

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. ***If there is no history of domestic violence:***

1. Police or the individual/family should contact the Family House of Barron / Polk County Salvation Army (715-606-4150)
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. 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 West CAP (1-800-606-9227), and The Family House of Barron/Polk Co. (715-606-4150)

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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 assist and arrange for an evening or weekend stay. The officer emails the CDC Outreach to inform them of the need for a motel voucher.
 - a. If the CDC issues the motel voucher, 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 to inform that follow-up was completed.
2. 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. Although the Family Support Center does not have a shelter, they will work callers to figure out safe shelters in neighboring areas as needed/possible.

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: Family Support Center and West CAP. Both agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the Barriers Assessment with clients that are staying in shelter and/or need access to homeless services.
 - a. West CAP can be reached at 1-800-606-9227.
 - b. Family Support Center can be reached at 1-800-400-7020

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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. Cairn House is staffed 24/7, but rarely would we have any openings immediately. The police can call Cairn House and talk with staff for suggestions. 715-231-1404, ex. 203
2. If there is no space in the shelter, the police can work with the individual or family to help find another safe place to go.
3. 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.
4. 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 (715-235-9074). 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 Shelters, 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 (715-598-4750). All agencies provide access to the Coordinated Entry System during normal business hours. Appointed staff are trained to do the Barriers Assessment with clients that are staying in shelter and/or need access to homeless services.

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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 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, the family/individual will be referred to Coordinated Entry through Turningpoint the next business day.
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), Turningpoint (1-800-345-5104) 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 Barriers Assessment with clients that are staying in shelter and/or need access to homeless services.

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Polk County

Access to Emergency Services

If presenting homeless in Polk County:

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 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 Barriers Assessment 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.

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 will be referred to Coordinated Entry through Grace Place the next business day.
2. If someone presents as fleeing domestic violence outside of business hours, the family/individual will be referred to Coordinated Entry through Turningpoint the next business day.
3. 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 Barriers Assessment with clients that are staying in shelter and/or need access to homeless services.

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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.
4. Youth should also be directed the YHDP system navigator through Salvation Army (715-222-8005)

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 Barriers Assessment with youth that are staying in shelter and/or need access to homeless services.

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