

**Iowa Department of Health and Human Services (Agency)
Crisis Intervention, Stabilization, and Reunification Services (CISR)
Contract Protocol for Placement Admission and Discharge
Child Welfare Emergency Services Juvenile Shelter Care**

Assumptions and operating principles:

1. This protocol applies to Agency and Juvenile Court Services (JCS) Child Welfare Emergency Service (CWES) Juvenile Shelter Care placements (court-ordered placements). It does not apply to placements in Temporary Informal Shelter Care (47-hour placements).
2. Referring entities provide available required case information at the time of the referral and placement.
3. Allowable admission denials may be based on gender (if reasonable accommodations cannot be made) or when a referral for admission would cause the Contractor to exceed its contracted capacity. These referrals will be withdrawn by the referral worker and are not considered a rejected referral.
4. Unplanned discharges will be based on safety considerations for the Children in shelter placement, possibly resulting from medical or psychological conditions, physical threats, or a Child's behavioral history – these situations shall be described by the Contractor and shall follow the review process.
5. Removal from care or changes in the level of placement, e.g., police removal of a Child or hospitalization, shall not be considered an unplanned discharge.
6. This protocol will be used statewide and applied uniformly to all CWES contracts.

7. Contracted CWES Shelter beds shall be available on a first come, first served basis and placements must occur in a timely manner within the parameters of the contract. Beds may be considered “taken” if a Child is in transit to the shelter. No other pre-arrangements for placement may obligate or hold a bed.
8. Admission denial and unplanned discharge reviews and decisions will be resolved at the lowest level possible. See the review process below.

Review process for admission denial and unplanned discharge:

1. A CWES Contractor shall notify the referring entity at the time of the referral to request the denial of admission. For currently admitted youth, the contractor shall initiate the request for an unplanned discharge of a Child to the assigned or on-call worker. For Juvenile Court Services’ placements, notify the Juvenile Court Officer (JCO).
2. Agency workers or JCO will notify their respective supervisor of a request.
3. For admission denial and unplanned discharge, the CWES Contractor shall provide a verbal notification describing the situation. For an unplanned discharge the verbal notice shall be followed with a written description to the Agency or JCS by the end of the following business day. The description shall provide the rationale for the proposed denial or discharge. Include specific evidence of why the CWES Contractor cannot admit or continue to serve a Child, as well as what is needed for the youth to be successful in another setting (ex. program structure and interventions).
4. Upon receipt of the eject or reject request, the Agency SAM or designee, or JCS Chief will review it and make the final decision.
5. Admission denial requests will be resolved within 2 hours of the time of contractor request submission (verbal or written). All admissions shall occur within contracted timeframe parameters unless otherwise agreed.
6. Decisions regarding an unplanned discharge will be made in writing before close of the following business day of receipt of a CWES Contractor’s written request. When an unplanned discharge request is approved by HHS, the decision will define the timeframe for removal of the Child.