



After Hours Plan- Waukesha Coalition

Purpose:

The sole purpose of the After Hours Plan in Waukesha County is to ensure that all individuals and households seeking emergency shelter and other critical supportive services have access to and understand how to access the Coordinated Entry System during and after operating hours. It is imperative for individuals and households in Waukesha County to have reasonable access to shelter and supportive services 24-Hours a day. Coalition members will be updated on the After Hours plan and any changes at the local Provider Collaborative meetings and/or via email.

Process:

All the shelters in the Waukesha LCoC have standard intake hours which vary by agency. It is at each agency's discretion if they can conduct intake outside of their normal intake hours. Currently, each shelter provider has a phone system by which "after hours" phone calls are answered live when staff is available, or messages can be returned within 24 hours.

When an individual or household presents to any agency offering emergency shelter (either by phone or in-person), staff at the agency will conduct their specific intake procedures. Shelters will try their best to accommodate all individuals and households before turning them away. In the event someone is found homeless in Waukesha County, the Waukesha Police Department or individual should contact Hebron Housing Services and/or The Salvation Army of Waukesha to inquire about available shelter beds. If there is no space in the shelters, the Waukesha Police Department can work with the individual or household to help find other resources or another safe place to go along with local resource information to call in the morning.

If an individual or household is fleeing a domestic violence situation, please refer them to The Women's Center 24-Hour Hotline at 262-542-3828.

If the household can be accommodated (traditional or drop-in services):

Once a household enters a shelter program, they are offered access into the Coordinated Entry System at intake or within 24-48 hours. Information is updated for individuals and households who previously entered the Coordinated Entry System.

If the household cannot be accommodated (traditional or drop-in services):

Unfortunately, the shelter system cannot always accommodate every household in need of shelter, and some households are turned away, however, all options should be exhausted first. If a household seeking shelter is unable to access any shelter program, staff at the agency will offer Coordinated Entry to the individual or household and connect them within 24-48 hours.



If someone needs emergency shelter:

- Hebron Emergency Shelter Services (262 549 8720)
- Family Promise of Waukesha County serves families with children and single women (262.968.2321)
- The Salvation Army of Waukesha County serves single men (262.547.7367)
- The Women's Center has a 24-Hour Hotline for those affected by domestic violence, sexual assault, child abuse, or trafficking. (262.542.3828)
- National Homeless Hotline for Veterans 1.877.4AIDVET (243838)
- Impact 2-1-1

Agencies Participating in Coordinated Entry:

*All CE Participating Agencies are designated on the HAC website.

- Center for Veterans Issues 414.345.4249 (Mon-Fri, 8 A.M.-5 P.M.)
- Hebron Housing Services 262.549.8720 (Mon-Fri, 9 A.M.- 4:30 P.M.)
- The Community Action Coalition For South Central Wisconsin 262.354.4017 (By Appt. Only)
- The Housing Action Coalition of Waukesha County, Inc. 262.326.5302 (Mon-Fri, 8 A.M.-4 P.M.)
- The Salvation Army of Waukesha County 262.547.7367 (24 Hours/day)

Agencies and staff members should try every effort to support individuals and families through diversion techniques.

- *If diversion is not possible and a shelter bed is available*, the individual and/or family should be connected to the Coordinated Entry System within 24-48 hours by shelter staff.
- *If diversion is not possible and shelter beds are unavailable*, staff should contact other agencies in the community to determine if space is available.
- *If shelter is not available*, the individual and/or family can be referred to The Housing Action Coalition Emergency Overflow Shelter with a referral attached to a case manager. (Or that HAC has a completed MOU for admissions) This is contingent upon available funding.

Review:

The After Hours Plan is reviewed and approved by the Housing Action Coalition Coordinated Entry & Diversion Committee, then reviewed and approved by the local continua through the Provider Collaborative before the final document is sent to the WIBOSCOG for public posting.

The After Hours plan will be evaluated for effectiveness annually in the months following the July Point in Time count, or as needed upon discovery of system gaps.

Updated: 8/6/2019/HAC

Revised & Updated: 7/27/2020/HAC 11/8/22

Revised & Updated: 10/12/2021/HAC | LCOC CE & Diversion Committee approved 10/12/2021 | Coalition approved & adopted on 10/28/2021

Revised & Updated 11/8/22 HAC | Coalition approved and adopted on 11/8/22 | LCOC CE & Div Committee approved on 11/8/22