

Dairyland Coordinated Entry After Hours Plan 2025

This after-hours plan will address access to Coordinated Entry when households seek assistance with homelessness after business hours.

No Wrong Door Agencies

Family Promise of the Chippewa Valley - Beacon House

309 E. Lake Street, Eau Claire, WI 54701
Monday-Friday 8:30am-5:00pm
715-834-4357 – Phones are answered 24/7

Western Dairyland

418 Wisconsin Street, Eau Claire, WI 54703
Monday-Friday 8:00am-4:30pm westerndairyland.org
715-836-7511 housing@wdeoc.org

Family Promise of the Great Rivers - Jackson County

421 County Road R, Black River Falls, WI 54615
(608) 487-2745 ext. 894
Monday-Friday 8:00 AM to 4:30 PM
<https://www.fpgreatriverswi.org/jackson-application-for-assistance>

Eau Claire Area School District - McKinney-Vento Program

Dani Graham (715)852-3044 (call)
(715)797-6751 (text) - dgraham@ecasd.us (email)
Monday - Friday 9am - 3pm
After Hours: (715) 797-6751 (text)

Children's Wisconsin 715-284-3001
W11109 Rogers Rd; Black River Falls, WI 54615
After Hours: 877-812-1094

Bolton Refuge House 715-834-9578
807 S Farwell St; Eau Claire, WI 54701
Open 24 hours a day – 7 days a week

UCP of West Central WI 715-832-1782
2130 Eastridge Center, Eau Claire, WI 54701
ucpwcw.org Open by appointment

Catholic Charities - Sojourner House Emergency Shelter
618 South Barstow Street; Eau Claire, WI 54701
Sunday-Saturday 7pm-9pm, Check-in time 7pm
715-514-5556

Catholic Charities – St. Lawrence Community Services
(Housing and Homeless Outreach)
Monday – Thursday 9:00am – 4:00pm, Fridays by Appt Only
715-450-4786

Homeless Services After-Hours Plan - Eau Claire County

The Eau Claire area has shelter for households with children, victims of domestic violence, households without children, and other transitional housing programs. Often people experiencing homelessness in the Eau Claire community do have options of places to stay. Some people have used their right to self-determination and choose to be unsheltered.

Great Rivers 211 is answered 24/7 to help people with information and referrals as well as deal with crisis. The toll-free number to reach **Great Rivers 211 is 1-800-362-8255**. If a person presents as homeless during the night, 2-1-1 is an option for them to call for shelter, food, substance abuse, and other resources, as available. This number will connect those in need with available community resources 24/7. Great Rivers 211 also has a website (greatrivers211.org) where people can search the database for resources. Additionally, there are two other options:

- Chat online Monday through Friday from 9 a.m. – 4:30 p.m., and
- Text their zip code to 898211, 7am – 11 pm, 7 days per week

Coordinated Entry/No Wrong Door Partners: If a household with or without children contacts a shelter after hours by phone, through law enforcement, or presents at the shelter, the volunteer or staff will gather client's information on a Prescreen form and contact them the next business days to offer Coordinated Entry. If there is space available at Sojourner House Emergency Shelter, staff will determine their eligibility for shelter services. If possible, a warm hand off from emergency personnel is preferred.

If contact information is given, agency staff will contact the client on the next business day to follow up if they were able to access Coordinated Entry. If not, staff will offer to set an appointment to complete Coordinated Entry paperwork and assessment.

Domestic Violence Situations:

Eau Claire, Buffalo & Jackson Counties: Bolton Refuge: If an individual or family is experiencing domestic violence, intimate partner abuse, or sexual assaults after hours, they can contact Bolton Refuge at 715-834-9578 or 1-855-526-5866 (855-5-BOLTON).

Bolton Refuge House operates an emergency shelter for individuals who are in imminent danger of violence in their current living situation. Each person's situation is unique, so anyone seeking shelter meets with an advocate to talk about their individual needs and learn about their options. Anyone who presents to Bolton will be offered Coordinated Entry.

Unaccompanied Youth: If an unaccompanied minor youth is encountered at an Adult Serving Shelter or on the street after hours, law enforcement is to be engaged first through the non-emergency system. Law enforcement will determine the facts and circumstances of the case and make the appropriate notifications per policy and procedures that are currently in place for law enforcement. Additional referrals to community programs and supports will be completed as necessary by the Department of Human Services.

Homeless Services After-Hours Plan

Buffalo, Jackson and Trempealeau Counties

Great Rivers 211 is answered 24/7 to help people with information and referrals as well as deal with crisis. The toll-free number to reach **Great Rivers 211 is 1-800-362-8255**. If a person presents as homeless during the night, 2-1-1 is an option for them to call for shelter, food, substance abuse, and other resources, as available. This number will connect those in need with available community resources 24/7. Great Rivers 211 also has a website (greatrivers211.org) where people can search the database for resources. Additionally, there are two other options:

- Chat online Monday through Friday from 9 a.m. – 4:30 p.m., and
- Text their zip code to 898211, 7am – 11 pm, 7 days per week

1. **Coordinated Entry/No Wrong Door Partners:** In the event that a *family or individual* is homeless after hours (between 4:30 p.m. and 8 a.m. Monday-Friday and at all times on weekends/holidays), a phone call can be made to the following agencies. A message can be left by voicemail and then it will be directed to the appropriate staff who will offer access to Coordinated Entry the next business day.
 - **Catholic Charities** - 608-519-8011
 - **Family Promise of the Chippewa Valley** – 715-834-4357
 - **Western Dairyland** – 1-800-782-1063, or [Western Dairyland Prescreen](http://WesternDairylandPrescreen.org) or westerndairyland.org/prescreen.phtml, or housing@wdeoc.org
 - **Bolton Refuge House** – 715-834-9578 or 715-333-2350
 - **UCP of WCW** - 715-832-1782
 - **Children’s Wisconsin** - **715-284-3001** or **After Hours: 877-812-1094**
 - **Family Promise of the Great Rivers** - (608) 487-2745 ext. 894 or <https://www.fpgreatriverswi.org/jackson-application-for-assistance>
2. **Motel Vouchers:** The Salvation Army can provide motel vouchers for up to two nights when funding is available. These can be accessed by contacting the agency for the appropriate area listed below:
 - **Buffalo County:** Contact the Buffalo County Sheriff’s Department at 608-685-4412
 - **Jackson County:** Contact the Jackson County Sheriff’s Department at 715-284-5357 ext. 180
 - **Trempealeau County:** Contact the Trempealeau County Sheriff’s Department at 715-538-2311
3. **Domestic Violence/Sexual Assault Situations:**
 - **Trempealeau County:** *New Horizons Shelter and Outreach Centers (NHS)* – Emergency shelter is located in La Crosse and serves individuals and families who are fleeing domestic violence, sexual assault and/or human trafficking and is staffed 24 hours a day, 7 days a week, 365 days a year. Shelter is provided for the victim(s) regardless of gender identity or expression. If transportation to the shelter is a barrier for victims in Trempealeau County, transportation can be coordinated. NHS is able to provide shelter to 17 year olds. The process is similar to those age 18+
 - **Ho-Chunk Nation:** *Ho-Chunk Nation Domestic Abuse Division* – If an individual or family is experiencing domestic violence, intimate partner abuse, or sexual assaults after hours, they can contact Ho-Chunk Nation Domestic Abuse Division at 1-877-847-8689. Phones are answered 24 hours a day, 7 days a week, 365 days a year. Ho-Chunk Nation Domestic Abuse Division serves people from all counties and indigenous people in the state of Wisconsin.
 - **Buffalo & Jackson County:** *Bolton Refuge House* - Bolton Refuge: If an individual or family is experiencing domestic violence, intimate partner abuse, or sexual assaults after hours, they can contact Bolton Refuge at 715-834-9578 or 1-855-526-5866 (855-5-BOLTON). Bolton Refuge House operates an emergency shelter for individuals who are in imminent danger of violence in their current living situation. Each person's situation is unique, so anyone seeking shelter meets with an advocate to talk about their individual needs and learn about their options. Anyone who presents to Bolton will be offered Coordinated Entry.

- **Buffalo & Jackson Counties:**
 - Bolton Refuge House 1-855-526-5866 (855-5-BOLTON)
 - Ho-Chunk Nation Domestic Abuse Division 1-877-847-8689
 - **Trempealeau County:**
 - New Horizons crisis line 1-608-791-2600
4. **Homeless Shelters:** All families who are homeless will additionally be referred to Western Dairyland, Family Promise of the Chippewa Valley, and/or Family Promise of the Great Rivers to be placed on their shelter wait lists. There is one shelter, which is a single-family apartment, in each of our lower counties. Each shelter can house a homeless family for 30-60 days.
5. **Unaccompanied Youth:** If an unaccompanied minor youth is encountered at an Adult Serving Shelter or on the street after hours, law enforcement is to be engaged first through the non-emergency system. Law enforcement will determine the facts and circumstances of the case and make the appropriate notifications per policy and procedures that are currently in place for law enforcement. Additional referrals to community programs and supports will be completed as necessary by the Department of Human Services.

Plan Review

This plan is a work in progress. It will be discussed as needed or annually at the Dairyland Housing Coalition meeting to review its usage, determine its effectiveness, and explore any changes needed. The plan will be shared electronically with the entire Dairyland Housing Coalition database and 211. If resources change or are no longer available before then, the plan will be reviewed and shared amongst all members and agencies within the Dairyland CoC.