

# West Central Wisconsin CoC After Hours Plan

The West Central Wisconsin CoC covers the following counties: Barron, Chippewa, Dunn, Pepin, Pierce, Polk, and St. Croix. The After-Hours Plan was developed by organizations in each county that serve people experiencing homelessness. This Plan will be reviewed and updated annually by the West Central Wisconsin CoC, with input from the relevant agencies in each county (i.e. shelters, law enforcement, hospitals, etc.). To ensure consistent implementation of the Plan in each county, this document will be provided to law enforcement, hospitals, emergency shelters, domestic violence agencies/shelters, and other organizations identified by CoC members.

## **Barron County**

### **Access to Emergency Services**

In the event someone is found homeless in Barron County, the police should first be contacted.

1. Police or the individual/family should contact the Family House Warming Shelter in Rice Lake to check for beds.
2. If no beds are available, contact Benjamin's House Emergency Shelter (715-736-2437) in Rice Lake to see if there is shelter space available.
3. *Motel Voucher Program*: The Salvation Army, in conjunction with the ACEO (Area Churches for Emergency Outreach), handles a limited amount of Motel Vouchers and works with the local police departments to ensure that individuals needing this service will be served in a timely manner.
4. If there is no space in a shelter, the police can work with the individual or family to help find another safe place to go.

If someone goes to the ER and is homeless, the ER typically will call the police to assist and they will follow the noted process as listed above.

### **If someone presents as homeless and is fleeing domestic violence:**

1. Contact Community Referral Agency in Milltown (1-800-261-7233).
2. Contact Embrace (715-532-6976) in Ladysmith (Rusk County).

### **Connection to Coordinated Entry**

1. Individuals and households that are sheltered at Benjamin's House will be referred to Coordinated Entry through Benjamin's House during their shelter stay.

2. Individuals and households that are sheltered at Family House, Community Referral Agency, Embrace, or with a motel voucher, or who remain unsheltered, will be provided contact information and business hours for Barron County's Coordinated Entry providers: Benjamin's House and West CAP (1-800-606-9227).

## **Chippewa County**

### **Access to Emergency Services**

If presenting homeless in Chippewa County, the police should first be contacted:

1. In Chippewa Falls, the Police Department can take an individual or family to the Indianhead Motel and arrange for an evening or weekend stay. The officer attempts to contact the CDC Outreach Office via cell phone to inform them of the need for a motel voucher. If they can not reach CDC Outreach they will take individual to America's Best Value Inn (the old Avalon motel) and follow up with an email.
2. The CDC Outreach Office will contact the motel to arrange for payment and complete an intake with the individual/family. The CDC Outreach Office will contact the Police Department to inform them that follow-up was completed.
3. Outside of Chippewa Falls, law enforcement will work with the individual or family to identify a safe place to be until a motel voucher can be accessed (typically during business hours).

### **If someone presents as homeless and is fleeing domestic violence:**

1. Contact the Family Support Center (1-800-400-7020) in Chippewa Falls. The Family Support Center utilizes Bolton Refuge House in Eau Claire for domestic violence shelter.

### **Connection to Coordinated Entry**

1. Individuals and households that are sheltered with a motel voucher, or who remain unsheltered, will be provided contact information and business hours for Chippewa County's Coordinated Entry providers: Catholic Charities and West CAP. Both agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the VI-SPDAT with clients that are staying in shelter and/or need access to homeless services.
  - a. Catholic Charities staff can be contacted at 715-832-6644.
  - b. West CAP can be reached at 1-800-606-9227.

# **Dunn & Pepin Counties**

## **Access to Emergency Services**

If someone is homeless in Dunn or Pepin County, the police should be contacted. There is no person on call 24/7 if someone is in need of homeless services.

1. If the police believe it is an emergency situation in need of immediate assistance, they have an at home contact number for someone at Stepping Stones.
2. Stepping Stones handles Motel Vouchers and works with the local police department to ensure that individuals needing this service will be served in a timely manner.

If someone goes to the ER and is homeless, the ER will call the police to assist.

## **If someone presents as homeless and is fleeing domestic violence:**

1. Contact The Bridge to Hope in Menomonie (1-800-924-9918). The Bridge to Hope is staffed 24/7 and will be able to assist in helping that person either come into the emergency shelter or in finding another safe place to go.

## **Connection to Coordinated Entry**

1. Individuals and households that are sheltered at Stepping Stones, Winter Haven, or with a motel voucher through Stepping Stones, will be referred to Coordinated Entry through Stepping Stones the next business day.
2. If someone presents as homeless and/or fleeing domestic violence outside of business hours, The Bridge to Hope (1-800-924-9918) may be contacted to set up a meeting with someone to have the assessment done next day.
3. Individuals and households who are sheltered through an organization other than Stepping Stones or The Bridge to Hope, or who remain unsheltered, will be provided contact information and business hours for Dunn and Pepin County's Coordinated Entry providers: Stepping Stones, The Bridge to Hope, and West CAP (1-800-606-9227). All agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the VI-SPDAT with clients that are staying in shelter and/or need access to homeless services.

# **Pierce County**

## **Access to Emergency Services**

If presenting homeless in Pierce County, the police are generally contacted first.

1. Individuals & families will be referred to Grace Place Shelter (715-246-1222). Grace Place is staffed 24/7. If an individual or family qualifies and shelter space is available, they can obtain shelter at Grace Place.
2. If there is no space in the shelter, the police will contact Turningpoint (1-800-345-5104) to see if they have room.
3. If no immediate shelter is identified, the police will call either the director or the case manager from Our Neighbor's Place (ONP), either of whom is able to issue a verbal motel voucher for the night. ONP has an agreement in place with a motel in River Falls to provide motel vouchers for at least one night.

If someone goes to the ER and is homeless, the ER typically will call the police to assist and they will follow the noted process as listed above.

## **If someone presents as homeless and is fleeing domestic violence:**

1. Contact Turningpoint in River Falls (1-800-345-5104).

## **Connection to Coordinated Entry**

1. Individuals and households that are sheltered at Grace Place will be referred to Coordinated Entry through Grace Place the next business day.
2. Individuals and households that are sheltered with a motel voucher through Our Neighbor's Place will be referred to Coordinated Entry through ONP the next business day.
3. If someone presents as fleeing domestic violence outside of business hours, a VI-SPDAT will be administered the next business day by ONP and the family/individual will be referred to Turningpoint.
4. Individuals and households who are sheltered through an organization other than Our Neighbors Place or Turningpoint, or who remain unsheltered, will be provided contact information and business hours for Pierce County's Coordinated Entry providers: Our Neighbor's Place (715-426-9000) and West CAP (1-800-606-9227). Both agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the VI-SPDAT with clients that are staying in shelter and/or need access to homeless services.

## **Polk County**

### **Access to Emergency Services**

If presenting homeless in Polk County:

1. Individuals & families will be referred to Serenity Home Emergency Shelter (715-485-1221). Serenity Home is staffed 24/7. If an individual or family qualifies and shelter space is available, they can obtain shelter at Serenity Home. Emergency transportation to the shelter is provided by local law enforcement.
2. If shelter space is not available, The Salvation Army/Serenity Home will issue a motel voucher. If a motel voucher is issued the clients will be instructed to contact Serenity Home in the morning.

### **If someone presents as homeless and is fleeing domestic violence:**

1. Contact Community Referral Agency (1-800-261-7233) in Milltown.

### **Connection to Coordinated Entry**

1. Individuals and households that are sheltered at Serenity Home or with a motel voucher through Salvation Army of Polk County will be referred to Coordinated Entry through Serenity Home the next business day.
2. Individuals and households who are sheltered through Community Referral Agency, an organization other than Salvation Army, or who remain unsheltered, will be provided contact information and business hours for Polk County's Coordinated Entry providers: Serenity Home (715-485-1221) and West CAP (1-800-606-9227). Both agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the VI-SPDAT with clients that are staying in shelter and/or need access to homeless services.

## **St. Croix County**

### **Access to Emergency Services**

If presenting homeless in St. Croix County:

1. Individuals & families will be referred to Grace Place Shelter (715-246-1222). Grace Place is staffed 24/7. If an individual or family qualifies and shelter space is available, they can obtain shelter at Grace Place. Emergency transportation to the shelter is provided by local law enforcement.
2. If shelter space is not available, The Salvation Army/Grace Place will issue a motel voucher. If a motel voucher is issued the clients will be instructed to contact Grace Place in the morning.

### **If someone presents as homeless and is fleeing domestic violence:**

1. Contact Turningpoint (1-800-345-5104) in River Falls.
2. Contact Community Referral Agency (1-800-261-7233) in Milltown.

### **Connection to Coordinated Entry**

1. Individuals and households that are sheltered at Grace Place or with a motel voucher through Grace Place will be referred to Coordinated Entry through Grace Place the next business day.
2. Individuals and households who are sheltered through Community Referral Agency, Turningpoint an organization other than Salvation Army, or who remain unsheltered, will be provided contact information and business hours for St. Croix County's Coordinated Entry providers: Grace Place (715-246-1222) and West CAP (1-800-606-9227). Both agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the VI-SPDAT with clients that are staying in shelter and/or need access to homeless services.

## **After Hours Plan for Homeless and Runaway Youth**

### **Barron, Chippewa, Dunn, Pepin, Pierce, Polk, and St. Croix Counties**

#### **Access to Emergency Services**

1. In the event a youth, ages 12-17, is found homeless in any of the communities located within these counties, they may access the 24/7 hotline through Positive Alternatives: 1-800-491-8336.
2. Positive Alternatives staff will check within the agency to see if there are available beds to shelter the individual in its group homes. Staff is able to provide assistance with transportation, if needed, to the respective group home and follow intake procedure.
3. Each emergency shelter and DV shelter has its own policies about sheltering youth under 18-years-old.

#### **Connection to Coordinated Entry**

1. Youth who are sheltered through Positive Alternatives (715-235-9552) will be referred to Coordinated Entry through Positive Alternatives the next business day.
2. Youth who are sheltered by another organization (emergency shelter, motel voucher, or other shelter) will access Coordinated Entry through the plan specified for each county.

3. Youth who remain unsheltered will be provided contact information and business hours for the area's Coordinated Entry Providers. All Coordinated Entry staff are trained to do the TAY-VI-SPDAT with youth that are staying in shelter and/or need access to homeless services.