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## Homeless Services After-Hours Plan

Developed by the Rural Housing Coalition  
for Buffalo, Jackson and Trempealeau Counties

Wisconsin is covered by 211 emergency service. If a person presents as homeless during the night, 211 is an option for them to call for shelter, food, substance abuse, and other resources. This number will connect those in need with resources 24/7.

1. **Coordinated Entry:** 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), a call can be made to Western Dairyland at 1-800-782-1063. A message can be left on the voicemail and then is directed to the appropriate staff person and offered access to Coordinated Entry during the next business day.
2. **Motel Vouchers:** Salvation Army can provide motel vouchers for up to two nights. These can be accessed by contacting the agency for the appropriate area listed below:
  - a. Buffalo County: Contact the Buffalo County Sheriff's Department at 608-685-4412.
  - b. Jackson County: Contact the Jackson County Sheriff's Department at 715-284-5357.
  - c. Trempealeau County: Contact the Trempealeau County Sheriff's Department at 715-538-2311.Referrals will then be made to Western Dairyland by the various Sheriff's offices for those wanting access to the Coordinated Entry List.
3. **Domestic Violence Situations:**
  - Buffalo & Jackson Counties: Bolton Refuge House-715-834-0628.
  - Trempealeau County: New Horizons crisis line 1-888-231-0066.Referrals will then be made to Western Dairyland by the DV agency for those wanting access to the Coordinated Entry List.
4. **Homeless Shelters:** All families who are homeless will additionally be referred to Western Dairyland 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.

This plan will be reviewed annually during the fall meeting by the members of the Rural Housing Coalition and will be widely shared within our 3 county service area. In the event that resources change and are no longer available before then, the plan will be reviewed at that time, and shared amongst all members and agencies within the three-county area.

**Approved by BOS 1.22.18**