

After Hours Plan for Emergency Shelter  
Oneida & Vilas County – N\*WISH Coalition

This plan is a partnership between Frederick Place and Salvation Army and is developed as part of the Coordinated Entry System.

Frederick Place Shelter will be the contact for Oneida & Vilas Counties for anyone who needs emergency shelter after normal business hours. Frederick Place is staffed and open 24 hours/day. After hours include Monday through Friday 4:30 p.m. to 8 a.m. and 24 hours/day for Saturday, Sunday and Holidays until 8:00 a.m. of the next business day. Anyone in need of shelter can call Frederick Place at 715-369-9777 or stop in at 204 Frederick St. in Rhinelander.

If there is a vacancy at Frederick Place and the household is eligible they will secure emergency shelter at Frederick Place.

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 Lac du Flambeau Domestic Abuse Shelter, 715-588-7660 will be called. If they have a vacancy the household will be referred there, both shelters are staffed and open 24 hours/day.

After normal business hours if there is no vacancy at Frederick Place or the household is not eligible, a motel voucher will be provided to the household to stay at the Quality Inn of Rhinelander.

If during normal business hours someone needs a motel voucher they will be referred to ACES, 715-360-5826 or NEWCAP 800-242-7334.

Funding for motel voucher's will be provided by the Salvation Army. Frederick Place staff will meet with households to complete necessary paperwork to access the motel vouchers. Training will be completed by Frederick Place staff on how to complete the paperwork to be a Salvation Army voucher writer. Staff will need to call the motel to arrange a motel room for the household and make Quality Inn aware of the household that will be checking in.

Contact information will be given to an individual or family so they can complete an in-take and assessment for the Coordinated Entry System the next business day and 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.