



Indianapolis Winter Contingency Plan

2025-2026

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 December 1, 2025, through March 31, 2026.

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

Contacts: Shawwna Rice - Shawwnarice@wheelermission.org

OR Amber Harrison - Amberharrison@wheelermission.org

PROCEDURE FOR MEN

1. The Wheeler Mission SFM will be the point of contact for men seeking emergency shelter from December 1st- March 31st. The SFM has 250 emergency shelter beds for single men and can house an additional 50 men on mats as overflow. Note: No guests over the 250 bed and 50 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).

This plan was endorsed by the Indianapolis Weather Strategy Group on 10.20.25

This plan was endorsed by the Blueprint Council on 11.13.25

Updated: 11.13.25

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 75 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.

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.

Shelter for Single Men – Assessment and Intervention Center (AIC)

The Assessment and Intervention Center (AIC) will implement the following Winter Contingency workflow/plan during the dates of December 1st, 2025 to March 31st, 2026 for individuals identifying as male.

AIC will waive the usual requirement for admissions related to the willingness to be linked to services. All other AIC admission criteria must be met. Guests who do not wish to engage in services will be required to leave the AIC during the day, and they may present at 4pm daily if they continue to need shelter overnight.

Referral Agencies

- The AIC will collaborate with Horizon House, PourHouse, Adult & Child Homeless team, Wheeler, HIP, and other referral sources for AIC bed in addition to continuing to receive referrals from routine and self-referral sources.
- Agencies may start making referrals at 10am daily.
- The aforementioned referral entities will be responsible for updating HMIS of admission to AIC. HMIS management is not a function available to AIC.

Referral Criteria

- Referrals to AIC from December 1st 2025 to March 31st 2026 will need:
 - To meet existing AIC criteria (apparent mental health/substance use with a need for linkage to services),
 - With the exception that they will not need to be willing to engage in referral services.

Admission to Reuben Housing Units at AIC

- If referred by a referral source for an AIC winter contingency bed, guests may arrive as early as 2pm daily.
- If a guest is a self-referral to the AIC for winter contingency bed, they may show as a walk-up starting at 4pm daily.
- After an external referral to the 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 8am the following day.
- 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 would not require exiting from the facility the next morning.

Inclement Weather

- AIC will follow the guidelines set by the Office of Public Safety winter contingency plan for emergency shelter in place.

To make a referral please call 317-327-8733.

Weather Activated Shelter for Single Men– City Shelter Coordination

The Men's Overflow Shelter (West Morris), in a new pilot, will be activated based on National Weather Service (NWS) forecasts of 25°F air temperature or below, a 15°F windchill, or precipitation with a windchill of 25°F from December 1, 2025, through March 31, 2026.

Activation Criteria
25°F and below
OR a 15°F windchill
OR precipitation with a windchill of 25°F

Note: The NWS defines Air Temperature as the temperature of the free air conditions surrounding the station at a height between 4 and 6 feet above ground level.

Hours of Operation: The Single Men's Overflow Shelter at West Morris will open from **6:00 PM to 8:00 AM** on activation nights. The City of Indianapolis will determine and announce by **8:00 AM** each day whether the projected conditions meet the overnight temperature activation criteria stated above. If temperatures do not rise above the activation threshold, the shelter will remain open beyond 8:00 AM until conditions improve and remain above 25°F.

This temperature-based activation model for single men is a pilot being implemented for the 2025/2026 winter season to evaluate its effectiveness in aligning shelter operations with actual weather impacts.

Services and shelter operations will be coordinated by Aspire Indiana Health, a contracted third-party organization, providing wrap around services.

Notification Process

- The City will issue at least a **10-hour advance notification** before opening the men's overflow shelter.
- Notifications will be distributed via:
- Media Advisories
- OPHS Social Media Platforms
- CoC Newsletter Updates Issued by CHIP- (Coalition for Homelessness Intervention & Prevention). [Sign Up Here](#)
- IMPD and Professional Blended Street Outreach (PBSO) Teams

Additional capacity may also be available through other independent organizations across the city providing emergency shelter and warming space during severe weather events. We encourage the single mens population to still engage the traditional shelter system for accommodation when the overflow weather thresholds haven't been met.

Contact/Referral Process:

Shelter Access Information:

- Aspire Indiana Health – Direct Shelter Line: 317-764-6914 (For shelter access–related needs only).
- Call 2-1-1 (available 7a.m. – 7p.m.) or visit in211.org for information and referrals.
- Contact the Mayor’s Action Center (MAC) at 317-327-4622 during operating hours (8a.m. – 5p.m.).

Families with Children & Single Women’s Overflow– City Shelter Coordination

The Family & Single Women’s Overflow Shelter (Tibbs) will remain open continuously from **December 1, 2025, through March 31, 2026**, regardless of temperature, to ensure families have uninterrupted access to shelter and support.

Availability of shelter space is dependent on capacity.

Contact/Referral Process:

Shelter Access Information:

- **Aspire Indiana Health – Direct Shelter Line: 317-764-6914** (For shelter access–related needs only).
- **Call 2-1-1** (available 7a.m. – 7p.m.) or visit in211.org for information and referrals.
- Families in need of shelter can Contact the Mayor’s Action Center (MAC) at **317-327-4622** during operating hours (8a.m. – 5p.m.).
 - The Mayor’s Action Center is closed from 2-3 p.m. on Thursdays.
 - Single women will be referred by shelter partners as they hit capacity.

To Donate:

Please contact Aspire Indiana Health via email (wintercontingency@aspireindiana.org) to support with supplies or volunteer your time.

To further serve families this winter, there will also be family diversion and housing problem-solving strategies in shelter led by RDOOR.

Day Center-Only Information

Horizon House- Singles and Families

1033 E. Washington St Indianapolis, IN 46202

(317) 423-890

Contact: Felix Okhifo (317) 396-6377 felix.okhifo@goodwillindy.org

Note: Horizon House has entered an agreement to merge with Goodwill of Central and Southern Indiana.

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
<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	<u>Monday and Friday</u> OPEN: 7:00 AM – 3:00 PM OPEN for warmth without Services: 10:30 AM – 11:30 AM for warmth (*)
<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	<u>Tuesday and Thursday</u> OPEN: 7:00 AM – 7:00 PM OPEN for warmth without Services: 10:30 AM – 11:30 AM & 3:00-4:00 PM(*)
<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 15 degrees (or below) OR the windchill is 15 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 15 degrees, or an air temperature below 15 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>

<u>Tuesday</u> OPEN: 2:00 PM – 5:00 PM <u>At 602 N Berwick Ave.</u>	<u>Tuesday</u> OPEN: 2:00 PM - 5:00 PM <u>At 602 N Berwick Ave.</u> OPEN for warmth without guaranteed services: 9:30 AM – 4:00 PM at <u>2416 E New York St.</u>
<u>Thursday</u> OPEN: 2:00 PM – 5:00 PM <u>At 5200 N Shadeland Ave. (Door #3)</u>	<u>Thursday</u> OPEN: 2:00 PM – 5:00 PM <u>At 5200 N Shadeland Ave. (Door #3)</u> OPEN for warmth without guaranteed services: 9:30 AM – 4:00 PM at <u>2416 E New York St.</u>

Outreach Inc. will make the call at 3 pm each day to know whether the following day will be a winter contingency day.

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: Felix & Leslie outreach@horizonhouse.cc

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

Indy Parks Warming Center Hours

These hours are standing hours in effect from **October 1, 2025-March 31, 2026**

Information accurate as of 11.12.25, hours may be subject to change.

INDY PARKS WARMING CENTER LOCATIONS								
Effective: October 1 2025 - March 31, 2026								
FACILITY INFORMATION		SAT	SUN	MON	TUES	WED	THURS	FRI
Broad Ripple Park Family Center	1426 Broad Ripple Avenue	9:00a - 5:00p	CLOSED	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p
Brookside Park Family Center	3500 Brookside Parkway S. Drive	10:00a - 4:00p	CLOSED	12:00p - 8:00p	12:00p - 8:00p	12:00p - 8:00p	12:00p - 8:00p	12:00p - 8:00p
Christian Park Family Center	4200 English Avenue	11:00a - 3:00p	CLOSED	12:00p - 8:00p	12:00p - 8:00p	12:00p - 8:00p	12:00p - 8:00p	12:00p - 8:00p
Frederick Douglass Park Family Center	1616 E. 25th Street	9:00a - 5:00p	CLOSED	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p
Garfield Park Burrello Family Center	2345 Pagoda Drive	10:00a - 4:00p	CLOSED	10:00a - 8:00p	10:00a - 8:00p	10:00a - 8:00p	10:00a - 8:00p	10:00a - 8:00p
Grassy Creek Environmental Education Center	3510 N. German Church Rd.	10:00a- 2:00p	CLOSED	10:00a -6:00p	10:00a -6:00p	10:00a -6:00p	10:00a -6:00p	10:00a -6:00p
Krannert Park Family Center	605 S. High School Road	9:00a - 4:00p	CLOSED	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p
Pride Park Family Center	1129 S. Vandeman Street	11:00a - 3:00p	CLOSED	2:00p - 7:00p	2:00p - 7:00p	2:00p - 7:00p	2:00p - 7:00p	2:00p - 7:00p
Rhodus Park Family Center	1720 W. Wilkins Street	10:00a - 2:00p	CLOSED	2:00p - 8:00p	2:00p - 8:00p	2:00p - 8:00p	2:00p - 8:00p	2:00p - 7:00p
Riverside Park Family Center	2420 N. Riverside E.	10:00a - 4:00p	CLOSED	11:00a - 8:00p	11:00a - 8:00p	11:00a - 8:00p	11:00a - 8:00p	11:00a - 8:00p

This plan was endorsed by the Indianapolis Weather Strategy Group on 10.20.25

This plan was endorsed by the Blueprint Council on 11.13.25

Updated 11.13.25

	Drive							
Stanley Strader (Formerly Bethel Park Family Center)	2850 Bethel Avenue	9:00a - 3:00p	CLOSED	11:00a - 8:00p	11:00a - 8:00p	11:00a - 8:00p	11:00a - 8:00p	11:00a - 8:00p
Thatcher Park Family Center	4649 W. Vermont Street	11:00a - 4:00p	CLOSED	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p
Washington Park Family Center	3130 E. 30th Street	10:00a - 4:00p	CLOSED	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p	9:00a - 8:00p
Watkins Park Family Center	2360 Dr. Martin L. King Jr. Street	11:00a - 3:00p	CLOSED	10:00a - 8:00p	11:30a - 8:00p	10:00a - 8:00p	11:30a - 8:00p	10:00a - 8:00p
Windsor Park Family Center	6510 E. 25th Street	11:00a - 4:00p	CLOSED	10:00a - 8:00p	1:00p - 8:00p	10:00a - 8:00p	1:00p - 8:00p	10:00a - 8:00p

