirements. Give a copy of the signed form to the shelter care provider.

Before releasing specific information about HIV, the Department shall use form **470-3225, Authorization to Release HIV-Related Information**, to obtain a release from the child or the child's parent or guardian, or a court order permitting the release of the information.

Meet with the shelter care provider to:

- Review the supports and services that are available;
- Make plans for interactions and visits with the child's parents, relatives, siblings, or other significant people; and,
- Develop in-depth plans regarding expectations of the Department, future objectives and timeframes, use of resources, and termination of placement.

Post-Placement Responsibilities and Services to the Child

Legal reference: Iowa Code Section 234.6; 441 IAC 202.11

Policy: The Department service worker shall maintain a continuous relationship with the child.

Procedure: Considering the nature of and anticipated short-term stay in shelter, after the child has been placed:

- Supervise the living arrangement and counsel the child in adjusting to the placement;
- Evaluate the child's needs and progress;
- Assure the child has access to needed social and other related services that include, but are not limited to, medical, psychiatric, psychological, and educational services;
- Help the child plan for the future;
- Provide the service contractor with your phone number for use in emergency situations and actively take part in the development of the service plan by the contractor;
- Visit the child at least every calendar month in (the majority of the time) the child's place of residence;
- Visit for a sufficient length of time to focus on issues pertinent to case planning and to allow the worker to address the safety, permanency, and well-being of the child, including the child's needs, services to the child, and achievement of the case permanency plan goals;
- Adhere to the responsibilities specified in the **Case Plan;**
- Maintain contact with the child's family and confirm the service contractor is actively assuring that the child stays connected to the child's kin, , and community as documented in the child's case permanency plan;
- Provide written summaries to the shelter care contractor regarding any changes in the family situation and cooperate with the contractor to engage the child's family in the services stated in the **Case Plan;**

- Approve shelter care payments through the FACS system, and verify that services were provided; and,
- Monitor the child's performance in school.

Ongoing participation must occur for:

- The shelter care contractor's service plan development, quarterly progress reviews if placements last that long, and discharge from services;
- Court hearings; and,
- Service reviews for the need for continuing the placement.

Practice guidance: Arrange for and work closely with the shelter care contractor to assure access to other related services as needed and be sure that the shelter care contractor understands it is permitted to use the reasonable and prudent parent standard to create opportunities for participation of the child in age or developmentally appropriate activities.

Visit the child in care no less than monthly and as often as necessary. Be mindful of a child's changing needs.

See **18-C(2), Transition Planning and Services** for additional information.

Family Involvement

Policy: After a child has been placed in a shelter care facility, workers shall become familiar the shelter care contractor's policy regarding family involvement.

Children's Rights

Legal reference: 441 IAC 105.15

Policy: After a child has been placed in a shelter care facility, workers shall become familiar the facilities policy regarding children's rights.

Suspected Abuse After Placement

Legal reference: Iowa Code Section 232.69; 441 IAC 175

Policy: Department workers shall report abuse if it is suspected in a shelter care placement.

Procedure: When abuse is suspected make an immediate referral to Centralized Intake at the email address **csiu@hhs.iowa.gov** or by phone at the toll-free 24-hour hotline, 1-800-362-2178.

Handle referrals according to the procedures described in **Comm. 164, Child Abuse: A Guide for Mandatory Reporters**. Also communicate any reports of suspected abuse to your supervisor.

Practice guidance: The child abuse investigation or assessment will involve the DIA licensing worker when the facility is licensed by the Department. The investigation should be carried out jointly by the protective services investigator and the licensing worker to develop a record independent of the abuse investigation report. The Program Manager for CWES should also be notified if the abuse investigation is founded.

Monitoring the Placement

Policy: During service provision, the worker shall evaluate the child's situation and response to the placement or services on an ongoing basis.

Procedure: Use the service plan and other progress reports from service contractors and your contacts with the family and other providers to assess progress toward goal achievement.

Use supervisory consultation to help evaluate the situation and service needs. Evaluate the outcomes of the placement and adjust the care of the child as necessary.

Practice guidance: The foster child's daily routine shall promote good health and provide an opportunity for suitable activity that allows for rest and play.

Even though a shelter placement is intended to be short term and temporary, a shelter care facility shall provide a daily routine that is directed toward developing healthful habits in eating, sleeping, exercising, personal care, hygiene, and grooming according to the needs of the individual child.

Each child shall have opportunities for leisure time activities and for the development of special interests such as hobbies, sports, music, art, and crafts. Each child shall have opportunities for leisure time activities and for the development of special interests such as hobbies, sports, music, art, and crafts.

Refer to **18-C(2), Safe Case Closure** for guidance on monitoring and modifying services.

Shelter Care Payment

Legal reference: Iowa Code Section 234.35 and 232.141; 441 IAC 156.11 and 152

Policy: The state's reimbursement rate for shelter care is determined by the Iowa Legislature. Individual child welfare emergency services contracts identify a certain number of shelter beds that are guaranteed for payment regardless of use.

Procedure: Payment is made on a monthly basis for the actual use of shelter care beds. At the end of each month, the shelter completes an invoice for all beds used. The invoice is sent to each county that was the home of a child served.

At the end of each quarter, if there are guaranteed-payment beds that were not used, the difference between payments made for actual use and the amount guaranteed is reconciled with approval from the Bureau of Service Contract Support. Payment is made using the **General Accounting Expenditure** form.

A reserved bed payment can be made when a child is absent from the shelter for hospitalization, preplacement visits, family visits, or runaways if the absence meets requirements for reserve bed payment. See 441 156.10(3).

Practice guidance: Make payment for the day the child enters placement, but not the day the child leaves placement. Calculate the number of days paid as follows.

1. Entering care (or in care) on the first of the month and leaving during the month, calculate the date leaving care minus one.

   Child A leaves a shelter care placement on June 24. Payment is made for 23 days in June. Summary: 24 (June 24th) days minus 1 = 23

2. Entering care sometime during the month and leaving care during the month, calculate the date leaving care minus the date entered care.

   Child A is placed in shelter care on June 4 and leaves June 18. Payment is made for 14 days of care. Summary: 18 (June 18th) minus 4 (June 4th) = 14

3. Entering care during the month and staying into next month, calculate the last day of the month minus the date entered care, plus one.

   Child A is placed in shelter care on June 26. For June, the facility is paid for 5 days. Summary: 30 (June 30th) minus 26 (June 26th) plus 1 = 5

When a child enters placement and leaves on the same day, the facility has provided services and shall receive payment. For shelter care, a child is considered to have "entered placement" when an intake has been completed for that child.

Department payment for guaranteed payment beds is reconciled at the end of each quarter between the contractor and the Department through its Service Contract Specialist. The referring worker will not have an active role in this but may be contacted about related matters.

Each contractor is guaranteed a specific payment amount for the number of guaranteed payment bed days per quarter. The formula = the number of guaranteed payment beds in its contract x the number of days in the quarter x the amount paid by Iowa for each bed daily.

CWES shelters may also bill counties of residence of the parents of the children served if the actual cost of providing a shelter bed exceeds the amount paid by the state. Department staff shall assure that the Department is paying its share of the daily amount owed to CWES shelters for placements. However, Department staffs are not involved with the payment between the county and the CWES shelter providing a bed for a child.

Iowa Code Citation and Description	What Occurs or What Worker Should Do	Payment Status
232.19 A child can be taken into custody: ▪ By court order; ▪ By a peace officer for a delinquent act; ▪ By a peace officer, juvenile court officer, or juvenile parole officer when it's believed the child has violated a dispositional order.	**If** the child is not released to the parents, guardians, or custodians, **then** the child must immediately be taken to a shelter care or detention facility. (Detention is not foster care and is not paid by the Department.) A child may not remain in shelter care beyond **48** hours without a court order. Law enforcement and juvenile court officers usually place a child in shelter when taking custody. HHS is responsible for placing a child in shelter when doing so though a court order.	Without a court order, state payment will be made for up to **48** hours. If a court orders placement beyond that, payment may continue.

Iowa Code Citation and Description	What Occurs or What Worker Should Do	Payment Status
232.19(1)"c" A child can be taken into custody by a peace officer when believed to be a runaway.	If the runaway is not released to the parent, guardian, or custodian, and is placed in shelter care, then the child may remain in shelter care up to 72 hours while officials are attempting to reunite the child and family. The HHS role varies depending on the nature of these situations. Work with local law enforcement and the county attorney's office when there is HHS involvement.	Without a court order, state payment will be made for up to 72 hours.
232.21 For a child to be placed in shelter care, one of these circumstances must apply: ▪ No one is available to care for the child; ▪ The child desires shelter placement; ▪ The child must be held until a parent or other adult has taken custody; ▪ The child must be held for transfer to another jurisdiction; or, ▪ The child is placed pursuant to a court order.	A child may be placed in shelter care under this section only in one of the following: ▪ A juvenile shelter care home; ▪ A licensed foster family home; ▪ A facility operated by the Department or authorized by law to receive and provide care for a child; or ▪ Another suitable place designated by the court, except for places used for the detention of a child. Placement shall be in the least restrictive setting available consistent with the best interests and special needs of the child. Foster family care shall be used for a child unless the child requires specialized service or supervision that cannot be provided in a family living arrangement.	The policies related to the **48-hour** and **72-hour** time frames apply. If a court orders placement beyond that, payment may continue.

Iowa Code Citation and Description	What Occurs or What Worker Should Do	Payment Status
232.78 Temporary custody of a child due to ex parte court order	Determine that: ▪ The child is at imminent risk of harm and cannot be kept safe through any other means but removal from the home. ▪ The situation would meet requirements for an ex parte order if one were to be pursued. If the parents or guardians agree to voluntary placement as an alternative to an ex parte order, then the placement agreement can be used for shelter care placement if authorized as the appropriate level of care for a child. Relative placements should be the first option if appropriate and available. Also consider placements with foster families when appropriate.	State payment will be made for the time of the authorized shelter placement. Under Iowa Code 234.35, a voluntary placement agreement can be in effect for up to 90 days.

Reserve Bed Day Payment

Legal reference: 441 IAC 156.10(3)

Policy: The Department provides payment for emergency juvenile shelter care in certain circumstances and contractors may hold a bed in reserve when a child is absent and all reserve bed requirements are met. The bed shall not be occupied by another child during the absence.

Procedure: Only make reserve bed payments for the child's contracted per diem when an absence is due to the following allowable reasons:

- Hospitalization (up to 14 consecutive days, or 30 consecutive days with SAM approval); or,
- Preplacement visit that is planned to another foster care or adoption setting (up to two consecutive days).
- Family visit (up to 7 consecutive days, or 14 consecutive days with SAM approval)

- Runaways (up to 7 consecutive days, or 14 consecutive days with SAM approval).

Authorize payment for reserve bed days only when the intent of the Department and the contractor is for the child to return to the facility after the absence. Cancel and recover the reserve bed payments if the facility refuses to accept the child back.

Practice guidance: The contractor must notify the worker at least 48 hours in advance of planned hospitalization and within 24 hours after an unplanned hospitalization.

Preplacement visits to another foster care placement or an adoptive placement must be consistent with the child's case permanency plan.

Staff from the facility must be available to provide support to the child and family during visits or hospitalization.

The provider shall document the use of reserve bed days in the daily log and report the number of reserve bed days claimed.

When reserve bed payment requires approval of the Service Area Manager (more than 14 consecutive days), include the following in the child's case file:

- The provider's written rationale for the extended period of reserve bed days; and,
- The Service Area Manager's written approval (also give a copy to the provider).

Cancel payment effective the day after either of the following occurs:

- The Department and the facility agree that the return would not be in the child's best interest; or,
- The court (or the parent in a voluntary placement) decides not to return the child to this placement.

Clothing Allowance

Legal reference: 441 IAC 156.8(1)

Policy: When in the judgment of the social work case manager or child protective worker, clothing is needed for a child who has been placed in shelter by court order or Voluntary placement Agreement, an allowance may be authorized to purchase clothing up to maximum amounts.

Maximum amounts are $500 per year for a child through age 12 and $750 per year for a child age 13 and older. The maximum amount is reset annually based on the date the episode of foster care began. Placement changes while in foster care do not reset the maximum amounts.

The clothing allowance may be provided in addition to the maintenance payment.

Procedure: Since the child's parents are primarily responsible for the cost of the child's care, first approach the parents to supply the needed clothing. If clothing is not available from the child's family, explore the child's financial resources, including the child's escrow account, if any.

The clothing allowance is not generally accessed for a child in shelter due to the short term and temporary nature of the placement. However, situations of immediate clothing needs may arise and whether to approve is at the discretion of the social work case manager or child protective worker. Clothing purchased with the clothing allowance goes with the child when their placement changes.

If no other resources exist, a clothing allowance can be authorized up to maximum amounts (see policy above). Document this determination in the case record.

Generate reimbursement through the FACS system Special Issuance List (SPIL) screen. See also 18C(2) Clothing Allowance Procedure is as follows:

1. Determine the immediate clothing needs within the first 30 days of placement. Work with the provider, child, and parent to determine what clothing items are needed.
2. Provide verbal approval to the provider to purchase clothing, not to exceed maximum amounts.
3. When the provider purchases clothing, the provider shall submit receipts to the worker within 30 days of purchase for auditing purposes, using form 470-1952, Foster Care Clothing Allowance.
4. The social work case manager obtains the provider's signature and submits the form to the worker's supervisor. The supervisor checks the receipts against the clothing items listed and the cost of the items, the total, tax, and total costs for accuracy before approving and signing the form.
5. Generate reimbursement through the FACS system Special Issuance List (SPIL) screen.
6. Document the total cost of clothing purchased in the case record, based on the clothing receipts submitted.

Terminating CWES Shelter Care

Legal reference: 441 IAC 202.14

Policy: Foster care services shall be terminated when the child is no longer an eligible child, or when the attainment of goals in the case plan has been achieved, or when the goals for whatever reasons cannot be achieved, or when it is evident that the family or individual is unable to benefit from the service or unwilling to accept further services.

Procedure: Discontinue a shelter care placement only after you and your supervisor have reviewed the case. Shelter care placement is intended to be short in duration and should end when a child returns to a parent, a more permanent and least restrictive placement is found (relative, fictive kin), or if the child's needs require a more restrictive level of care (QRTP, PMIC). Discontinue shelter care services when one of the following criteria has been met:

- The child is no longer foster care eligible;
- The goals in the case have been achieved ; or
- The goals cannot be achieved through shelter care.

Practice guidance: See **18-C(2), Safe Case Closure** for information regarding discontinuing a services.

Closing a Case

Procedure: See **18-C(2), Safe Case Closure** for information regarding closing a case.