

Indianapolis Winter Contingency Plan

2024-2025

The Winter Contingency Plan has been developed to provide winter sheltering options for people experiencing homelessness in Indianapolis during winter. This plan is intended to serve as a guide to prevent people experiencing homelessness from experiencing severe harm or death during the winter season. This plan only includes seasonal or temperature-specific changes to provider hours, services or processes. *Note: This document does not include agencies and organizations that do not change their schedules, operations, or resources for Winter Contingency.*

This plan will be active from **November 1, 2024, through March 31, 2025.**

SHELTER FOR SINGLE MEN AND WOMEN - WHEELER MISSION

Wheeler Mission – Shelter for Men (SFM) is the coordinating agency shelter for men experiencing homelessness until they reach capacity.

Wheeler Mission Shelter for Men

520 E. Market Street, Indianapolis, IN 46204

(317) 687-6795

Contact: Mike Lema Ext. 210

michaellema@wheelermission.org OR

Darrell Grimes Ext. 204

darrellgrimes@wheelermission.org

Wheeler Mission – Center for Women and Children (CWC) is the coordinating agency for single women experiencing homelessness.

Wheeler Mission Center for Women and Children

3208 E. Michigan Street, Indianapolis, IN 46201

(317) 687-3630

Contact: Bethany LaRocco

Bethanylarocco@wheelermission.org

PROCEDURE FOR MEN

1. The Wheeler Mission SFM will be the point of contact for men seeking emergency shelter from November 1st- March 31st. The SFM has 250 emergency shelter beds for single men and can house an additional 100 men on mats as overflow. Note: No guests over the 250 bed and 100 mat capacity will be able to be accommodated at the SFM.
2. Check-in during winter contingency is from 7:30 AM – 8:30 PM. Those wanting dinner will need to arrive by 4:30 PM.
3. The SFM staff will work to refer single men to the Assessment and Intervention Center (AIC) for additional sheltering options.

4. Individuals who have not spent the previous night at the SFM cannot access the Wheeler dayroom during the day. *(Please see day center options below).*

PROCEDURE FOR WOMEN

1. The Wheeler CWC will serve as the point of contact for single women seeking emergency shelter from November 1st- March 31st. The CWC has 68 emergency shelter beds for single women and can house an additional 125 women on cots and mats as overflow.
2. Check-in for winter contingency will be between 4 PM – 7 PM daily. Those wanting dinner will need to arrive by 5 PM.
3. Women utilizing winter contingency overflow must leave the facility daily by 8 AM. Breakfast will be provided prior to 8 AM. *(Please see day center options below.)*

ADDITIONAL INFORMATION (POLICIES, REFERRALS, ETC.)

Alcohol policy at Wheeler Mission:

Individuals under the influence of alcohol or drugs will be evaluated on a case-by-case basis to ensure everyone's safety. The Indianapolis Metropolitan Police Department (IMPD) will be contacted for individuals whose behaviors make them a danger to themselves or others. Individuals may be transported to the AIC.

Clients with Restrictions at Wheeler Mission:

Please note that a few clients are barred from some or all shelters. Therefore, it is imperative to call the on-duty staff before referring someone. Wheeler Mission staff will work with the outreach teams to seek alternatives for such individuals.

Referrals to Wheeler Mission:

Referrals for single adults will be accepted from the police, outreach teams, hospitals, shelters, and other referring agencies on a 24-hour basis at the CWC and SFM until capacity limits are met-

For men: Please call (317) 687-6795.

For women: Please call (317) 687-3630.

SINGLE MEN AND WOMEN- ASSESSMENT AND INTERVENTION CENTER (AIC)

The Assessment & Intervention Center (AIC) will implement the following Winter Contingency workflow/plan from November 1st, 2024, to March 31st, 2025. AIC admission criteria will waive the requirement that an individual be willing to be linked to services. Guests not wishing to engage in services will be required to leave the AIC during the day, and they may check back in at 6 PM if they continue to need shelter overnight.

Assessment & Intervention Center

2979 E. Pleasant Run Pkwy N Dr.

Indianapolis, IN 46293

Contact: Jennifer Cianelli

Jennifer.Cianelli@eskenazihealth.edu

ADDITIONAL INFORMATION (POLICIES, REFERRALS, ETC.)

Referrals to AIC:

The AIC will collaborate to receive referrals for AIC beds and continue to receive referrals from routine and self-referral sources.

Referral entities will be responsible for updating HMIS¹ of admission to AIC. HMIS management is not a function available to the AIC.

For referrals: Please call (317)327-8733.

Referral Criteria:

Referrals to the AIC from November to March will need to meet existing AIC criteria (mental health or substance use with a need for linkage to services) with the exception that they will not need to be willing to engage in referral to services

Admission to AIC Units:

- If only requiring shelter and not wishing to engage in services, guests may arrive as early as 6 PM.
- After a referral to AIC is made, a bed will be held for the referral for up to 2 hours.
- If the referred guest chooses not to engage in or be linked to services, they will be allowed in for the day/night but will be exited at 8 AM the following day. (*See day center options below.*)
- If the guest engages in AIC services and wishes to be linked to treatment services, the guest will be admitted to the AIC per routine operations and will not require exiting from the facility the next morning.

Acknowledgement of Guest Expectations:

- Guest must agree to and sign the AIC expectations (which includes an agreement to use their cellphone responsibly and respect the privacy of their peers) and appropriate Release of Information(s) to the referring agency
- Guests not following the agreed-to AIC expectations will be exited per AIC protocols
- Guests are expected to stay on the AIC housing units except for scheduled smoke breaks.
- The client will forfeit their bed if they leave the facility prior to 8 AM the next morning or before being linked to another program.

FAMILIES WITH CHILDREN-SHELTER COORDINATION

The City of Indianapolis Office of Public Health and Safety has partnered with Indianapolis Public Schools and Aspire Health to turn former IPS School 68 into a winter contingency family shelter.

Availability of shelter space is dependent on capacity. Families in need of shelter can contact the Mayor's Action Center Monday through Friday from 8 a.m. to 5 p.m. at 317-327-4622. The center is closed from 2-3 p.m. on Thursdays.

To further serve families this winter, the following strategies will be implemented:

- Family shelter expansion for three additional apartments through Family Promise's apartment/shelter initiative.
- Family diversion and housing problem-solving strategies in shelter led by the Homeless Initiative Program (HIP).

¹HMIS- Homeless Management Information System.

- Housing navigation, acquisition, and flexible funding support for families in shelter to support housing exits led by HomeNow Indy teams.
- Coordinated entry prioritization and voucher allocations to families in shelter led by CHIP.

For shelter information, contact 211.

DAY CENTER-ONLY INFORMATION

The following agencies provide specialty hours for their day shelter during extreme cold temperatures. Note: these agencies do not provide overnight shelter stays.

HORIZON HOUSE- SINGLES AND FAMILIES

1033 E. Washington St
 Indianapolis, IN 46202
 (317) 423-8909

Contact Felix Okhifo (317) 396-6377
felixo@horizonhouse.cc

Horizon House does not close for a midday shift break when temperatures reach a wind chill temperature below 0 degrees, or an air temperature below 10 degrees. Under those extreme conditions, the Horizon House service center is available during the following hours:	
Normal Operating Hours	Extreme Weather Operating Hours
<p><u>Monday and Friday</u> OPEN: 7:00 AM – 10:30 AM CLOSED: 10:30 AM – 11:30 AM OPEN: 11:30 AM – 3:00 PM</p>	<p><u>Monday and Friday</u> OPEN: 7:00 AM – 3:00 PM</p> <p>OPEN for warmth without Services: 10:30 AM – 11:30 AM for warmth (*)</p>
<p><u>Tuesday and Thursday</u> OPEN: 7:00 AM – 10:30 AM CLOSED: 10:30 AM – 11:30 AM OPEN: 11:30 AM – 3:00 PM CLOSED: 3:00 PM – 4:00 PM OPEN: 4:00 PM – 7:00 PM</p>	<p><u>Tuesday and Thursday</u> OPEN: 7:00 AM – 7:00 PM</p> <p>OPEN for warmth without Services: 10:30 AM – 11:30 AM & 3:00-4:00 PM(*)</p>

<u>Wednesday</u> OPEN: 7:00 AM – 12:30 PM	<u>Wednesday</u> OPEN: 7:00 AM – 12:30 PM
<u>Saturday</u> OPEN: 8:00 AM – 1:00 PM	<u>Saturday</u> OPEN: 8:00 AM – 1:00 PM

(*) Any individual/family may stay for warmth during the hours listed above with an asterisk. However, services such as mail, laundry, showers, storage, clothing requests, case management, peer support, etc. are unavailable when the service center would normally be closed.

Please Note: Horizon House does not provide overnight shelter or have funding to place people in hotels. Horizon House cannot secure overnight shelter for individuals or families when shelter staff state they have no openings. Individuals and families coming to Horizon House for services and/or warmth during extreme weather should not expect that Horizon House will be able to provide overnight accommodations.

OUTREACH INC – YOUTH AND YOUNG ADULTS (AGES 14-24)

2416 E. New York St
Indianapolis, IN 46201

Contact Brettany Ervin at bervin@outreachindiana.org OR
YouthLink call/text line at (317) 699-1994

Outreach Inc provides specialty hours for their E. New York St. day shelter during extreme cold temperatures, and no overnight stays are permitted.

Outreach will open additional hours on Tuesday and Thursday from 9:30 AM to 4:00 PM if the air temperature reaches 10 degrees (or below) OR the windchill is 0 degrees (or below). These additional hours are available for individuals to stay for warmth and safety, but traditional services and coaching are not guaranteed. Outreach will be able to assist with transportation to shelter as available at the end of the day.

Outreach will open for additional warming hours if the wind chill temperature is below 0 degrees, or an air temperature below 10 degrees. Under those extreme conditions, Outreach service center is available at 2416 E New York St. during the following hours:	
Normal Operating Hours	Extreme Weather Operating Hours
<u>Monday, Wednesday and Friday</u> OPEN: 9:30 AM – 4:00 PM <u>At 2416 E New York St.</u>	<u>Monday, Wednesday and Friday</u> OPEN: 9:30 AM – 4:00 PM <u>At 2416 E New York St.</u>

<p style="text-align: center;"><u>Tuesday</u></p> <p style="text-align: center;">OPEN: 4:00 PM – 7:00 PM <u>At 1431 S Meridian St.</u></p>	<p style="text-align: center;"><u>Tuesday</u></p> <p style="text-align: center;">OPEN: 4:00 PM – 7:00 PM <u>At 1431 S Meridian St</u></p> <p style="text-align: center;">OPEN for warmth without guaranteed services: 9:30 AM – 4:00 PM at <u>2416 E New York St.</u></p>
<p style="text-align: center;"><u>Thursday</u></p> <p style="text-align: center;">OPEN: 2:00 PM – 5:00 PM <u>At 5200 N Shadeland Ave. (Door #3)</u></p>	<p style="text-align: center;"><u>Thursday</u></p> <p style="text-align: center;">OPEN: 2:00 PM – 5:00 PM At 5200 N Shadeland Ave. (Door #3)</p> <p style="text-align: center;">OPEN for warmth without guaranteed services: 9:30 AM – 4:00 PM at <u>2416 E New York St.</u></p>

ADDITIONAL RESOURCES AND CRISIS RESPONSE

PROFESSIONAL BLENDED STREET OUTREACH (PBSO)

Horizon House serves as the coordinating agency for the PBSO teams. Street outreach referrals can be made by calling or emailing the contact information below. Referrals will be assessed and triaged to deploy outreach teams, including an MCAT (Mobile Crisis Assistance Team) or CLCR (Clinician-Led Community Response Team) response when appropriate.

When to reach out? To report or request engagement of individuals or families staying in unsheltered situations to support access to shelter, resources, and/or housing.

PBSO Contact: Niki Wattson outreach@horizonhouse.cc

For referrals: (317) 828-9858
outreach@horizonhouse.cc

The [Pourhouse](#) also assists with street outreach efforts and can be contacted to do basic outreach and meet urgent needs, such as clothing, food, blankets, and hygiene products.

Contact: Andrea DeMink
(317) 429-1600

EXTREME TEMPERATURE PLANNING

Please note that in the event of a weather emergency, as declared by the City of Indianapolis in accordance with its Extreme Temperature Plan, warming centers are available to the community. Please note, park family centers are always available during normal business hours for warming centers and may be extended or altered when an extreme temperature situation is declared by the Metropolitan

Emergency Services Agency. Shelter, day center, and outreach partners will be notified of these situations. Contact ema@indy.gov for information on the Extreme Temperature Plan.