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Southwest Homeless Coalition After Hours Plan

Serving Iowa, Green, Lafayette, Richland & Iowa 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.

After Hours Plan

1. We have set up an after-hours homeless helpline and all calls will be handled by the Family Advocates, **1-800-924-2624**, (Grant, Iowa, Lafayette, Green Counties) and Passages, **1-800-236-4325**, (Richland & 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.
4. The operator will contact a hotel that is enrolled in our program closest to the individual and/or family 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**
6. The next business day, SWCAP will reach out to the individual to complete the assessment & additional paperwork to determine if they are eligible for SWCAP's homeless shelter program.
7. SWCAP will pay for the hotel stay accommodations through direct billing. If the individual and/or family 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.

Approved by Southwest Homeless Coalition - April 14, 2022

www.swcap.org

SWCAP is an equal opportunity provider, employer & lender