



## Consultations with the DMCPs Health Unit

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| <b>Subject:</b>               | Consultations with the DMCPs Health Unit  |
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| <b>Contact Div/Bur/Sec:</b>   | Division of Milwaukee Child Protective Services<br>(DMCPs)/Bureau of Initial Assessment   |
| <b>Contact Name/Phone:</b>    | Demetra Parr-Nelson, Initial Assessment Bureau Director<br><a href="mailto:demetra.parnelson@wisconsin.gov">demetra.parnelson@wisconsin.gov</a><br>(414) 343-5756<br><br>Dr. Michelle Urban, Medical Director<br><a href="mailto:michelle.urban@wisconsin.gov">michelle.urban@wisconsin.gov</a><br>(414) 343-5746 |

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*Any information referenced within this document is considered to be a part of this policy with the exception of the "Related Resources" section.*

### Summary

This policy outlines the identification of cases that should be staffed by DMCPs Access or Initial Assessment with the Health Unit; the process for notification to the Health Unit and Initial Assessment when a case to be staffed is identified (i.e. a "Health Alert"); the logistics of scheduling, holding and documenting the case staffings; and the suggested frequency and timing of the case staffings.

### Related Resources

- [Wisconsin State Statutes Chapter 48 Children's Code](#)
- [Child Protective Services Safety Intervention Standards](#)
- [DSP Memo Series 2016-01 January 22, 2016; Protective Planning Documentation in eWisACWIS, Protective Planning with Indian Children, and Updates to Safety Intervention Standards](#)
- [Child Protective Services Access and Initial Assessment Standards](#)
- [Ongoing Services Standards](#)
- [Health Alert Notification And EDS Reports Memo, August 3, 2015](#)
- *Foster Care Health History Claim* report (EDS)
- [Supplement: Office Associates and Initial Assessment Supervisor Assignments for Health Alert Notifications and EDS Reports](#)

## Policy

Consultation with the Health Unit by Initial Assessment is required for cases with identified health conditions, medical concerns and/or developmental vulnerabilities that may impact child safety. Health consultations are not intended to replace case-specific, collateral medical information gathering and/or contact with the child's health care provider(s). Treatment recommendations and decisions are the domain of the child's assigned primary care and/or specialty care providers and should be carried out. These structured collaborations between Initial Assessment and the Health Unit are intended to provide a value-added health perspective to inform decisions regarding individualized safety and case planning.

## Procedures

Access screening supervisors will identify screened-in referrals that fit the established criteria to be designated as a "health alert". They will send notifications of the health alert via email to the Health Unit, the IA Program Managers and the assigned IAS and IA Supervisor. The Health Unit will assign a nurse consultant to each health alert case. The assigned nurse and assigned IAS and IA Supervisor will coordinate around conducting an initial health consultation within an appropriate time frame (no more than 5 business days). The health consultation will be documented in a case note in eWiSACWIS by the assigned nurse and the assigned IAS. The assigned nurse, IAS and IA Supervisor will determine the need for, and timing of, subsequent consultations. The Medical Director, IA Bureau Director and IA Program Managers are available to consult on highly complex cases. The Health Unit Research Analyst and Office Associates will support this process through tracking cases, assisting with scheduling health consultations and/or providing Foster Care Health History Claim Report (EDS) for each health alert case.

### 1. Health Alert Identification

The Access screening supervisor will review/identify screened-in referral cases and will designate the screened-in case as a "Health Alert" when the case includes any of the following concerns:

- Referrals for children with identified special health care needs, such as:
  - medical neglect indicating potential serious danger to the health of the child
  - child with chronic or complex medical conditions
  - child who is hospitalized at the time of the referral
  - medical concerns related to prematurity or failure to thrive
  - child who is technology dependent (e.g. ventilator, feeding tubes, continuous oxygen, etc.)
  - any injury to a non-mobile infant
  - unexplained injury to a non-verbal child



- alleged serious or egregious physical abuse of a child
- Drug affected infants

Note: the above concerns can be related to ANY child in the family (not only an alleged “victim” and not only at the time of the initial referral screening) to prompt a Health Alert.

Note: If the IAS or Supervisor questions whether a case should be designated as a health alert, an IAB Program Manager and Medical Director will review the referral and make the final determination.

## 2. Health Alert Notification Process

The access screening supervisor will notify the Health Unit (Medical Director, Health Unit Research Analyst, and all DMCPs Nurses), all IA Program Managers, assigned IA Supervisor and IAS by email that a referral is designated as a health alert.

- Use the email distribution list titled, DCF DL DMCPs Health Alerts (which is set up to include the Health Unit and the IAPMs)
- Indicate the assigned IAS and IA Supervisor in the “subject” line of the health alert email.

Note: It would be helpful for scheduling purposes if both IA nurse and IAS/IA supervisors also indicate when they are out of office and who is covering (per out of office auto reply or other) to facilitate timely and efficient scheduling. The scheduling of the health consults (initial or otherwise) can be made by the medical team, the IAS, and/or the IA Supervisor.

### The DMCPs Nurse will conduct the following activities:

- The assigned nurse will send an email to the assigned IAS and IA Supervisor informing them of the nurse case assignment and to coordinate the scheduling of the initial health consultation.
- The assigned nurse will schedule the initial health consult if the health unit determines the need for a time sensitive consult.

### The IA Supervisor will conduct the following activities:

- The IA Supervisor will communicate with the Nurse via telephone, email or in person within 48 business hours of receiving the nurse’s email to confirm receipt and discuss the health alert.
- The IA Supervisor will coordinate and determine the scheduling of the initial health consult with the assigned nurse and IAS.

### **The Initial Assessment Specialist will conduct the following activities:**

- The IAS will request time sensitive EDS reports from the assigned OA.
- The IAS will coordinate with the assigned nurse and supervisor the scheduling of the initial health consult.

### **The Office Associate will conduct the following activities:**

- Run an EDS report for all children listed in the household and upload the electronic EDS report to the case in eWiSACWIS (“create case work”; “imaging”; “participant document”).
- Send an email to the IAS, IA Supervisor and health unit to inform them that the EDS report is uploaded to the case record within eWiSACWIS.
- If there is no EDS report found for a child, the OA will send an email to the Health Unit and the assigned IAS/IA Supervisor to notify them.

## **3. Health Consultations**

Consultation with the DMCPs Health Unit during the initial assessment process is required for all cases identified as Health Alerts. Health consultations involve discussing case specific health information, medical needs and/or developmental vulnerabilities to inform, rather than direct, decisions regarding child safety and case planning. During consultations, Nurses may advise the IAS which health records would be most relevant to request from a medical provider and can also assist in interpreting the medical information included in the records once they are received.

It should be noted that there are significant limitations on when an IAS is legally able to involuntarily intervene in the parent/child relationship. These limitations are set forth in state standards, state statutes and case law interpreting the constitutional liberty interest between a parent and their child. The IAS must recognize these restrictions and operate within them subsequent to health consultations.

### **Timing/Frequency of Health Consults:**

- The initial consultation should be scheduled within 48 business hours of the screened in access report and should occur within 5 business days of the worker’s assignment (or sooner, if the IAS, IA Supervisor, and/or health unit determines the need for a time sensitive consult). It is recommended that the initial health consultation occur before initiation of face-to-face contact with a child/family whenever possible.
- If acute health needs or danger threat(s) are identified in the Access report, the health consultation should occur immediately (no later than 24 hours).

- The need for, and timing of, a subsequent health consult should be discussed at the initial consultation. When feasible, an appointment time should be set and added to Outlook calendars. In some cases, the initial consultation may be the only consultation needed as mutually determined between the assigned Nurse and IAS/IA Supervisor.
- Subsequent consultations should occur whenever new medical information is received that impacts child safety and informs safety decision making. Additional consultations may also be requested at any time by IAS, IA Supervisor, IA Nurse or DMCPs management to discuss any health-related questions/concerns they have regarding individual cases.
- Unless it was mutually decided that no consultation beyond the initial consultation is necessary, it is expected that at least one follow-up health consultation will occur prior to case closure. Best practice is for this follow-up consult to occur at the 30-45-day point in the assessment so that all health information can be reconciled.
- For Health Alert cases that will be transferring to either Intensive In-Home Services (IIHS), Ongoing Case Management, or EIS (with IA closing) the IAS should notify the DMCPs nurse prior to transfer so that the child's specific treatment recommendations and health care needs can be included as part of the case transfer process.
- Case consultations may occur on referrals not identified as health alerts when health/medical related questions arise.
- When an emergency consultation is needed outside of normal business hours, the IAS and IA Supervisor will consult with the On-Call Program Manager to determine next steps. The On-Call Program Manager may reach out to the Medical Director to coordinate consultation.
- Note: Consultations with the DAI Unit will be coordinated between the DAI unit and the Health unit.

#### 4. Documentation

- The IAS will document an Assessment Contact in eWiSACWIS to reflect that a health consult was completed and to capture their understanding of information shared during the consultation along with agreed upon next steps.
- The Nurse will be assigned as secondary upon receipt of the health alert assignment and will enter a case note in eWiSACWIS, reflecting a summary of the information discussed/shared during the health consultation including any actionable items and/or agreed upon follow up.
- The Health Unit Research Analyst is responsible for the internal tracking of consultations. IA Supervisors and Nurses should review the tracking document for accuracy and notify Health Unit Research Analyst with any corrections or additions.



- IAS and/or Nurse will update the Medical/Mental Health fields in eWiSACWIS person management with any new health information as it is available.

## Responsibilities

### Access Screening Supervisor:

- Consult with the Health Unit when medical expertise is needed to help identify and/or interpret reported medical concerns to inform information collection at the point of Access and/or screening timeframes and notifications to Initial Assessment.
- Identify screened-in cases identified as health alert cases and notify all designated internal contacts via email.
- Note: The access supervisor in reviewing and approving the access reports will ensure that the standardized medical protocol questions are asked/documentated at the point of access.

### DMCPS Nurses:

- Work with the IAS and IA Supervisor on scheduling any needed health consultations.
- Provide health information to IAS and IA Supervisor during health consultations.
- Advise IAS on which health records may be needed and how to request records
- Act as a bridge/resource/advocate between IAS and families, community medical providers and children's court performing activities such as: discussing/interpreting medical information, facilitate scheduling of medical appointments, and providing education around medical case complexities.
- Document case consultation notes.
- Provide notification of unavailability, and coverage person (per out of office auto reply or other) to facilitate timely and efficient collaboration.

### IAS:

- Work with the IA Supervisor and Nurse on scheduling any needed health consultations.
- Collaborate with the Health Unit on Health Alert cases including assessment information collected and medical documentation/recommendations from community health providers.
- Gather and/or review medical collateral information in preparation for health consultations.
- Provide the assigned Nurse with access to any relevant medical records that have been received.,
- Participate in health consultations and use information discussed to inform the assessment process and safety decision making.
- Document case consultation notes.
- Alert health unit of case closure plan if the initially discussed plans change

### **IA Supervisors:**

- Work with IAS and Health Unit on scheduling any needed health consultations.
- Participate in health consultations with IAS and Nurse and provide guidance to IAS.
- Identify cases for health consultation when needed.
- Collaborate with the Health Unit on case specifics and progress, including case closure.
- Provide notification of unavailability, and coverage person (per out of office auto reply or other) to facilitate timely and efficient collaboration.

### **IA Program Managers/IA Bureau Director/Medical Director:**

- Consult on highly complex cases and provide guidance and support on cases requiring an emergency consultation.

### **Office Associates:**

- Run and upload the EDS report to the case record within eWiSACWIS and notify IAS, IA Supervisor and the medical unit via email once the report has been uploaded.

### **Health Unit Research Analyst:**

- Internally track and compile DMCPs health consultations.
- Assist with scheduling consultations.
- Provide tracking information to IAS, IA Supervisor, IA Program Manager, and DMCPs Health Unit.
- Create a “secondary” case assignment for the assigned Nurse in eWiSACWIS.