



1149 N Iowa St Dodgeville, WI 53533 Phone: 608-935-2326 Fax: 608-935-2876

Southwest Homeless Coalition After Hours Plan

Serving Iowa, Green, Lafayette, Richland & Grant Counties

The Southwest Homeless Coalition After-hours Plan has two hotline numbers available for those presenting homeless to call to get assistance on weekends, holidays and between the hours of 4:30 p.m. until 8:00 a.m. weekdays, after regular business hours to provide reasonable access to emergency shelter and provide the client access to the Coordinated Entry System.

Wisconsin is covered by 211 emergency service. If a person presents as homeless in the night, 211 is an option for them to call for shelter (homeless or domestic violence) and other resources as needed. This number will connect those in need with resources 24/7.

The after-hours plan is shared across the Southwest Coalition as well as the five local county coalitions in which we serve. The plan is shared with local hospitals & clinics, county sheriff's & local police departments, local churches, county social services, county ADRC's and local schools within our service area. This plan is available in hard copy or digital copy. The plan will be reviewed annually at our March monthly Coalition meeting.

Southwest Community Action Program (SWCAP) is the No Wrong Door Agency for participating in Coordinated Entry for the Southwest Coalition service area.

After Hours Plan

1. We have set up an after-hours homeless helpline and all calls will be handled by Family Advocates, **1-800-924-2624**, (Grant, Green, Lafayette, and the Southern part of Iowa Counties) and Passages, **1-800-236-4325**, (Richland and the Northern part of Iowa Counties) crisis line operators.
2. The Crisis line operators will receive verbal consent from the caller to provide a release of information to SWCAP for assistance.
3. The operator will complete a pre-screen assessment with the caller and provide that information to SWCAP the next business day. SWCAP will reach out to the caller during their next regular business day in order for the person/household to

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be connected with the coordinated entry system and for other resources as needed.

4. The operator will contact a hotel that is enrolled in our program closest to the individual and/or household to shelter them. The operator will then have the hotel call them back with confirmation of the reservation and provide a check-in time (fraud prevention). The operator will then call the client back and provide the hotel information and check-in time.
5. At time of check in, all adults will need to sign a **Rules Agreement for Motel Vouchers**. Hotels enrolled in our program will have the Rules Agreements on hand and will provide SWCAP with the signed copy the next business day.
6. The next business day, SWCAP will reach out to the individual/household to complete the assessment & additional paperwork to connect them with the coordinated entry system and determine if they are eligible for SWCAP's homeless shelter program.
7. SWCAP will pay for the hotel stay accommodations through direct billing with the hotel. If the individual and/or household do not qualify for SWCAP's program, SWCAP will be reimbursed from a resource pool of local organizations that have agreed to provide funding for this pool. SWCAP is a tax-exempt non-profit organization and is exempt from being charged taxes by the hotels.

Shelters located in the Southwest Coalition

County	Agency	Phone Number	Additional info
Green	Men's Resource Center	608-571-4672	90-day men's shelter Not a drop-in shelter
Green	Family Promise	608-328-2600	Must have children Not a drop-in shelter
Grant	Family Promise	608-723-3355	Must have children Not a drop-in shelter
Richland	A Child's Place	608-604-2787	90-day family shelter Not a drop-in shelter

DV Shelters located in the Southwest Coalition

County	Agency	Phone Number	24 hour help line
Grant	Family Advocates	608-348-5995	800-924-2624
Iowa & Lafayette	Family Advocates	608-778-8714	800-924-2624
Richland	Passages	608-647-6317	800-236-4325

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