

Ozaukee County Continuum of Care After-Hours Procedures

The Ozaukee County Local Continuum of Care has developed and implemented the following procedures for individuals or families who are identified or identify as homeless between the hours of 5:00 pm – 8:00 am, Monday through Friday, and all day on Saturday and Sunday. Family Promise of Ozaukee County has been designated as the agency responsible for assessing each individual's or family's situation. Family Promise of Ozaukee County oversees the Coordinated Entry System for Ozaukee County. The number to call is 262-268-2723, and press #1 to be connected to the Portlight Shelter.

1. Family Promise of Ozaukee County receives a call from a homeless individual or family.
 - a. Family Promise staff will complete the Motel Voucher Pre-Screen form with the household to assess the situation if it is a domestic violence (DV) homelessness call.
 - If the household is currently fleeing domestic violence, a victim of sexual assault/abuse, or human trafficking, the caller will be referred to Advocates of Ozaukee to conduct an intake for shelter. If there is no opening at the DV shelter, the household will be placed in a motel.
 1. Advocates of Ozaukee staff will contact the motel and provide a voucher. Advocates of Ozaukee will fund the voucher.
 - If the household has no DV, they will be placed in a motel.
 1. Family Promise staff will contact the motel and provide a voucher. The Salvation Army will fund the voucher.
 2. Family Promise staff will advise the individual or family to contact Family Promise the next business day.
2. If law enforcement identifies a household that is experiencing homelessness, a call will be made to Family Promise.
 - a. Family Promise staff will complete the Motel Voucher Pre-Screen form with the household to assess the situation if the household does not identify as fleeing DV.
 - If the household is currently fleeing domestic violence, a victim of sexual assault/abuse, or human trafficking, the caller will be referred to Advocates of Ozaukee to conduct an intake for shelter. If there is no opening at the DV shelter, the household will be placed in a motel.
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 1. Family Promise staff will contact the motel and provide a voucher. The Salvation Army will fund the voucher.
 2. Family Promise staff will advise the individual or family to contact Family Promise the next business day.

Motel vouchers will only be provided for those currently homeless in the county.

Prescreen forms are only filled out and sent to Family Promise for follow-up if the household has not been previously connected. Motel vouchers will not be provided if the household has already been assessed by Family Promise or Advocates of Ozaukee for a shelter stay and denied, unless there are extenuating circumstances (ie, severe weather).

Motel vouchers will not be provided as an option for individuals released from jail or the hospital.

Referrals to outside resources and shelters will be provided by phone for individuals who are homeless and reside outside the county, as well as those who are not eligible for vouchers.

This plan is shared with all local coalition members via email and will be reviewed annually at the local coalition meeting.

Approved by the Ozaukee County Local Homeless Coalition - March 18, 2025