

**After Hours Program
Summary and Referral Process
Internal Housing Coalition Use**

Program Goal:

To provide emergency hotel/motel vouchers to homeless individuals and families in Sheboygan County, when all other shelter options have been exhausted.

The program will operate October 1 – March 31 and will provide a voucher to a hotel/motel for **one night of stay** when conditions are unsafe for individuals/families to be outside. Vouchers may be granted during the closed months ONLY IF conditions are unsafe (example: a blizzard in April).

Families with minor children in their presence have priority for a voucher.

Vouchers are only distributed when all other shelter options have been exhausted. Please note, there is no guarantee of a voucher.

The After Hours program is focused on harm reduction in emergency situations.

Agencies that are authorized to issue a voucher include Salvation Army, Sheboygan Police Department and Safe Harbor.

Lakeshore CAP serves as the billing agency and provides follow up to individuals/families for continued services and support.

Housing Coalition Agencies: Make referrals to these agencies for services:

- **The Salvation Army**
 - Intake hours: 4:30 – 6:45 p.m.
 - 920-458-3723
 - 710 Pennsylvania Ave., Sheboygan, WI, 53081
 - centralusa.salvationarmy.org/Sheboygan
 - Public Shower available
 - Monday - Thursday, 8:30-11:30 a.m. and 1-3:30 p.m.
 - Friday, 8:30-11:30 a.m.
 - Closed on weekends
- **Safe Harbor of Sheboygan County (domestic violence/sexual assault situations)**
 - Intake hours: 24/7
 - Office Phone: 920-452-8611
 - 24/7 Helpline: 920-452-7640
 - 929 Niagara Ave., Sheboygan, WI, 53081
 - Sheboygansafeharbor.org
- **Warming Center**

- Intake hours: 7 p.m. -7:45 p.m.
- Ss. Cyril and Methodius Catholic Church, 828 New Jersey Ave., Sheboygan, WI, 53081
- scwarmingcenter.com
- **Community Café**
 - Provides a daily, Monday-Saturday
 - 11 a.m. – 1 p.m.
 - St. Luke United Methodist Church
 - 623 Ontario Ave., Sheboygan WI 53081
 - [Community Cafe - Sheboygan County Food Bank](#)

Vouchers issued by Salvation Army:

1. When Salvation Army will directly give a voucher if they are working with a family in person, with minor children present, during intake hours and if:
 - i. the staff member has the time/capacity in that moment
 - ii. there are no beds available
 - iii. the family does not meet TSA criteria
2. TSA staff *may* grant a voucher to an individual if they are working with that person during intake hours, and the staff member has time and conditions are unsafe.
 - a. The staff member *may* also call the nonemergency number if they are working with an individual
3. If people call Salvation Army requesting a voucher outside of intake hours, the voucher will not be granted over the phone. The interactions must be done in person with TSA staff and the staff will use their best judgment on when to issue a voucher directly or call the nonemergency number for law enforcement.
4. TSA staff *will not* tell individuals/families to call the nonemergency phone number to access the vouchers. Calls to the nonemergency number requesting vouchers should only be made by agency staff members.

Vouchers issued by Sheboygan Police Department:

- 1) Officers may issue a voucher if Dispatch receives a call from agency staff. The dispatcher will send an officer to meet the person at the hotel or the location the individual is at.
 - a. The individual/family must be in the presence of the agency staff member while the call is being made.
 - b. The agency staff member must use their discretion to determine if conditions are unsafe before contacting dispatch.
- 2) SPD officers on patrol may issue vouchers to individuals/families they encounter on the street.
 - a. Officers may use their discretion to determine if conditions are unsafe and warrant the issuance of a voucher.

Vouchers issues by Safe Harbor:

- 1) SH may issue vouchers to undocumented individuals/families who go to Safe Harbor seeking assistance.

- a. SH Staff must use their discretion to determine if conditions are unsafe and warrant the issuance of a voucher.
- 2) SH may issue vouchers to individuals/families who do not qualify for SH services but need emergency shelter due to unsafe conditions.

Reasons a Voucher Would NOT be Given:

- 1) If the individual/family is a safety concern to hotel staff/residents.
- 2) If the individual/family have a history of property damage from previous nights of stay in a hotel/motel.
- 3) If the hotel has no available rooms.
- 4) If the individual/family can self-pay for the hotel stay.
- 5) If hotel/motel refuses service.
- 6) If other shelter options are available and the individual/family does not have legitimate rationale for not utilizing them.
 - a. This is a decision that will be made under discretion Lakeshore CAP staff and law enforcement officers based on the individual circumstances of the individual/family.
 - b. Other agencies making the referrals can advocate for the individual/family as appropriate. Example: Referring agency has history with the individual/family and can articulate reasons why the individual/family cannot utilize other resources. More specifically, a woman may not want to stay at the Warming Center if she does not feel safe due to past harassment and abuse experienced.