

Housing Action Coalition of Waukesha County, Inc.

After Hours Plan

Purpose:

The purpose of the After Hours Plan is to ensure that all households seeking emergency shelter services in Waukesha County have access into the Coordinated Entry System whether placement in a traditional shelter or motel voucher program can be immediately offered or not.

Process:

Homelessness-service provider agencies in Waukesha have access to a daily count which represents the number of available shelter beds throughout the County. This count guides agency staff in making referrals into the emergency shelter system. Access into the shelter system is contingent upon suitable bed availability for the household's size/composition, as well as specific program eligibility requirements.

All of the shelters in the Waukesha CoC have standard intake hours which vary by agency. It is at each individual agencies discretion, if they have the capacity to conduct intake outside of their normal intake hours. Currently, each shelter provider has a phone system by which "*after hours*" phone calls are answered live when staff is available, or messages can be returned within 24 hours. When a household presents to any shelter providing agency (either by phone or in person), staff at the agency conduct their specific intake procedures which include, but are not limited to assessing the family size and other physical needs against the space available. Shelters try their best to accommodate all households before turning them away.

If the household can be accommodated:

Once a household enters a shelter program, they are offered access into the Coordinated Entry System at intake or within 24 hours. Information is updated for households previously entered into the system.

If the household cannot be accommodated:

Unfortunately, the shelter system does not always have the capacity to accommodate every household in need of shelter, and some households are turned away from shelter. Each shelter is different. Some shelters have waiting lists and others operate on a nightly first come, first serve basis. If a household is turned away from traditional shelter programs, staff at the initial agency may submit a request for a motel voucher. Eligible households will be given a voucher for a short term motel stay. All household's given motel vouchers are connected to the CE system within 24 hours.

In the event that a household seeking shelter is unable to access any shelter program, staff at the agency working with the household will direct the household to call the Housing Action Coalition's Coordinated Entry Hotline (262-522-3815). The household will be able to leave their contact information so that they can be contacted within 24 hours to gain access into the Coordinated Entry System.

The Coordinated Entry Hotline number will be shared with all members of the local CoC and posted on the CoC's website. The Hotline is available 24 hours/day, 7 days/week

and will be checked on a daily basis. Member agencies will have the option to publish the number on their respective voice-messaging systems and/or websites.

Regardless of the community partner, all agencies will be notified of the importance of sharing the CE Hotline information so that the household can have access to the prioritization list.

Participating Agencies:

All CE Participating Agencies are designated on the HAC website.

- o The Community Action Coalition for South Central Wisconsin
(262-354-4017)
 - o By appointment only
- o The Salvation Army of Waukesha
(262-547-7367)
 - o 24 Hours/day
- o Richard's Place
*for individuals with HIV/AIDS
(262-547-0640)
 - o 8:00 am – 5:00 pm
- o Center for Veterans Issues
(414-345-4277)
 - o 8:00 am – 5:00 pm
- o The Housing Action Coalition of Waukesha County
(262-522-3815)
 - o 8:00 am – 5:00 pm
- o Hebron House of Hospitality
(262-549-8722)
 - o Jeremy and Siena House:
24hours/day
 - o Hebron House: Monday – Friday, 7:00pm – 7:00am; Sundays 24 hours

Review:

This plan will be evaluated for effectiveness biannually in the month immediately following Point in Time counts, or as needed upon discovery of system gaps. In implementation and updates, this plan will be shared with all community partners of the Coalition via email.