

After Hours Plan for Emergency Shelter
Forest County – N*WISH Coalition

If someone calls the New Hope Shelter's main line, 715-478-3669 (or any line for that matter, they all eventually forward to the main line) and no one is available to answer the phone (no matter the time), the caller will hear an emergency contact number and have the choice to leave a message. That emergency contact number is the New Hope Shelter director's cell phone. If the need is encountered face-to-face by any of our other local agencies (police, fire, etc.) the local dispatchers have the shelter's emergency contact information (shelter director's cell phone number). If a shelter bed is unavailable, or at the discretion of the shelter director, the person/s presenting the need are housed in one of the local hotels, paid for by the shelter.

If the household's situation is domestic abuse/sexual assault related Tri-County Council on Domestic Violence & Sexual Assault Shelter, 715-362-6841 or toll-free 1-800-236-1222 and AVAIL, Inc. 715-623-5177 can be called. If they have a vacancy the household will be referred there, the shelters are staffed and open 24 hours/day.

Information will be given to the individual or family for who to contact the next day to complete an in-take & assessment for the Coordinated Entry System and to receive additional resources to help them get housed. NEWCAP, 800-242-7334 or Forward Service Corporation, 715-365-7842.

This After Hours Plan for Emergency Shelter will be communicated and shared with the entire coalition at N*WISH meetings and emailed out to all service providers in each of the four counties of N*WISH, Forest, Langlade, Oneida & Vilas, so everyone is aware of the plan and process in order to direct customers to access emergency shelter and connect with the Coordinated Entry System.

The After Hours Plans for Emergency Shelter will be reviewed on an annual basis prior to the end of the year during an N*WISH meeting.