

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

North Central Continuum of Care has arrangements for emergency lodging/shelter for persons 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 secure hotel lodging and follow up services. This plan will be reviewed each January at with each Housing and Homelessness Coalition in the North Central COC. Those coalitions are Lincoln County HHC, Marathon County HHC, North Wood County HHC, and South Wood County HHC.

The agencies that are partnering with North Central CAP in the Coordinated Entry Process and after-hours plan are; Marshfield Police department, Wisconsin Rapids Police Department, Grand Rapids Police Department, Nekoosa Police Department, Wood County Jail, Helping Hands Gospel Mission, The Salvation Army of Wausau, Catholic Charities of Wausau, Wausau Police Department and St. Vincent De Paul of Merrill.

### **PROCESS**

- Assess or determine the situation for crisis/homelessness and if person/family is truly homeless and has no place to stay (Family, Friends or Shelter) for the night try to place into hotel for the night.
- Complete the Coordinated Entry Pre – Screen Form.
- Contact designated hotels to locate an available room to accommodate the number of person(s) in the household.
- Advise the person/family that they are to go to North Central CAP, Inc. on the next open business day. North Central Community Action Program, Inc will perform a VI-SPDAT (if clients allow) and provide: further assessment of barriers, potential housing services, and referrals to partner agencies where appropriate.

After Hours Plan  
Emergency Lodging Assistance  
Salvation Army-Marathon County  
**POLICY AND PROCEDURE**

Salvation Army will assist North Central Community Action Program (NCCAP) in the after-Hours arrangement of emergency lodging for homeless individuals/families who are ineligible to stay at the Salvation Army or when there is no room available for 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 CAP staff on the next business day to complete the Coordinated Entry pre-screen form.

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 individual/family is ineligible for Homeless Shelter Services according to internal policy and procedure.
2. Refer individual(s) 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  
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 individuals/families in Lincoln County.

Homeless individuals/families contact the Merrill Police Department or Lincoln County Sheriff's Department. Both departments are instructed to call St Vincent de Paul representatives. Currently the representatives are Denis McCarthy at 715-212-1190 or Sue Norenberg at 715-921-2980. Denis or Sue prepare a voucher for the local hotel. Most times the homeless person(s) have their own transportation. In the event they do not, Law enforcement provides the transportation.

If homeless person(s) have transportation, they are instructed by St. Vincent de Paul representatives that they must go to the North Central CAP office the next business day. NCCAP Staff will complete the Coordinated Entry pre-screen form. If transportation is not available, St Vincent de Paul representatives and North Central CAP staff visit the client at 8:30 am the next morning for an assessment. Additional needs are discussed at that time and based on the discussion, housing options/rent assistance will be considered and referrals will be given for clothing, food pantry, etc, transportation to another city (home) and potentially another night stay.

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 individuals/families in North Wood County.

**Process for after business hours Motel Placement**

1. Marshfield Police Department staff (per written instruction by NCCAP) to complete the Coordinated Entry Pre - Screen Form.
2. Contact the Park Motel (715-387-1741) for availability.
3. Complete the “Motel Placement Voucher” give to the homeless person to present to the Park Motel Staff for their records. Provide ride if person does not have transportation.
4. Send or email the completed Coordinated Entry Pre – Screen Form to North Central Community Action Program, Inc. (NCCAP) or contact Barb Larson at 715- 387-2626 or [blarson@nccapinc.com](mailto:blarson@nccapinc.com), Completed forms can be picked up by NCCAP.
5. Please instruct the person who is experiencing homelessness (and are being placed at the motel) that they are to contact NCCAP on the next business day and that their stay will not extend beyond the next business day.
6. NCCAP will email Marshfield PD if the homeless person, who was place in motel, did come into the office, on the next business day, for the further service and what or if a service was provided or refused.
7. NCCAP will make payment to The Park Motel for the nights that the person(s) stayed.

In the event the Park Motel does not have a vacancy you will then fall back onto the Salvation Army Vouchers that I have signed. Place the homeless person(s) at the Stardust motel, follow steps 1 & 4, remember to follow the instructions that Lonnie from helping Hands Gospel has given as well.

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

Wisconsin Rapids Police Department, Grand Rapids Police Department, Nekoosa Police Department, Wood County Jail, and Helping Hands Gospel Mission (HHGM) will assist North Central Community Action Program, Inc (NCCAP) in the after-hours arrangement of homeless individuals/families in South Wood County.

Wisconsin Rapids has emergency vouchers from the Salvation Army. Following are the guidelines for use of these vouchers.

They may be used for:

Motel Lodging emergency/crisis only.

Gasoline use if someone is stranded here and needs gas to get back to their county.

Food if it is after hours (8-5) and we cannot get in touch with SWEPS for food, they can purchase food items at Kwik Trip. (When putting someone in a motel for the night, please include \$10.00 in food vouchers from Kwik Trip).

Clothing even though the voucher may say clothing, utilities, etc. please refer them to NCCAP or HHGM for other items.

**Process for Motel Voucher use:**

1. **LAW ENFORCEMENT:** Assess the situation. **Refer all homeless individuals/families to North Central CAP on the next business day.** North Central Community Action Program staff will complete the Coordinate Entry pre-screen form at that time. If the homeless individual/family can go to Hope Center in Stevens Point, HHGM will provide a cab ride before 10 PM, follow Hopes admission process. The motel voucher for motels in Wood County are for crisis situations only. Crisis Intervention & Dispatch may call law enforcement to use a voucher as they are not issued any. If you need more vouchers, contact HHGM.
2. Each department above has several vouchers to use. Complete the voucher as outlined on the instruction sheet.
3. Call ahead to make sure the hotel has a room available.
4. Deliver voucher to merchant.