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Governor Scott Walker
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Division of Milwaukee Child
Protective Services (DMCPS)

DATE: April 10, 2017

TO: DMCPS, Children's Hospital Community Services, Saint A

CC: Wraparound Milwaukee, Milwaukee Child Advocacy Center

**FROM: Kevin Boland, Deputy Administrator,
Division of Milwaukee Child Protective Services**

RE: Process for Scheduling Medical Evaluations

A medical evaluation must be considered in all cases of suspected physical and sexual abuse handled by the Division of Milwaukee Child Protective Services (DMCPS) and contracted Ongoing agencies.

Medical evaluations arranged by DMCPS should be scheduled with specific medical providers based upon the urgency, timing and type of suspected abuse involved in the case. The following medical providers should be used in the following circumstances, due to their medical expertise and ability to coordinate with DMCPS:

- [Children's Hospital of Wisconsin](#): Initial Assessment Specialists should call 911 when there is a life threatening emergency. Children's Hospital of Wisconsin ER consults with three Pediatricians specializing in child abuse as well as coordinates with the CAC. Suspected sexual and physical abuse cases can also be seen at Children's Hospital when the CAC is not available. See the [Medical Evaluations for Children Policy IA 9.00, IIH 2.00, OCM 4.00](#) for further guidance.
- [Milwaukee Child Advocacy Center \(CAC\)](#), Children's Hospital of Wisconsin: should be contacted when there are suspected physical injuries and sexual abuse and an appointment is needed urgently on the same day or the following day, but does not constitute an emergency. The CAC's hours of operation are 8:00am-6:30pm Monday-Thursday and 8:00am – 5:00pm Friday, and appointments can be scheduled by calling 414-277-8980.
- [Aurora Sinai Health Center's Sexual Assault Treatment Center \(SATC\)](#): should be contacted when there is suspected sexual abuse and an appointment is needed immediately and the CAC is not available. SATC operates 24 hours a day and can be reached at 414-219-5555.

Initial Assessment specialists (IAS) and Ongoing case managers (OCM) should inform the parent/youth of the specialized expertise available at the medical facilities listed above.

For routine medical care that doesn't rise to the level of suspected abuse, the IAS/OCM should ensure the child secures a medical appointment with the child's existing or preferred medical provider.

Scheduling Appointments at the CAC: Coordination between Initial Assessment and Contracted Ongoing Agencies

The CAC accepts requests for medical evaluations from the DMCPs, police, and physicians. In specific cases, CAC accepts medical evaluation requests from Ongoing Agencies, which include the following:

- Physical abuse concerns
- When a child/youth who was missing is located
- Sexual abuse that occurred within the last 72 hours

In all other circumstances, the request for a medical evaluation must come from the DMCPs for screened-in referrals. Note that if an Ongoing Agency requests an appointment, the CAC will always ask if a referral or new information was shared with 220-SAFE (DMCPs).

A.) Roles and Responsibilities

- If a case is open with Wraparound and an Ongoing Agency, the assigned Ongoing case manager (OCM) must schedule the medical appointment.
- If a new allegation of abuse or neglect occurs, while a family is receiving services from an ongoing agency, the assigned Ongoing case manager (OCM) or an Ongoing nurse must call 220-SAFE (DMCPs). The OCM may also request a CAC medical evaluation and when the appointment is confirmed, the OCM notify Access so the assigned IAS can attend the appointment with the OCM and child, if the case was screened in at DMCPs.

Note: the IA Specialist or OCM must schedule the CAC medical evaluation and attend the medical appointment with the child.

B.) How to Schedule Medical Evaluations and Forensic Interviews at the CAC

To schedule a medical evaluation and/or forensic interview, DMCPs and ongoing agencies should call the CAC intake line at 414-277-8980. If a call is received after hours, the IAS/OCM should leave a message and a medical appointment will be scheduled for the next day.

The CAC intake worker will ask the following questions of the scheduler:

1. What type of appointment are you scheduling (e.g. forensic interview, medical exam, both?)
2. Name and date of birth (DOB) of child(ren) being seen.
3. Any interpreters needed?
4. Who is bringing the child in for the appointment (name and telephone number)?
5. Name/DOB of the alleged maltreater, if not on the CPS referral.
6. Are the allegations, caregiver address, placement address/name, phone numbers, and DOB different from what is on the referral, or is there any additional information that is not on the referral?
7. Does the child have any behavioral concerns or supervision needs?

After scheduling the appointment, please fax (414-277-8969) or email (milwaukeeecac@chw.org) the referral.

The CAC provides caregiver and youth advocates to provide ongoing support to a youth/caregiver when attending medical appointments. Youth advocates are provided for children 10 and older. Youth advocates are available for children 7-9 years of age, if requested by the caregiver. If the child/caregiver has an existing advocate from another provider, the CAC advocate will help connect the child with that advocate for future medical appointments.

This memo is effective immediately. For further guidance about medical evaluations, see [DMCPs Medical Evaluation Policy IA](#). This memo supersedes "New Process for scheduling CPC Interviews/Medical Evaluations IA 9.00, OCM 4.00" dated September 16, 2015.

Attachments: [DMCPS Medical Evaluation Policy](#)
[Milwaukee County CART \(Child Abuse Review Team\) Interagency Agreement on Collaborative Response to Child Maltreatment](#)

CC: Wraparound Milwaukee, Milwaukee Child Advocacy Center