# Northwest Continuum of Care

After Hour Plan

Wisconsin is covered by 211 emergency service. If a person presents as homeless in the night, 211 is an option for them to call for shelter, food, substance abuse and other resources. This number will connect those in need with resources 24/7.

The 211 system for some of the serve area is operated out of Duluth MN. This organization completes the-prescreen and referral to an assessor for Minnesota. If a person states they are physically in WI a referral will be made to contact NWCSA for an assessment. The brochures and presentation materials for Duluth’s Coordinated Entry system also include the phone number and contact person for NWCSA.

After Hours – Ashland, Bayfield, Douglas, Iron and Price Counties Domestic Violence situation. DOVE, Embrace, New Day Advocacy Center and CASDA (Center Against Sexual and Domestic Abuse) shelters have a 24/7 Victim Advocate Hot Line. If a person qualifies, they may obtain shelter, if available.

After Hours – Ashland County:

If presenting homeless in Ashland County after hours, the police or sheriff’s department in Ashland County is contacted and every attempt will be made to contact the Salvation Army for a Motel Voucher. A Salvation Army voucher is given for a motel if there is one available to take them in. Some motels will not accept the voucher. The homeless are given information to contact NWCSA the next business day to be connected with the coordinated entry system.

After Hours – Bayfield County:

If presenting homeless in Bayfield County after hours, the Bayfield County Sheriff’s Department is contacted. A Salvation Army voucher is given for a motel if there is one available to take them in. Some motels will not accept the voucher. The homeless are given information to contact NWCSA the next business day to be connected with the coordinated entry system.

After Hours- Douglas County:

If presenting homeless in Douglas County after hours, the Douglas County Sherriff’s or Superior Police Department is contacted. Homeless are given information to contact NWCSA the next business day to be connected with the coordinated entry system.

After Hours Iron County:

If presenting homeless in Iron County after hours, the Iron County Sherriff’s department is contacted. A Department of Human Services voucher is given for a motel stay. The homeless are given information to contact NWCSA the next business day to be connected with the coordinated entry system.

After Hours Price County:

If presenting homeless in Price County after hours, the local Police Department or Price County Sherriff’s department is contacted depending on location. St Vincent’s is contacted for a hotel voucher and a referral is made to the Human Services Department. The homeless are given information to contact NWCSA the next business day to be connected with the coordinated entry system.

There are 3 emergency shelter facilities within the service area that homeless can contact directly- Ashland Community Shelter, Solid Rock Safe Haven and Harbor House Crisis Shelter. These 24 hour facilities operate outside of the hours of coordinated entry and clients are provided information on how to access coordinated entry and the hours. The homeless are given information to contact NWCSA the next business day to be connected with the coordinated entry system.

See attached list of specific providers by location.

\*This After Hours Plan has been distributed to all members of the local coalitions using the same email lists as those used for sending out meeting notices, agendas & other communications.

\*This plan was reviewed and approved by the APAC committee on September 25, 2017. This will plan will be reviewed in each year. This plan was revised and approved January 27, 2020. This plan was revised and approved April 25th, 2022.

**Community Resources**

**Emergency Shelter**

Ashland County

**The Ashland Community Shelter**

2300 Lakeshore Drive

715-292-6115

Shelter is open for families and individuals.

Douglas County

**Solid Rock Safe Haven**

1004 N 6th St, Superior, WI 54880

715-392-6264

Shelter is open for single adult males.

**Harbor House**

1531 Hughitt Ave. Superior, WI 54880

715-394-9608

Emergency Shelter

Emergency shelter for women and families.

**Domestic Violence**

Center Against Sexual and Domestic Abuse (CASDA) 715-392-3136

Serving Douglas and Bayfield Counties

Bayfield County Outreach Office 715-209-6917

Douglas County Superior Office 715-392-3136 Crisis Line 1-800-649-2921

Bad River Chippewa Tribe Domestic Abuse Program 715-682-8379

New Day Advocacy Center Serving Ashland and Bayfield County located in City of Ashland

Business Line: 715-682-9565

Crisis Line: 800-924-4132

Red Cliff Family Violence Program 715-779-3706

Embrace Price County Office 715- 339-4521 Crisis Line 1-800-924-0556

**Duluth/St. Louis County**

**CHUM Shelter**

Administration: 218-720-0629

Outreach Hotline: 218-461-8505

102 West Second Street

Duluth, MN 55802

Singles and families, youth are not accepted but are referred to Lifehouse.

**Lifehouse**

Shelter serving youth 15-19, drop-in center, housing, supportive services

218-722-7431

**Loaves & Fishes**

Dorothy Day House (Men): 218-724-2054

Olive Branch (Women and families): 218-728-0629

**Domestic Violence**

**Dabinoo'Igan**

**Domestic Violence Shelter, call 218-722-2247  
 Street Outreach Team 24 hr Hotline** [218-461-8505](tel:2184618505)

**Safe Haven Shelter**

24-Hour Hotline/Shelter Line: 218-728-6481

Safe Haven Resource Center 414 West 1st Street Duluth, MN 55802

Hours: Monday – Friday 8am-4pm

Resource Center phone: 218-623-1000