

# Supporting people in custody who are civilly committed

If you are serving a person who is civilly committed and in custody, please follow the steps below as appropriate to the situation.

Email or call Kendra Roberg, the Mental Health Coordinator (MHC), at [Kendra.roberg02@hennepin.us](mailto:Kendra.roberg02@hennepin.us) or 612-310-7718.

She can let you know what charges the client is facing, court times, obtain ROIs, help coordinate the revocation process at the jail (assist in getting the mental health hold) facilitate phone calls, assist with release planning, and help with the visiting process if needed.

Kendra also completes client lookups every day and proactively contacts case managers and ACT team members to inform them that their person is in custody.

### Medications

* The medical staff routinely get a Release of Information (ROI) for the person’s pharmacy and get the list from them, so it’s best to ask if they need the list. Sometimes clients decline to sign the ROI, so then the case manager info would be helpful. Best practice is to check with the medical staff to ensure they have the medication information.
* Call the Hennepin Jail Charge Nurse phone line (612-596-8070) to check if they have the medication list. If the case manager knows the medication(s) their client is supposed to be on, the medication(s) list should be faxed to the Charge Nurse fax number which is 612-596-8074.
* The Charge Nurse can also provide information (within HIPPA guidelines) and/ or direct calls to specialties within the Jail as chemical health, including MAT (medication-assisted treatment) team, mental health team or the Jail Discharge Team. Always make it clear from the start of the phone call to the Charge Nurse that they are a case manager for a person in custody.

### Charges

* Kendra looks up charges and shares them with case managers. However, to follow the case ongoing, use the public court website at [www.mncourts.gov](http://www.mncourts.gov) (for contracted). Operated case managers use MNCIS/MGA.

### County attorney

* Contact the County Attorney who was associated with the commitment by phone and/or email.
* Call 612-348-6740 if you do not remember who the County Attorney was.
* Include John March ([john.march@hennepin.us](mailto:john.march@hennepin.us)) in your correspondence as he is familiar with both the civil and criminal areas and might also provide direction.
* The Civil Attorney will connect with the Criminal Attorney

### Probation involvement

* To check to see if there is a Probation Officer assigned to your client, call 612-348-5268 or 612-348-3218
* Contact Probation (once you have a release form signed) to coordinate plans

### Non-revocation

If it is decided not to revoke the provisional discharge, discuss with the County Attorney. It is the case manager’s responsibility to develop the release plan. Make arrangements for transport at time of release by coordinating with Kendra.

If decision is made to not revoke: Keep in mind that the jail may not be able to hold the client. Most clients are at the jail less than 36 hours.

### Criminal court

Case Managers should only communicate with criminal court parties, attend criminal court or provide testimony after consult with their supervisor, their agency legal counsel and possibly the civil commitment (Adult Services Division) Assistant County Attorney, if the person is civilly committed.

### For clients who are pregnant

If your client is pregnant, you can make a child protection report by calling 612-348-3552.

* If the client is 36 weeks gestation or more with confirmed use of alcohol or controlled substances, a child welfare assessment will be opened to ensure safety for the newborn at the time of delivery.
* If the client is pre-36 weeks gestation, they will be referred to Project Child for supportive voluntary services. Project Child can also be a direct referral from the client or service providers at any point during the client’s pregnancy.

## Visiting people in custody

Hennepin County has two facilities: The Public Safety Facility (PSF, 401 S. 4th Ave) and City Hall (just across 4th Avenue).

If you want to check where your client is before coming to the facility, check the jail roster (see link at end of document). Women are housed only in the City Hall facility.

There is currently a chain link barricade surrounding the PSF entrance, but you CAN walk through a small entrance. Abide by current COVID guidelines, including mask requirements. Please do not visit if you are feeling ill for any reason.

### Parking

Street parking is always the best option. It is readily available and the most cost effective. There are ramps available, but avoid the ramp that advertises “court parking” as it is very expensive.

### Contacts

* Phil Krasowski (612-209-4328) for questions related to medical and medication issues
* Kendra Roberg (612-310-7718) for all other questions, [kendra.roberg02@hennepin.us](mailto:kendra.roberg02@hennepin.us)

### Visiting

You will need to be entered into the jail system for approved visits. If you have never been to the jail before, send the following information to [kendra.roberg02@hennepin.us](mailto:kendra.roberg02@hennepin.us):

* Full Name
* DOB
* DL#
* Supervisor’s name

All visits will be noncontact in nature. If you have paperwork that needs to be signed, discuss with Kendra the best way to handle this.

Be sure to bring both your driver’s license and your Hennepin County/agency ID.

You can bring in your laptop, paper, cell phone etc. Limit your belongings to what you need.

While you do not need an appointment to come visit someone at the jail, these are the best times to visit:

* 8 to 10 a.m.
* 11 a.m. to 2 p.m.
* 2:45 to 4 p.m.
* After 5:15 p.m.

These times help you avoid mealtimes, rollcall, and shift change. If you show up outside of these times, you may end up waiting quite a while. It’s a good idea to check the roster before you come visit to ensure your client is still in custody.

### Helpful websites

* Jail roster: [Jail Roster | Hennepin County](https://jailroster.hennepin.us/JailRosterOnline/jail-roster)
* Checking status of a criminal case: <www.mncourts.gov>. It can be helpful to have the actual case file number to use on this site.

*Updated September 2022*