

## **NORTH CENTRAL COC AFTER HOURS PLAN FOR PERSONS EXPERIENCING HOMELESSNESS**

North Central Continuum of Care has arrangements for emergency lodging/shelter for households experiencing homelessness after normal office hours in place within the communities of Wood, Marathon, and Lincoln Counties. Each County in the Continuum has a specific plan in place to ensure households experiencing homelessness are connected to services. This plan will be reviewed each July with the North Central Continuum of Care (NC-CoC).

The agencies that are partnering with North Central Community Action Program in the Coordinated Entry Process and after hours plan are; Marshfield Police Department, Wood County Jail, The Family Center, The Salvation Army of Wausau, Catholic Charities of Wausau, Wausau Police Department and St. Vincent De Paul of Merrill.

The process holds true to the entire Continuum of Care and it is required that all participating agencies are capable of:

- Assessing and determining the situation for crisis/homelessness and if the household is truly homeless; has no place to stay (Family, Friends or Shelter) for the night. The partnering agency will then place the household in a motel until able to connect with No Wrong Door Agency.
- Contact designated hotels to locate an available room to accommodate the number of person(s) in the household.
- Advise the household that they are to go to North Central Community Action Program (NCCAP) on the next open business day. North Central Community Action Program will offer Coordinated Entry and further assessment of barriers, potential housing services, and referrals to partner agencies where appropriate.

After Hours Plan  
Emergency Lodging Assistance  
Salvation Army-Marathon County

Salvation Army of Wausau will assist North Central Community Action Program (NCCAP) in the after-Hours arrangement of emergency lodging for homeless households who are ineligible to stay at the Salvation Army or when there is no room available at the Salvation Army Homeless Shelter.

The provision of emergency lodging arrangements by the Salvation Army will not include the arrangement of transportation or meals. Salvation Army will have resource information available for individuals including the requirement that they meet with North Central Community Action Program staff on the next business day to be offered Coordinated Entry.

No person under the age of 18 and unaccompanied by an adult will be given emergency housing arrangements (law enforcement and the Department of Social Services will be notified of homeless minors).

Persons Responsible: Salvation Army Staff

Action Required:

1. Determine that the household is ineligible for Homeless Shelter Services according to internal policy and procedure.
2. Refer household for emergency lodging services after-hours (4:30pm until 8:00am Monday-Friday, weekends and holidays)
  - A. Give referral information as outlined on emergency lodging form.
  - B. Provide copy of intake information.
3. Complete Emergency Lodging Referral Form.
4. Send e-mail to appropriate contact group at NCCAP.

After Hours Plan  
Emergency Lodging Assistance  
St Vincent de Paul—Lincoln County (Merrill)  
Policy and Procedure

St. Vincent de Paul, the Lincoln County Sheriff's Department, and the Merrill Police Department will assist North Central Community Action Program, Inc. (NCCAP) in the after-hours arrangement of homeless households in Lincoln County.

Homeless households should contact the Merrill Police Department or Lincoln County Sheriff's Department. Both departments are instructed to call St Vincent de Paul representatives. St Vincent de Paul will prepare a voucher for the local hotel. If the homeless household does not have their own transportation, Law enforcement will provide the transportation.

St. Vincent de Paul representatives instruct households that they must go to North Central Community Action Program (NCCAP) office the next business day. NCCAP Staff will offer Coordinated Entry and referrals to other mainstream services.

If transportation is not accessible to the household, St Vincent de Paul representatives and NCCAP staff visit the client at 8:30 am the next morning to offer Coordinated Entry.

NCCAP will further assess the barriers of the household, potential housing services, and referrals to partner agencies where appropriate.

After Hours Plan  
Emergency Lodging Assistance  
Marshfield Police Department—North Wood County  
Policy and Procedure

Marshfield Police Department will assist North Central Community Action Program, Inc (NCCAP) in the after-hours arrangement of homeless households in North Wood County.

Marshfield Police Department staff (per written instruction by NCCAP) to complete the Motel Voucher Intake Form. The police department will contact the Park Motel (715-387-1741) for availability. Marshfield Police will complete the “Motel Placement Voucher” give to the homeless household to present to the Park Motel Staff for their records. The completed Motel Placement Voucher will be sent to North Central Community Action Program. (NCCAP).

Marshfield Police Department will provide ride if household does not have transportation.

The homeless household will be instructed that they are to contact NCCAP on the next business day and that their stay will not extend beyond the next business day. NCCAP will meet with the homeless household on the following business day and offer Coordinated Entry. NCCAP will further assess the barriers of the household, potential housing services, and referrals to partner agencies where appropriate.

In the event the Park Motel does not have a vacancy, place the homeless household at the Stardust motel.

After Hours Plan  
Emergency Lodging Assistance  
South Wood County  
Policy and Procedure

Wood County Crisis and the Wood County Jail will assist North Central Community Action Program, Inc. (NCCAP) in the after-hours arrangement of homeless households in South Wood County.

Households experiencing homelessness in South Wood County should contact the Wood County Crisis line in Wisconsin Rapids after hours for a connection to services. Wood County Crisis will conduct an assessment to determine if the household is homeless, and if determined there is no other option, staff will provide assistance with arrangements of motel.

Wood County Crisis will complete the Motel Voucher Intake Form with the household, and email to North Central Community Action Program upon completion.

Wood County Crisis will not provide transportation. If transportation assistance is needed Wood County Crisis will contact the Wisconsin Rapids Police Department for assistance with transportation for the household.

Wood County Jail also has vouchers available to assist households that are being released from jail into homelessness. The jail will provide a voucher and instruction the household upon release.

The homeless household will be instructed that they are to contact NCCAP on the next business day and that their stay will not extend beyond the next business day. NCCAP will meet with the homeless household on the following business day and offer Coordinated Entry. NCCAP will further assess the barriers of the household, potential housing services, and referrals to partner agencies where appropriate.