

Dairyland Coordinated Entry After Hours Plan 2023

The Eau Claire area has a shelter for families with children, victims of domestic violence, single adults, and other transitional programs. Often people experiencing homelessness in the Eau Claire community do have options of places to stay. Some people have used their right to self-determination and choose to be unsheltered.

This after-hours plan will address access to Coordinated Entry when households seek assistance with homelessness after business hours.

Great Rivers 2-1-1 is answered 24/7 to help people with information and referrals as well as deal with crisis. The toll-free number to reach **Great Rivers 2-1-1 is 1-800-362-8255**. If a person presents as homeless during the night, 2-1-1 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. Great Rivers 2-1-1 also has a website (greatrivers211.org) where people can search the database for resources. Additionally, there are two other options:

- Chat online Monday through Friday from 8 a.m. – 4 p.m., and
- Text their zip code to 898211, available Monday-Friday in the afternoons and evenings

Coordinated Entry Program Partners

If a household with or without children contacts a shelter after hours by phone, through law enforcement, or presents at the shelter, the volunteer or staff will gather client's information on a Prescreen form and contact them within two business days to offer Coordinated Entry. If there is space available at Sojourner House Emergency Shelter, staff will determine their eligibility for shelter services. If possible, a warm hand off from emergency personnel is preferred.

If contact information is given, agency staff will contact client within two business days to follow up if they were able to access coordinated entry. If not, staff will offer to set appointment to complete coordinated entry paperwork and assessment.

Domestic Violence Situations:

If an individual or family is experiencing domestic violence, intimate partner abuse, or sexual assaults after hours, they can contact Bolton Refuge at 715-834-9578 or 1-855-526-5866 (855-5-BOLTON).

Bolton Refuge House operates a 15-bedroom emergency shelter for individuals who are in imminent danger of violence in their current living situation. Each person's situation is unique, so anyone seeking shelter meets with an advocate to talk about their individual needs and learn about their options.

Unaccompanied Youth

If an unaccompanied minor youth is encountered at an Adult Serving Shelter or on the street after hours, law enforcement is to be engaged first through the non-emergency system. Law enforcement will determine the facts and circumstances of the case and make the appropriate notifications per policy and procedures that are currently in place for law enforcement. Additional referrals to community programs and supports will be completed as necessary by the Department of Human Services.

Family Promise of the Chippewa Valley - Beacon House

309 E. Lake Street, Eau Claire, WI 54701
Monday-Friday 8:30am-5:00pm
715-834-4357 – Phones are answered 24/7

Lutheran Social Services

120 South Barstow Street; Eau Claire, WI 54701
Monday - Friday 9:00am-5:00pm
715-495-3392

Western Dairyland

418 Wisconsin Street, Eau Claire, WI 54703
Monday-Friday 8:00am-4:30pm westerndairyland.org
715-836-7511 housing@wdeoc.org

Bolton Refuge House

807 S Farwell St; Eau Claire, WI 54701
Open 24 hours a day – 7 days a week
715-834-9578

Catholic Charities - Sojourner House Emergency Shelter

618 South Barstow Street; Eau Claire, WI 54701
Sunday-Saturday 7pm-9pm, Check-in time
715-514-5556

Catholic Charities – St. Lawrence Community Services (Housing and Homeless Outreach)

Monday – Thursday 9:00am – 4:00pm, Fridays by Appt Only
608-519-8011

Homeless Services After-Hours Plan

Buffalo, Jackson and Trempealeau Counties

Great Rivers 2-1-1 is answered 24/7 to help people with information and referrals as well as deal with crisis. The toll-free number to reach Great Rivers 2-1-1 is 1-800-362-8255. If a person presents as homeless during the night, 2-1-1 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. Great Rivers 2-1-1 also has a website (greatrivers211.org) where people can search the database for resources. Additionally, there are two other options:

- Chat online Monday through Friday from 8 a.m. – 4 p.m., and
- Text their zip code to 898211, available Monday-Friday in the afternoons and evenings

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/holidays), a phone call can be made to Catholic Charities, Family Promise, Lutheran Social Services, Western Dairyland or Bolton Refuge House. A message can be left on the voicemail and then it will be directed to the appropriate staff who will offer access to Coordinated Entry with in two business days.
 - **Catholic Charities** - 608-519-8011
 - **Family Promise** – 715-834-4357
 - **Lutheran Social Services** – 715-495-3392
 - **Western Dairyland** – 1-800-782-1063, or westerndairyland.org/prescreen.phtml
 - **Bolton Refuge House** – 715-834-9578
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:
 - **Buffalo County:** Contact the Buffalo County Sheriff's Department at 608-685-4412.
 - **Jackson County:** Contact the Jackson County Sheriff's Department at 715-284-5357
 - **Trempealeau County:** Contact the Trempealeau County Sheriff's Department at 715-538-2311.
3. **Domestic Violence Situations:**
 - **Buffalo & Jackson Counties:** Bolton Refuge House 1-855-526-5866 (855-5-BOLTON).
 - **Trempealeau County:** New Horizons crisis line 1-888-231-0066.
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.
5. **Unaccompanied Youth:** If an unaccompanied minor youth is encountered at an Adult Serving Shelter or on the street after hours, law enforcement is to be engaged first through the non-emergency system. Law enforcement will determine the facts and circumstances of the case and make the appropriate notifications per policy and procedures that are currently in place for law enforcement. Additional referrals to community programs and supports will be completed as necessary by the Department of Human Services.

Referrals can be made to any of the following agencies for those wanting access to the Coordinated Entry List.

- **Catholic Charities** - 608-519-8011
- **Family Promise** – 715-834-4357
- **Lutheran Social Services** – 715-495-3392
- **Western Dairyland** – 1-800-782-1063, or westerndairyland.org/prescreen.phtml
- **Bolton Refuge House** – 715-834-9578

Review Plan

This plan is a work in progress. It will be discussed as needed at the Dairyland Housing Coalition meeting to review its usage, determine its effectiveness, and explore any changes that are needed. The plan will be shared electronically with the entire Dairyland Housing Coalition data base and 211. If 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 Dairyland CoC.