

The Salvation Army Medical Respite Program  
1730 N. 7<sup>th</sup> Street  
Milwaukee, WI 53205  
Phone: 414-265-6360  
Fax: 414-431-0591

The Salvation Army Medical Respite Program (located within the Salvation Army Emergency Lodge) provides shelter for up to 20 individuals experiencing homelessness and who need assistance stabilizing their health issues. The program is available to single men and women who have a **non-chronic, acute medical condition, are self-care**, and need 24-hour shelter. The clinic accepts referrals from hospitals, clinics, individuals, and community based social service professionals.

The mission of the program is to provide a safe environment for patients to rest and recuperate while working to resolve their homelessness.

Individuals are provided a bed and dresser in a shared room with two or three other residents of the same gender. Each room has its own bathroom and two rooms (one for males and one for females) have bathrooms and showers that are handicap accessible. Residents are provided three meals a day in the shelter's cafeteria and they also have access to free laundry facilities. There is a reserved refrigerator to store insulin for individuals who have diabetes and all medications are stored behind the front desk. Residents are provided with bus tickets or assisted with transportation to their medical appointments. The Respite case manager works with residents to coordinate follow-up care and treatment, referrals to community resources, and a care plan to resolve their homelessness.

Criteria for admission:

- Clients should be motivated to improve their health conditions by taking medications as prescribed, attending follow up appointments and complying with medical recommendations.
- Clients must be independent with respect to feeding, dressing, toileting and showering. The Respite program does not have nursing assistants or personal care workers to assist with these needs.
- Clients cannot be totally non-weight bearing. Individuals may use a wheelchair or walker but need to be able to stand and transfer themselves without assistance. Toilets do not have modifications such as raised seats.
- The Respite program can accommodate individuals on oxygen but clients must be able to administer and manage this on their own.
- If a client requires dressing changes that cannot be done independently, home health must be ordered by the referring party for a home nurse to come to the shelter to assist. This will be determined when the referral is made and if needed, services need to be arranged by the hospital prior to admission to the Respite program.
- Clients who are registered sex offenders or have a criminal history involving a sexually related crime cannot be admitted due to children and families residing at the Emergency Lodge. The Respite Intake Coordinator will conduct a background check.
- The Salvation Army Lodge maintains a drug and alcohol-free facility. The use or possession of alcohol or other drugs (including the misuse of prescription medication) may be grounds for discharge. We do not accept referrals with known & current unprescribed opioid use.

### Referral process:

Call or email asking if there are any openings at this time. If emailing, please address to both parties.

Respite Intake Coordinator (Tiffany) at 414-265-6360 x145  
[tiffany.morgan@usc.salvationarmy.org](mailto:tiffany.morgan@usc.salvationarmy.org)

Respite RN (Rosanne) at 414-265-6360 x139  
[rosanne.norwood@usc.salvationarmy.org](mailto:rosanne.norwood@usc.salvationarmy.org)

Contact should be made as soon as possible when a potential referral is identified to allow for maximum time to plan for availability and discharge planning. **Referral decisions will be communicated within 48 hours (not including weekends) of receipt of complete records and screening information.**

### Items needed for the Respite referral:

If we have an opening, we will request the following to be faxed to (414) 431-0591:

Upon initial referral:

- Latest medical notes
- History & Physical
- Medication List

Once these records are received, the RN and Respite Intake Coordinator will review the records for appropriateness for the Respite Program. Additional records (e.g. labs, PT/OT notes) may be requested. After review, the Respite Intake Coordinator will reach out to the referring party and the patient to complete the screening on our end. Once deemed appropriate for admission to Medical Respite, we will then check for bed availability that meets the potential resident's physical needs and an intake date will be arranged.

Respite intakes take place Monday through Thursday, 10am to 3pm and on Friday between 10am and Noon. Respite intakes are not done over the weekend or holidays.

### Upon Discharge

When the patient discharges to the Medical Respite, the following is needed:

- 1) Discharge paperwork or After Visit Summary – fax to 414-431-0591.  
All needed follow up appointments (including primary care) need to be set up by the referring party. We will also request that required DME (e.g. wheelchair, crutches, shower chair) and O2 be arranged and this must arrive with the patient.
- 2) Statement of homelessness - fax to 414-431-0591.  
This can be written or typed by the referring party that lists the dates the patient was hospitalized and that no other housing was identified.
- 3) Medications.  
All prescribed medications must be filled at the referring facility and sent with the patient. Medication supply must be for one month (excluding pain medications, which are typically time limited).