Homeless Day Center
Located at:
615 E Washington Avevue
Madison, WI 53703
TheBeaconHelps.org

CATHOLIC CHARITIES
THE BEACON
GRIEVANCE PROCEDURE

We strive to provide services through open communication and understanding. If you are not satisfied with our services, please follow our Grievance Procedure. You have the right to bring someone with you or ask for assistance with each step.

STEP 1: Discuss your concerns with the Manager of Day Shelter:

Amy Aiken
615 E. Washington Ave.
Madison, WI 53703
(608) 826-8067
aaiken@ccmadison.org

If you are still dissatisfied: Contact the Director of Programs:

STEP 2:

Cathy Brock
(608) 381-5867
cbrock@ccmadison.org@ccmadison.org

If you continue to be dissatisfied: Contact the Chief Program Officer:

STEP 3:

Kelly Medenwaldt
(608) 826-8007
kmedenwaldt@ccmadison.org

For each of the above steps, you can expect to be contacted by staff within two business days and will receive a final response to your concern within ten working days.

Updated: November 25, 2026

The Beacon
A CATHOLIC CHARITIES PROGRAM

Homeless Day Center
Located at:
615 E Washington Avevue
Madison, WI 53703
TheBeaconHelps.org

Where can I go if I can't go to the Beacon?

Free Meals:

- **Luke House**: 310 S Ingersoll St, Madison (Route A East, Washington at Blair to Washington At Ingersoll). Lunch M-Th from 11:30 AM to 12:30 PM. Dinner Sun-Th from 5:45-6:30 PM. Closed Fridays & Saturday.
- **Catholic Multicultural Center**: 1862 Beld St, Madison (Route B West, Washington at Blair to Park at Burr Oak). Meals offered M-F 4:00 PM to 5:00 PM. Closed Weekends.
- **Wil-Mar Neighborhood Center**: 953 Jennifer St, Madison (Route C East, Williamson at Blair to Jennifer at Brearly). Meals offered Saturday 11:00 AM–1:00 PM

Computer access:

- **Madison Public Libraries**: Closest location is 201 W Mifflin St, Madison (Route A or B West, Washington at Blair to State and Johnson). Hours are M-Thurs 9:00 AM to 9:00 PM, Fri 9:00 AM to 6:00 PM, Sat 9:00 AM to 5:00 PM, and Sun: 1:00 PM to 5:00 PM
- **Dane County Job Center**: 1819 Aberg Ave, Madison (Route D East, Johnson at Blount to Sherman at Aberg). Hours are Mon-Fri, 8:00 AM to 4:20 PM.

Laundry:

- **Laundry Love: Neighborhood House Community Center** provides help with laundry the 3rd Tuesday of each month at the Mound St. Laundromat (1306 Mound St, Route B West, Washington at Blair to Park at Regent).

Community & Support:

- **Cornucopia Arts & Wellness Center** (run by adult peers in mental health recovery): 2 S Ingersoll St, Madison (Route A or B East, Washington at Blair to Washington at Ingersoll). Open M-Sat 12 PM to 5 PM.

Updated: November 25, 2026