

2024 After Hours Plan for Emergency Shelter N*WISH Coalition

Forest County

Contact **New Hope Shelter's** main line, 715-478-3669 and if no one is available to answer the phone (no matter the time), the caller will hear an emergency contact number and have the choice to leave a message. That emergency contact number is the New Hope Shelter Director's cell phone. If the need is encountered face-to-face by any of our other local agencies (police, fire, etc.) the local dispatchers have the shelters emergency contact information (Shelter Director's cell phone number). If a shelter bed is unavailable, or at the discretion of the shelter director, the person/s presenting the need are housed in one of the local hotels, paid for by the shelter.

If the household's situation is domestic abuse/sexual assault related:

- **Tri-County Council on Domestic Violence & Sexual Assault Shelter**, 715-362-6841 or toll-free 1-800-236-1222
- **AVAIL, Inc.** 715-623-5177

If they have a vacancy the household will be referred there, the shelters are staffed and open 24 hours/day.

Motel Voucher Option

- **Newcap, 800-242-7334. (can be contacted 24/7)**
- **New Hope Shelter/Salvation Army, 715-478-3669**

Information will be given to the individual or family of who to contact the next day to complete an intake & assessment for the Coordinated Entry System and to receive additional resources to help them get housed:

- **Newcap, 800-242-7334.**

This After Hours Plan for Emergency Shelter will be communicated and shared with the entire coalition at N*WISH meetings and emailed out to all service providers in each of the four counties of N*WISH, Forest, Langlade, Oneida & Vilas, so everyone is aware of the plan and process in order to direct customers to access emergency shelter and connect with the Coordinated Entry System.

Langlade County

Contact **Antigo Police Department** (walk in or 715.627.6411) or **AVAIL** 715.623.5177).

1) Talk with client about situation.

- *Have they received 5 days of hotel stay since 10/1? (check list at AVAIL)
- *Are there issues of DV/SA/Human Trafficking? If yes, admit to DV shelter.
- *Are other options present? (friends/family, existing homeless shelters)

2) Do barriers exist to accessing homeless shelters such as transportation, offender status, restriction to county residence?

- * Can family/friends or Salvation Army assist with transportation to existing homeless shelter? Consider doing a gas card or fill.

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Salvation Army Wausau 715.845.4272

Women with Children

Frederick Place Rhinelander 715.369.9777

New Hope Crandon 715.478.3669

3) If no other options exist, have client wait or get phone number for returned call. Phone local hotels with agreed upon rates to check on availability:

Super 8 715.623.4188

4) AVAIL staff will contact voucher writers to see who is available. If none are available, refer client to Antigo Police Department for emergency services.

5) Much of the paperwork is able to be done over the phone or via email. If these options don't work an AVAIL voucher writer will meet in public place to do voucher paperwork & advise that client is eligible for up to 5 days of hotel stay for homelessness from 10/1 to 9/30. Voucher writer will provide additional resources:

Intake & Assessment for Coordinated Entry System

NEWCAP 800.242.7334 (can be contacted 24/7)

Housing info for long term

Antigo Housing Authority 715.623.5768

NEWCAP 800.242.7334

Rural Housing 888.400.5974

Housing info for short term Emergency Rental Payment

Forward Service Corporation Emergency Assistance Program

800-771-8420

Emergency Food Box from Antigo Food Pantry

Hygiene products from Help 4 Homeless Drive

Info about AVAIL Outreach House for clothing/household items

Oneida & Vilas

Frederick Place will be the contact for anyone who needs emergency shelter after normal business hours. They are staffed 24/7.

- **Frederick Place Shelter**, 715-369-9777
or stop in at 204 Frederick St. in Rhinelander.

If there is a vacancy at Frederick Place and the household is eligible, they will secure emergency shelter at Frederick Place.

If the household's situation is domestic abuse/sexual assault related:

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- **Tri-County Council on Domestic Violence & Sexual Assault Shelter**, 715-362-6841 or toll-free 1-800-236-1222
- **Lac du Flambeau Domestic Abuse Shelter**, 715-588-7660
After normal business hours if there is no vacancy at Frederick Place or the household is not eligible, a motel voucher will be provided to the household to stay at a participating hotel.

If during normal business hours someone needs a motel voucher:

- **Salvation Army** 715-498-4943 (8 am to 8 pm)
- **Frederick Place Shelter** 715-369-9777 (8 pm to 8 am)
- **Newcap** 800-242-7334 (can be contacted 24/7)

Staff will need to call the motel to arrange a motel room for the household hotel aware household that will be checking in.

- **Days Inn – 715-362-7100 Newcap**

Information will be given to the individual or family of who to contact the next day to complete an intake & assessment for the Coordinated Entry System and to receive additional resources to help them get housed:

- **Newcap**, 800-242-7334

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The After Hours Plans for Emergency Shelter will be reviewed on an annual basis prior to the end of the year during an N*WISH meeting.