

# **Central Continuum of Care AFTER HOUR PLAN**

Wisconsin is covered by 211 emergency service. If a person presents as homeless in the night, 211 is an option for them to call for shelter, food, substance abuse and other resources. This number will connect those in need with resources 24/7.

**AFTER HOURS – Adams, Columbia, Dodge, Juneau and Sauk Counties Domestic Violence situation.**

Both Hope House of South Central Wisconsin and PAVE (People Against a Violent Environment) DV Shelters have a 24/7 Victim Advocate Hot Line. If a person qualifies, they can obtain shelter, if available, at either shelter.

At Hope House, emergency transportation to shelter is available and victims may be picked up at a safe location (hospital, police station, etc.). At PAVE, transportation to shelter is available by taxi service (PAVE provides a voucher for this service) or outside entities like law enforcement.

Both shelters have Case Managers who will administer the VI-SPDAT and enter clients onto the non-WISP list for coordinated entry. Case Managers will also provide communication regarding accessing all available resources in the local coalition.

This plan is shared across the local coalition. The plan is available in hard copy at each of the quarterly Central CoC meetings. The plan is also sent out to all participants in the Point in Time Count, those participating in the actual count and those identifying homeless in the Service Based Post-Count.

**After Hours – Adams County:**

If presenting homeless in Adams County after hours, the police or sheriff's department in Adams County are contacted and every attempt will be made to contact the Salvation Army for a Motel Voucher. The Red Cross also has vouchers and will be contacted after Salvation Army.

Every person is instructed to contact Adams County Social Services the next business day, and they will refer them to the proper area shelters (Hope House DV Shelter or overnight), Central Wisconsin Community Action Council Inc. (CWCAC) or Renewal Unlimited, Inc. to be connected with a no wrong door administrator of the coordinated entry system.

Connection may be done via phone, through the Social Services office or at the CWCAC office in Adams County. Once the connection is made with the no wrong door provider, communication will begin regarding accessing all available resources in the local coalition.

### **After Hours – Columbia County:**

If presenting homeless in Columbia County after hours, the Portage Police Department or Columbia County Sheriff's department are contacted depending on location. A Salvation Army voucher is given for a motel if there is one available to take them in. Some motels will not accept the voucher. Should there not be an available motel, people can sleep in the lobby of the Portage Police Department or the lobby of the Sheriff's Department.

The homeless are given information at these places to contact the next business day, Central Wisconsin Community Action Council, Inc., River Haven Shelter or Hope House DV Shelter, or Renewal Unlimited, Inc. to be connected with a no wrong door administrator of the coordinated entry system.

Connection may be done via phone or at the office of Renewal Unlimited, Inc., CWCAC, or River Haven Homeless Shelter, all located in Portage in Columbia County. Once the connection is made with the no wrong door provider, communication will begin regarding accessing all available resources in the local coalition including, but not limited to: food pantries, Human Services, Portage Area Community Assistance Program, St. Vincent de Paul's free medical clinic, etc.

### **After Hours Dodge County:**

If presenting homeless in Dodge County after hours, the Beaver Dam Police Department or Dodge County Sheriff's department are contacted depending on location. A Salvation Army voucher is given for a motel stay.

Information for Central Wisconsin Community Action Council, Inc., New Beginnings Family and Men's Shelter, PAVE DV Shelter, or Renewal Unlimited, Inc. is given so they can be connected the next business day, with a no wrong door administrator of the coordinated entry system.

Connection may be done via phone or at the CWCAC office in Dodge County. Once the connection is made with the no wrong door provider, communication will begin regarding accessing all available resources in the local coalition including, but not limited to: food pantries, Human Services, St. Vincent de Paul, etc.

### **After Hours Juneau County:**

If presenting homeless in Juneau County after hours, the Juneau County Sheriff's department are contacted. A Department of Human Services voucher is given for a motel stay.

Information for Central Wisconsin Community Action Council, Inc., Hope House DV Shelter, or Renewal Unlimited, Inc. is given so they can be connected, the following business day, with a no

wrong door administrator of the coordinated entry system. Connection may be done via phone, through the Human Services office or at the CWCAC office in Juneau County.

Once the connection is made with the no wrong door provider, communication will begin regarding accessing all available resources in the local coalition including, but not limited to: food pantries, Housing Authority, St. Vincent de Paul, etc.

### **After Hours Sauk County:**

If presenting homeless in Sauk County after hours, the local Police Department or Sauk County Sherriff's department are contacted depending on location. A Salvation Army voucher is given for a motel stay.

Information for Central Wisconsin Community Action Council, Inc., the warming shelter during winter open season, Hope House DV Shelter, Safe Harbor shelter or Renewal Unlimited, Inc. is given so they can be connected, the next business day, with a no wrong door administrator of the coordinated entry system.

Connection may be done via phone, at one of the shelters who place clients on the non-WISP list, or at the CWCAC office in Sauk County. Once the connection is made with the no wrong door provider, communication will begin regarding accessing all available resources in the local coalition.

### **Wisconsin Dells/Lake Delton:**

Each case is handled on an individual basis. They may issue a motel voucher or bus ticket depending on the situation. The Wisconsin Dells Police Department also allows homeless to sleep in their lobby on the bench.

Information is given to connect the person with a no wrong door administrator of the coordinated entry system the next business day. Connection may be done via phone or at the CWCAC office in Wisconsin Dells. Once the connection is made with the no wrong door provider, communication will begin regarding accessing all available resources in the local coalition.

This Coordinated Entry After Hour Plan will be implemented prior to the January 2018 Point in Time Count. The plan will be reviewed at the quarterly Central CoC meeting following the January 2018 Point in Time Count and at a minimum each year thereafter.

Last Reviewed 10/20/2017