

# 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 will initiate contact with parents/caretakers to get signatures, provide updates, and give them information.
- The shelter provider will 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 shelter will use this information to facilitate relationships, communication and connections for the youth and will report out during the five-day planning meeting.
  - The SWCM will use this information to explore placement options for the youth.
  - Contractors will review monthly for any changes or updates to the Discovering Connections tool.
  - If changes are noted a new tool will be uploaded into Jarvis.
  - If no other connections are identified or changes to the tool are made, it will be documented that the Discovering Connections Tool was discussed in the Follow-Up Planning Conference Section in the details of the monthly meetings.
  - HHS Contracted service Providers will continue to load the Discovering Connections tool into Jarvis
- At the time of intake, HHS will develop a discharge plan.
- Shelter case managers (or designee) will be invited to meetings taking place between HHS, RRTS and MCOs, to receive up-to-date information on the youth and their needs.

- The service options should be reviewed in close coordination with the CCM and, if necessary, 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.

### Discharge Plan

Discharge planning and timeline creation may occur as a part of an MCM or the five-day shelter planning meeting. HHS Supervisor and/or SWA will 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
- HHS staff

### Once a youth is in shelter for 30 days:

- Engage a Recruitment, Retention, Training and Support (RRTS) representative when a referral has been made for family foster care, but the search has not identified a potential match and expand to statewide search for matching with foster parents, if not already done. Data will be pulled for all youth in shelter every 30-days. This will be sent to Behavioral Health Division Director, Medicaid Director, and the Medicaid LTSS Complex Needs Manager for review and coordinating service planning with MCOs.
- If primary plan cannot be executed by this time, seriously explore ability to implement backup plan.
- Continue to complete reviews with supervisor, Social Work Administrator (SWA) and Service Area Manager (SAM) every 30 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.

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### Once a youth is in Shelter for 6 months:

- Participate in Length of Stay (LOS) reviews as required by the LOS protocol with all identified members.

### Communication:

- HHS staff will check in with shelter weekly to monitor and assess the child's 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.