

**Iowa Department of 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) placements. It does not apply to placements made by law enforcement.
2. CWES shelter care is one of several placement options in times of need and when other options are used appropriately (e.g., detention, family Foster Care, or hospitalization), there should be no or little need for an admission denial.
3. CWES Emergency Juvenile Shelter Care facilities will be serving difficult cases.
4. Referring entities provide required case information at the time of the referral and placement.
5. Admission denials may be based on gender, when a referral for admission would cause the Contractor to exceed its contracted or licensed capacity, or when the contractor is not contracted with the Service Area of the child's referral.

If situations are identified that jeopardize the safety of Children in placement – possibly resulting from medical or psychological conditions, physical threats, or a Child's behavioral history – these situations shall be described by the Contractor. See the review process below. Each case shall be viewed individually based on current information presented at the time of referral or need for an unplanned discharge.

If an inappropriate referral is identified, this will not be considered a denial. Rather, the referral will be withdrawn by the referral worker and considered not a match for placement.

6. Unplanned discharges will be based on safety considerations for the Children in shelter placement and shall follow the review process.
7. The Admission Protocol applies equally to all beds included in the CWES Contract. The Discharge Protocol applies equally to beds included in the CWES contract and other beds used for approved placements.
8. 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.
9. This protocol will be used statewide and applied uniformly to all CWES contracts.

10. Contracted CWES Emergency Juvenile 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.
11. Admission denial and unplanned discharge reviews and decisions will be concluded at the lowest level possible. See the review process below.

**Allowable admission denial:**

1. When the referral is outside of the gender that the Contractor is contracted to serve.
2. When the referral would cause the Contractor to exceed its contracted or licensed capacity.
3. When the contractor is not contracted with the Service Area of the child’s referral.

When a CWES Contractor identifies situations that they believe would jeopardize the safety of Children in placement, Contractors may initiate the review process for a requested denial.

**Unplanned discharge:**

1. When a CWES Contractor identifies situations that jeopardize the safety of Children in placement; Contractors may initiate the review process for a requested unplanned discharge.

**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 and as soon as possible to request an unplanned discharge of a Child. For the Agency’s placements, notify the initial referring worker or the worker on duty. For Juvenile Court Services’ placements, notify the Juvenile Court Officer (JCO).
2. Agency workers will notify their supervisor of a request. For JCS cases, the JCO will notify their supervisor.
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. All descriptions shall provide the rationale for the proposed denial or discharge, including evidence of why the

CWES Contractor cannot admit or continue to serve a Child and a description of situations that jeopardize the safety of Children in placement.

4. Resolution may occur between the CWES Contractor and the referring worker.
5. If a request is unresolved, the Agency Social Work Administrator or designee will review it and make the final decision on behalf of Agency cases. If needed, the DHS or JCS workers shall review the proposed denial or unplanned discharge with their SAM or JCS chief, or the respective designees.
6. Decisions regarding admissions will be made at the time of referral and the verbal notice. All admissions shall occur within contracted timeframe parameters unless otherwise agreed.
7. Decisions regarding an unplanned discharge will be made within 24 hours of receipt of a CWES Contractor's written request. When an unplanned discharge request is approved, the decision will define the timeframe for removal of the Child.