

After Hours Plan for Washington County

Approved 7/9/2025

Family Promise of Washington County (FPWC) is the after-hours point of contact for the connection of individuals and families experiencing homelessness within the Washington County Continuum of Care (CoC). FPWC has a housing hotline that is answered 24 hours a day/7 days a week. In the event that someone does reach the hotline voicemail, calls are returned as soon as possible, and continuously monitored by staff to ensure turnaround time is as quick as possible.

The FPWC housing hotline phone number is 262-334-4912.

When a call comes through the hotline after regular business hours of 8:00am-4:00pm Monday-Friday, FPWC staff will gather all relevant information from the individual/family experiencing homelessness by completing a Housing Hotline sheet. They will then provide appropriate resources along with a discussion and attempt to help the single/family self-resolve their situation which may include contacting family or friends as well as calling out of county shelters. In emergency circumstances when all potential avenues are unsuccessful, the shelter assistant can reach out to the On-Call case manager for further support and direction pertaining to the individual and/or family in need.

In situations that can wait until the next business day (or the first available time for a case manager to complete an assessment) the shelter assistant will schedule said assessment appropriately and as soon as possible. Assessments can be done via phone for convenience or can be done in person if desired. Due to the circumstances of the person or family needing help, if a phone or transportation is not available to complete the needed assessment at a different date or time, a case manager may be able to meet in the community to ensure that they have access to complete assessments and discuss services and resources. This will be determined on a case-by-case basis.

This document has been developed by Family Promise of Washington County and the membership of the Washington County Local Coalition. It will be reviewed in each April coalition meeting and adjusted as needed on at least an annual basis. Any changes to the After-Hours Plan will be communicated during coalition meetings and/or via email.

The approved After-Hours Plan will be distributed to/by coalition members and to other professionals and agencies that work with individuals and families that may be in need of emergency shelter or other services through intentional outreach efforts.

Process:

1. FPWC staff will complete an initial questionnaire with the homeless individual/family and determine the need of the individual or family.
2. Shelter assistants will identify an action plan for immediate shelter via self-resolve or by reaching out to other shelters or resources.
 - a. Individuals or families with the presence of domestic violence will be referred to FRIENDS, Inc. to assess safety and to determine placement and availability for that evening or weekend. FRIENDS, Inc. crisis line can be reached at 262-334-7298.
3. Shelter assistants will contact On-Call case manager if unable to figure out immediate plan to problem solve and approve alternative means when needed such as a temporary motel stay.
4. If temporary motel stay is the only alternative, and funding is available for a motel stay, the shelter assistant will work with the individual or family to complete the following paperwork and steps:
 - a. WIBOS Pre-Screen Form
 - b. WIBOS Verification of Homelessness
 - c. FPWC Hotel Rules and Guidelines
 - d. Motel Voucher Eligibility Form
 - e. Motel Voucher Usage Tracker
5. FPWC staff will contact designated motel to confirm availability and cost
6. FPWC staff will send Motel Voucher to hotel manager via email or with the client to take to the motel.
7. If it is after hours and beyond hours of community taxi services, the individual or family will need to make their own arrangements for transportation to the agreed upon hotel location.
8. Shelter assistant will schedule a complete CE Assessment with FPWC Case Manager for the following business day (or first available time with staff). This assessment will be done either over the phone or in person at 450 E. Water Street in West Bend.
 - a. If a family has one or more school age children, the West Bend School District Families in Transition (FIT) Liaison will be contacted on the following business day by case management staff after assessment to ensure family supports are in place to accommodate the existing student or new enrollment.
9. Shelter assistant staff will provide additional resources the household is in need of – Ex: access to food pantry, hygiene products, basic necessities, Out of County Shelter List, Affordable Housing list, Available Apartment list, etc.

Motel Voucher Qualifications/Limitations:

- Must be eligible for shelter with Family Promise of Washington County
- Must have a valid ID (as required by motels that have joined Family Promise to help meet our clients' needs).
- One overnight stay (or weekend, and other exceptions can be made on a case-by-case basis depending on funding)
- One motel stay within a 12 month period per person/household or family.
- Must plan to meet via phone or in person with a Case Manager for further assessment and opportunity to be entered into the Coordinated Entry system (at the next available business day and time that a case manager is able to accommodate them for an assessment).

Note: When Motel Voucher budgeted amount is reached, additional vouchers may NOT be available. FPWC staff will do their best to find alternative options and resources if available.