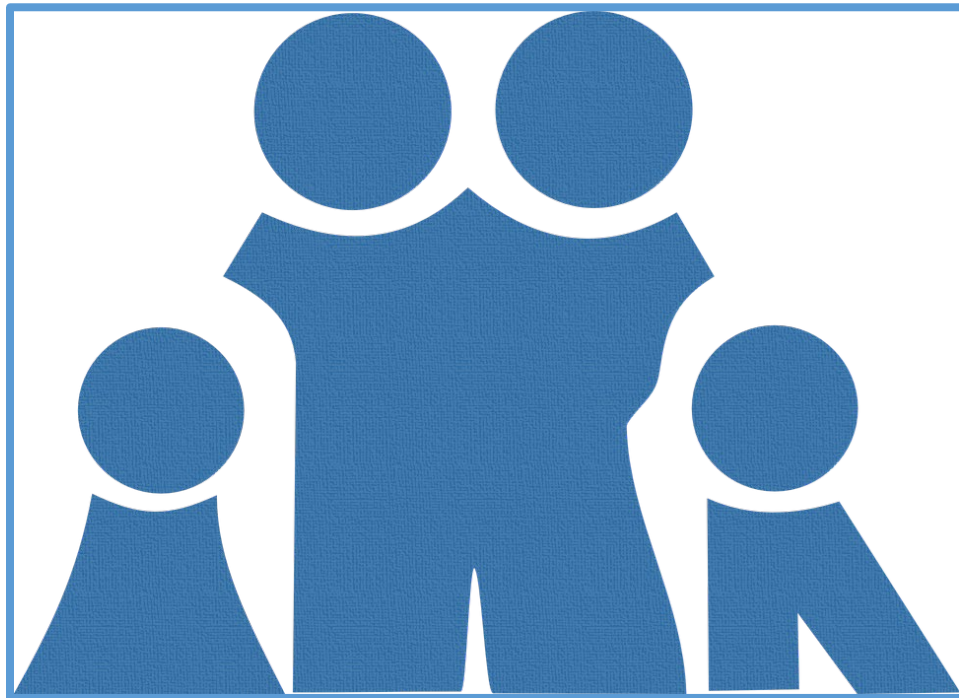


# Coulee COC



## After Hours Plan For Emergency Shelter & Coordinated Entry



## **SUMMARY:**

The Coulee Continuum of Care (CoC) Coalition After Hours Plan provides for the connection of individuals and families experiencing homelessness in the counties of La Crosse, Monroe, Crawford, and Vernon to emergency shelter services, community resources and the Coordinated Entry System after business hours and on weekends. This plan is in place to ensure individuals and families in our communities have reasonable access to shelter 24 hours per day. Each county has a specific plan to secure emergency shelter, lodging and follow-up services.

In addition, immediate response can be provided by Great Rivers 211 (211), a 24/7 crisis/emergency line. 211 staff will provide referral information that will include emergency shelter information, food, substance abuse and other options available based on location of individual or family experiencing the homelessness.

Individuals or families with the presence of domestic violence will be referred to the appropriate provider for the demographics to assess for safety and to determine placement for that evening or weekend.

This document was developed by the membership of the Coulee CoC and will be reviewed and approved on an annual basis. Any changes to the After-Hours Plan will be communicated at the coalition meetings and/or via email.

**Distribution of Plan:** The approved After-Hours Plan will be distributed to coalition members and to other professionals and agencies within the four counties that encounter individuals and families in need of emergency shelter or other services. This list will include law enforcement agencies, county human services departments, emergency shelters, hospitals, community action and human services agencies and professionals.

## **ALL FOUR COUNTIES:**

If an individual or family is homeless after hours between 4:30pm and 8:00am Monday through Friday, and always, on the weekends, a call can be made to 211 for referral information for emergency shelters and other resources available. 211 is available 24/7 and have crisis counselors on staff that can assess individual, or family needs to determine the appropriate information or response to be provided. Information provided should include:

1. Referrals to mainstream resources.
2. Emergency shelter and other emergency lodging options for each county.
3. Referrals to specific providers in cases such as domestic violence who specialize with those needs.
4. Other resources pertaining to medical and mental health, substance abuse, food, clothing, and other basic need requirements.

**Youth (12-24 years old):** RHYMES provides services to all four counties of the Coulee CoC and maintains a 24 hr crisis talk/text line that youth and young adults can access. RHYMES would refer 17-24 year olds to the local domestic violence shelter if domestic violence was disclosed.

*Approved by the Coulee CoC 06.2024*

RHYMES refers to the Warming Center and Salvation Army when appropriate. In addition, for youth 12-17 years old can be referred to Cap Services, Stevens Point, for emergency shelter for unaccompanied youth who are runaway, homeless, pushed out of the home, or need temporary respite. RHYMES refers to the Warming Center and Salvation Army when appropriate.

RHYMES Advocate: 608-406-2992

RHYMES 24 Hour Crisis Line (Call or Text): 608-406-2993

1515 State Street

La Crosse, WI 54601

#### **AFTER HOURS – Crawford County:**

If an individual or family is experiencing homelessness in Crawford County after hours, then a call should be made to the sheriff's department using the non-emergency number. An officer will assess to determine if an overnight stay is needed and may issue an emergency motel voucher using Salvation Army funds. It is at the law enforcement officers discretion to authorize use of the Salvation Army voucher. Verbal and written instructions will be given to the individual or family in follow-up to their overnight stay that includes contact information for Coordinated Entry.

Crawford County Sheriff Department Non-Emergency: 608-326-8414

**Domestic Violence Present:** Passages, Inc. is the provider of domestic violence services in Crawford County. Individuals or families that present with domestic violence will be referred to an advocate through Passages, who is available 24 hours to assess and assist with those needs. Passages will determine how individuals and families will be served and if shelter is appropriate if space is available. Transportation to shelter may be provided in certain circumstances if no other transportation is available. This would be coordinated through the Passages Advocate.

Passages Advocate: 608-236-3434

**Coordinated Entry:** The individual or family experiencing homelessness will receive instruction, given in verbal and/or written form, that their stay (if a motel stay can be provided) will not be extended beyond the next business day. Instructions will inform them to contact Couleecap, Inc. on the next open business day. A no wrong door case manager will complete a coordinated entry referral (if client allows) and conduct further assessment for barriers, potential housing opportunities and referral to partner agencies where appropriate.

After a hotel stay, a list of resources for housing, food pantries, clothing, health and human services, and other emergency needs will be provided. Verbal and written instructions will be given to the individual or family following their overnight stay. This material will also include contact information for Coordinated Entry.

**Contact Information in Crawford County:**

Crawford County Sheriff's Department  
224 N. Beaumont Rd.  
Prairie du Chien, WI 53821  
608-326-8414

Passages, Inc.  
500 East Court Street, PO Box 546  
Richland Center, WI 53581  
800-236-4325

Couleecap, Inc.  
212 11<sup>th</sup> Street South  
La Crosse, WI 54601  
608-424-8876

**AFTER HOURS – La Crosse County:**

If an individual or family is homeless in La Crosse County after hours, Catholic Charities Warming Center and The Salvation Army will work collaboratively to insure that the individual has a place to stay at one of the appropriate facilities until the following business day. Shelter staff will make beds available when possible. Singles may also be served at the Catholic Charities Warming Center between November and May of each year. In the event of a domestic violence occurrence, law enforcement staff will work with the family or individual to enter the New Horizons Emergency Shelter. Any family or individual who is entering shelter in La Crosse County will be offered information about the coordinated entry system by shelter staff along with other housing and emergency services available to them. Every person is instructed to contact one of the following agencies (Catholic Charities, Couleecap, Inc., Independent Living Resources, New Horizons, The Salvation Army, or The YWCA of La Crosse) to be connected with a no wrong door administrator of the coordinated entry system and to receive referral information about other services available.

**Contact Information in La Crosse County:**

City of La Crosse Police Department  
400 La Crosse Street  
La Crosse, WI 54601  
608-789-7200

La Crosse County Sheriff's Department  
333 Vine Street  
La Crosse, WI 54601  
608-785-9629

The Salvation Army of La Crosse  
223 N. 8<sup>th</sup> Street  
La Crosse, WI 54601  
608-782-6126

Catholic Charities  
413 S. 3<sup>rd</sup> Street  
La Crosse, WI 54601  
608-519-8060

New Horizons Shelter & Outreach Centers  
1223 Main Street  
La Crosse, WI 54601  
608-791-2160

Couleecap, Inc.  
212 11<sup>th</sup> Street South  
La Crosse, WI 54601  
608-424-8876

YWCA La Crosse  
212 11<sup>th</sup> Street South  
La Crosse, WI 54601  
608-781-2783

Independent Living Resources  
4439 Mormon Coulee Rd.  
La Crosse, WI 54601  
608-787-1111

**AFTER HOURS - Monroe County:**

If presenting homeless in Monroe County after hours, the city police or sheriff’s department in Monroe County may distribute emergency shelter motel vouchers that have been provided by the Salvation Army. In the event police are unable to provide a Salvation Army Voucher after hours then a call can be placed to the Director at Families First at 608-387-6558. Coordination for the individual or family placed in the motel will be done between Families First and Couleecap on the next business day.

**Domestic Violence Present:** If a domestic violence situation is the catalyst of the homeless event, the individual or family is directed to contact Brighter Tomorrows, the Domestic Violence provider in Monroe County at 608-269-7853. If after hours, 211 will receive the call and assess how to handle the call. New Horizons is the shelter provider for Monroe County. The provider responding to the situation will determine needs and assess if shelter is needed. Coordination with New Horizons will occur, and placement may be possible if space is available.

**Coordinated Entry:** The individual or family experiencing homelessness will receive instruction, given in verbal and/or written form, that their stay (if a motel stay can be provided) will not be extended beyond the next business day. Instructions will inform them to contact Couleecap, Inc. or Families First on the next open business day. A no wrong door case manager will complete a coordinated entry referral (if client allows) and conduct further assessment for barriers, potential housing opportunities and referral to partner agencies where appropriate.

After a hotel stay, a list of resources for housing, food pantries, clothing, health and human services, and other emergency needs will be provided. Verbal and written instructions will be given to the individual or family following their overnight stay. This material will also include contact information for Coordinated Entry.

**Contact Information in Monroe County:**

Sparta Police Department  
121 E. Oak Street  
Sparta, WI 54656  
608-269-3122

Tomah Police Department  
805 Superior Avenue  
Tomah, WI 54660  
608-374-7400

Brighter Tomorrows  
505 Douglas Street  
Sparta, WI 54656  
608-269-7853

Families First of Monroe County  
1500 N Superior Ave Suite #2, PO Box 707  
Tomah, WI 54660  
608-374-4141

Couleecap, Inc.  
217 N. Black River Street  
Sparta, WI 54656  
608-424-8876

Family Promise of Monroe County  
117 W. Oak Street  
Sparta, WI 54656  
608-487-2745

**After Hours – Vernon County:**

Vernon County Sheriff Department, Viroqua and Westby Police Departments follow the same process. If someone presents homeless in Vernon County after hours, the officer responding from one of the departments contacts the Vernon County Dispatch Office. A call is then placed to the Director of Emergency Management who then determines if a Salvation Army Voucher is issued for emergency shelter in a motel for a two-night stay. In Westby, a call can also be placed to Bethel Butikk Mission, a food pantry and thrift shop for additional help and resources.

Vernon County Dispatch Office – 608-637-2123

**Domestic Violence Present:** Individuals or families that present with domestic violence will be referred to Passages Shelter in Richland Center or New Horizon’s in La Crosse WI. At Passages, there is a 24 hour on-call victim advocate who can be reached at 1-800-236-HEAL who will assess and assist with needs and determine if shelter is appropriate. New Horizon’s Shelter also has a 24-hour crisis line at 608-791-2600 to assist with needs and determine if shelter is appropriate. If an individual or family refuse to go into one of the shelters, then an emergency motel voucher can be issued for a one-night stay issued by Law Enforcement, when available and circumstances indicate appropriateness.

**Coordinated Entry:** The individual or family experiencing homelessness will receive instruction, given in verbal and/or written form, that their stay (if a motel stay can be provided) will not be extended beyond the next business day. Instructions will inform them to contact Couleecap, Inc. on the next open business day. A no wrong door case manager will complete a coordinated entry referral (if client allows) and conduct further assessment for barriers, potential housing opportunities and referral to partner agencies where appropriate.

After a hotel stay, a list of resources for housing, food pantries, clothing, health and human services, and other emergency needs will be provided. Verbal and written instructions will be given to the individual or family to follow their overnight stay that includes contact information for Coordinated Entry.

**Contact Information in Vernon County:**

Vernon County Sheriff’s Department  
1320 Bad Axe Ct.  
Viroqua, WI 54665  
608-637-2123 option #1

Viroqua Police Department  
702 East Broadway Street  
Viroqua, WI 54665  
608-637-2123 Option #1

Westby Police Department  
200 N. Main Street  
Westby, WI 54667  
608-634-4411

Couleecap, Inc.  
201 Melby Street  
Westby, WI 54667  
608-424-8876

Bethel Butikk  
341 Black River Avenue  
Westby, WI 54667  
608-634-3473

## **REVIEW AND REVISIONS**

This plan will be reviewed by the Coulee CoC membership each year for revision and approval. In the event revisions are necessary, the revised plan will be distributed to the membership for comments/feedback. Once comments/feedback are obtained and incorporated into the plan, the revised plan will be presented for approval at a CoC meeting. When approved, the revised plan will be communicated in the manner outlined above.