



## After Hours Plan- Waukesha Coalition

### **Purpose:**

The sole purpose of the After-Hours Plan in Waukesha County is to ensure that all individuals and households seeking emergency shelter and other critical supportive services have access to and understand how to access the Coordinated Entry System during and after operating hours. It is imperative for individuals and households in Waukesha County to have reasonable access to shelter and supportive services 24 hours a day. Coalition members will be updated on the After-Hours plan and any changes at the local Provider Collaborative meetings and/or via email.

### **Process:**

All the shelters in the Waukesha Housing Action Coalition have standard intake hours, which vary by agency. It is at each agency's discretion if they can conduct intake outside of their normal intake hours. Currently, each shelter provider has a phone system by which "after-hours" phone calls are answered live when staff is available, or messages can be returned within 24 hours.

When an individual or household is at imminent risk of homelessness and presents to any agency offering emergency shelter (either by phone or in person), staff at the agency will conduct their specific intake procedures. Shelters will exhaust all resources in an effort to accommodate all individuals and households before turning them away.

When law enforcement finds someone experiencing homelessness in Waukesha County, they will contact Hebron Housing Services and/or The Salvation Army of Waukesha to inquire about available shelter beds. If there is no space in the shelters, the law enforcement agency will refer the household to 211.

Households fleeing a domestic violence situation must be referred to The Women's Center 24-Hour Hotline at 262-542-3828.

### ***If the household can be sheltered:***

Once a household enters a shelter program, they are offered access to the Coordinated Entry System at intake or within 24-48 hours. If the household wants to be entered into CE, the shelter will do the assessment, and data entry agencies must update information for households who have been previously entered into the Coordinated Entry System.

### ***If the household cannot be sheltered:***

Unfortunately, the shelter system cannot always accommodate every household in need of shelter, and some households are turned away. If a household seeking shelter is unable to access any shelter program, staff at the agency will offer Coordinated Entry to the individual or household and connect them within 24-48 hours.



**If someone needs emergency shelter:**

Agency	Beds	Phone Number
<b>Hebron Housing Services</b> Juno House (Single Women & Families) Siena House (Single Men)	20 18	262.549.8720
<b>Family Promise of Waukesha County</b> Community Shelter Apartment Shelter	35 9	262.968.2321
<b>The Salvation Army of Waukesha County</b> The Lodge (Single Men)	32	262.547.7367
<b>The Women's Center</b> The Women's Center Shelter (Single Women & Families)	21	262.542.3828
<b>National Homeless Hotline for Veterans</b>		877.424.3838
<b>Impact (All)</b>		211

Demographic	Who to call?
Single Women & Children	Juno House
	Family Promise of Waukesha County
	Impact
Single Men	Siena House
	The Salvation Army
	Impact
Individuals & Families Fleeing DV	The Women's Center
	Impact
Veterans	National Homeless Hotline for Veterans
	All Shelters
	Impact

**Agencies Participating in Coordinated Entry:**

*The Mission of the Housing Action Coalition is to educate, advocate, and raise awareness while providing a cohesive coordinated response to homelessness and the issues related to it such as affordable housing throughout Waukesha County.*



\*All CE Participating Agencies are designated on the HAC website.

Hebron Housing Services	262.549.8720
Center For Veterans Issues	414.345.4249
The Community Action Coalition for South Central Wisconsin	608.237.1255
The Housing Action Coalition of Waukesha County, Inc.	262.326.5303
The Salvation Army of Waukesha County	262.547.7367
Family Promise of Waukesha County	262.968.2321

**Diversion:**

Agencies and staff members should try every effort to support individuals and families through diversion techniques. Diversion is an intervention designed to help households find safe alternative housing immediately.

- *If diversion is not possible and a shelter bed is available, the household should be connected to the Coordinated Entry System within 24-48 hours by shelter staff.*
- *If diversion is not possible and shelter beds are unavailable, staff should offer access to the Coordinated Entry System and contact other agencies in the community to determine if shelter space is available.*
- *If diversion is not possible and shelter beds are unavailable within Waukesha County, staff should offer access to the Coordinated Entry System and reach out to shelters outside the community.*

Participants need to make the effort to call shelters the day after the voucher expires.

Vincension Referral form

**Review:**

The After Hours Plan is reviewed and approved by the Housing Action Coalition Coordinated Entry & Diversion Committee, then reviewed and approved by the Housing Action Coalition Provider Collaborative.

The After Hours plan will be evaluated for effectiveness annually in the months following the July Point in Time count, or as needed upon discovery of system gaps.

Updated: 8/6/2019/HAC

Revised & Updated: 7/27/2020/HAC 11/8/22

Revised & Updated: 10/12/2021/HAC | LCOC CE & Diversion Committee approved 10/12/2021 | Coalition approved & adopted on 10/28/2021

Revised & Updated 11/8/22 HAC | Coalition approved and adopted on 11/8/22 | LCOC CE & Div Committee approved on 11/8/22

Reviewed & Updated 7/12 HEART committee Coalition Review/approve and Adopt: 10/17/23