

Shelter Protocol

SHELTER PLACEMENT

Shelter placements are intended to be short-term options for care gaps.

When placing a youth in shelter, the following steps shall be followed:

- Child Protective Worker (CPW)/Social Work Case Manager (SWCM) bring the youth to the facility to help with transition and setting expectations.
- If the worker is not the one facilitating the admission into the shelter, then the worker should call within two (2) business days and conduct an in person visit within five (5) business days.
- CPW/SWCM must get the shelter the completed paperwork, including permission to treat (if the Iowa Department of Health and Human Services (HHS) has guardianship), placement agreement, and court order (if available) within 72-hours of placement.
- Shelter staff should initiate contact with parents/caretakers to get signatures, provide updates, and give them information.
- At the time of intake, HHS will develop a discharge plan with concurrent planning and timelines.

Discharge Plan

Discharge planning and timeline creation may occur as a part of an MCM/JTPC meeting or the five-day shelter planning meeting. HHS Supervisor and/or SWA would be included to assist with support and accountability. This outlines an original plan (i.e.: foster care) with a backup plan (i.e.: Psychiatric Medical Institutions for Children (PMIC)) and timelines to keep the case moving. Important dates, such as scheduled psych evals or dates of paperwork completion would be included in the plan.

Team members that should be included in the development of the discharge plan are:

- The youth
- Parents or guardians
- Service providers
- Managed Care Organization (MCO) case managers

When a youth is in shelter for 20 days:

The shelter provider should work with the youth to complete a Discovering Connections tool to identify potential placement options and other supportive adults who can act as permanent connections.

- The SWCM will use this information to explore placement options for the youth.
- The shelter will use this information to facilitate relationships, communication and connections for the youth.
- Repeat and update the tool every 45 days as needed.

The service options should be reviewed in close coordination with the MCO to determine if any additional services or supports can be wrapped around the youth to support reunification or another home and community placement.

Once a youth is in shelter for 30 days:

- Engage a Recruitment, Retention, Training and Support (RRTS) representative and Foster Care Program Manager when a referral has been made for family foster care, but the search has not identified a potential match.
- Data will be pulled for all youth in shelter every 30-days. This will be sent to Marissa Eyanson, Liz Matney, Derek McComas, and Heather King for review and coordinating service planning with MCOs.
- Expand to statewide search for matching with foster parents.
- For more difficult youth, the statewide search should begin before 30 days.
- Continue to complete reviews with supervisor, Social Work Administrator (SWA) and Service Area Manager (SAM) every 30 days.

Once a youth is in shelter for 45 days:

- SWCM will contact youth and shelter staff twice per month (once in-person and once by video meetings) to discuss case and continue collaborative planning.
- Increase shelter case manager partnerships with family-finding efforts to create open communication around needs of the youth.
- Shelter case managers (or designee) should be invited to any meetings taking place with HHS and RRTS, to receive up-to-date information on the youth and their needs.

Once a youth in shelter for 6 months:

- Elevate to LOS monthly reviews with Director Garcia, Lori Frick, Liz Matney and Marissa Eyanson to consider other reasonable options.

Communication:

- Weekly (by phone) check-in to assess HHS and shelter needs.
- Shelter communicates with case manager the day after notification of any critical incident (run, detention, police call, damage, violence) to discuss situation, provide support and reinforce expectations.
- Critical Incident (CI) form sent from shelter to SWCM, supervisor and SWA.
- If the shelter agency reports a critical incident with the youth, the HHS worker or supervisor will contact the shelter within 24 hours.
 - Contact can be by phone, video, or in-person.

RRTS Collaboration:

- RRTS and shelters have relationships and participate in bimonthly meetings to provide youth with a discharge plan from foster care.
- RRTS matching staff should go to the shelter and meet youth in person.
- RRTS and shelter should collaborate on structured socialization and recreation opportunities between foster parents and youth placed at shelter to facilitate relationship building.