Indianapolis Winter Contingency Plan 2026-2027

The Winter Contingency Plan has been developed to provide sheltering options for people experiencing homelessness in Indianapolis during winter. This plan is intended to serve as a guide to help people experiencing homelessness avoid 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 excludes agencies and organizations whose schedules, operations, or resources remain unchanged during Winter Contingency. Active from December 1, 2026, through March 31, 2027, this plan is contractually operated by Aspire Indiana Health under City oversight. If established activation thresholds are met before December 1, 2026, the City will direct Aspire Indiana Health to activate both West Morris (Single Men, Couples, and Single Women) and the Family and Single Women's overflow shelters in accordance with established protocols. The City will make every effort to communicate these transitions in advance, share availability and community resources, and support all individuals with dignity, compassion, and respect.

Weather-Activated Shelter for Single Men, Couples, and Single Women- City Shelter Coordination

The Men's, Couples, and Single Women Overflow Shelter (West Morris) 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, 2026, through March 31, 2027.

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, Couples, and Single Women Overflow Shelter at West Morris will open from **6 p.m. to 10 a.m.** on activation nights. The City of Indianapolis will determine and announce by **8 a.m.** 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 10 a.m. until conditions improve and remain above 25°F.

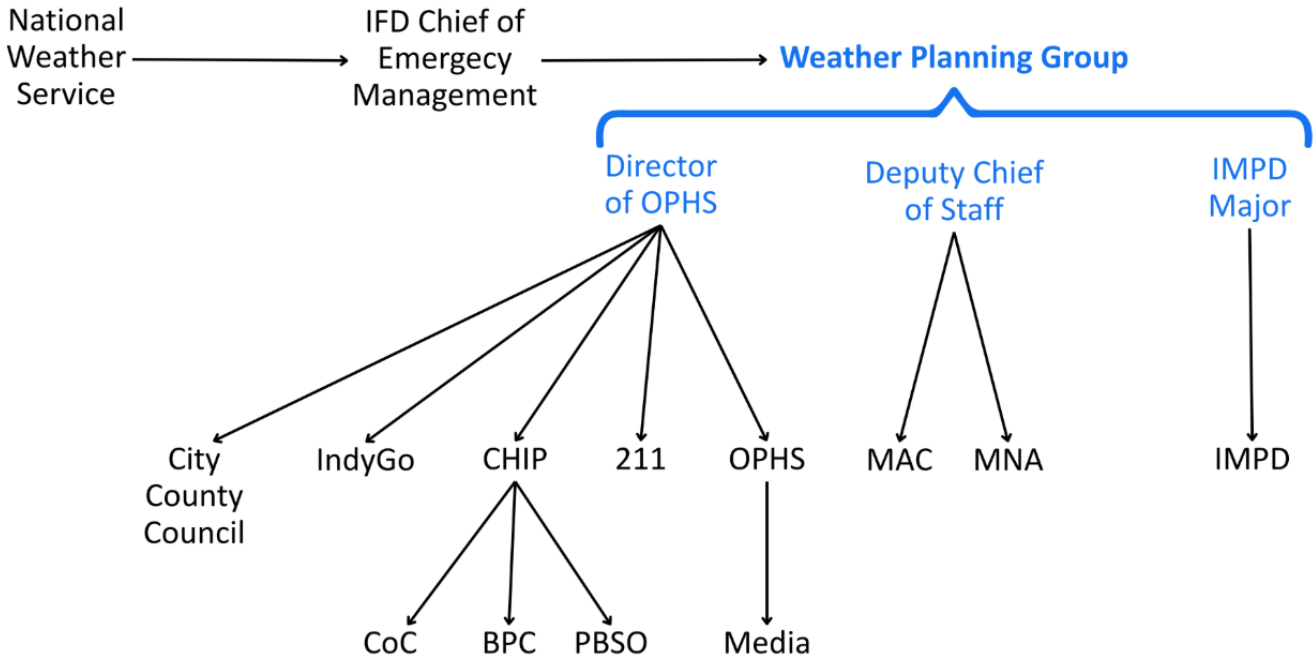
The weather-activated model establishes temperature-based activation thresholds for single men, couples, and single women to ensure shelter services are available when weather conditions create increased need during the 2026/2027 winter season.

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, couples, and single women overflow shelter. Should there be conditions meeting the above criteria which are not forecasted, weather sheltering options will be deployed as needed.
- Notifications will be distributed via:
  - Media Advisories
  - OPHS Social Media Platforms
  - CoC list serve 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 men's, couples, and single women 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: 463-301-4410 (For shelter access–related needs only).
- Call 2-1-1 (available 7 a.m. – 7 p.m.) or visit in211.org for information and referrals.
- Single men in need of shelter can Contact the Mayor's Action Center (MAC) at **317-327-4622** during operating hours (8 a.m. – 5 p.m.) https://www.indy.gov/agency/mayors-action-center
    - The Mayor's Action Center is closed from 2 – 3 p.m. Thursdays.

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, 2026, through March 31, 2027,** 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 7 a.m. – 7 p.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. – 5 p.m.) https://www.indy.gov/agency/mayors-action-center
    - The Mayor's Action Center is closed from 2 – 3 p.m. 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.

Shelter for Single Men and Single Women - Assessment and Intervention Center (AIC)

The Assessment and Intervention Center (AIC) will provide 30 designated Winter Contingency (WC) beds from December 1, 2026, through March 31, 2027.

- 20 beds designated for single men (male-identifying individuals).
- 10 beds designated for single women (female-identifying individuals).

To ensure all beds are available for winter contingency placements, female-identifying individuals residing at the AIC before December 1, 2026, will be transferred to the 2406 N. Tibbs Ave. Location, which serves families and single women. If that location reaches capacity, single women may be transferred to Wheeler Mission's Center for Women and Children, as appropriate.

During Winter Contingency:

- Guests may remain at the AIC 24 hours a day, seven days a week (24/7).
- Individuals are not required to agree to treatment or participate in services as a condition of accessing a WC bed.
- All other applicable AIC admission criteria will remain in effect.

This expanded use of AIC beds supports its role as a designated "Safe Space" for individuals impacted by recent changes in state law.

Referral Agencies

AIC will coordinate Winter Contingency referrals with:

- Professional Blended Street Outreach teams
- Marion County Emergency Departments
- Indianapolis Metropolitan Police Department

Agencies may begin making referrals December 1, 2026. Referring agencies are responsible for updating the Homeless Management Information System (HMIS) to document admissions. HMIS management is not a function available to the AIC.

Referral Criteria and Process

Referrals must meet the following criteria:

- Individuals must be experiencing unsheltered homelessness (living in locations not meant for human habitation).
- Referrals must originate from one of the approved partner organizations listed above.
- The referring organization must have direct contact with the individual at their outdoor sleeping location.
- The referring organization must transport the individual to the AIC or remain with them until an AIC-funded LYFT ride is arranged.

Linkage to Mental Health and Substance Use Disorder Services

Individuals accessing WC beds may choose to pursue mental health (MH) or substance use disorder (SUD) services. Individuals who choose to pursue these services may transition from a WC bed to an AIC treatment bed.

- The AIC team will coordinate service linkage.
- Individuals may transition into a 28-day treatment program or receive an appropriate mental health service connection.
- AIC will track the number of individuals linked to MH and SUD services during Winter Contingency.
- Individuals who complete or exit treatment and continue to need emergency shelter must receive a brand-new referral from an approved partner organization to re-enter a WC bed, subject to availability.

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

Day Center-OnlyInformation

Goodwill Horizon House- Singles and Families 1033 E. Washington St
Indianapolis, IN 46202 (317) 423-8909
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 in 8/2025.

Goodwill 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**
Monday, Thursday and Friday **OPEN: 7:00 AM – 10:30 AM** **CLOSED: 10:30 AM – 11:30 AM** **OPEN: 11:30 AM – 3:00 PM**	**Monday, Thursday and Friday** **OPEN: 7:00 AM – 3:00 PM** **OPEN for warmth without Services: 10:30 AM – 11:30 AM for warmth (*)**
Tuesday **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**	**Tuesday** **OPEN: 7:00 AM – 7:00 PM** **OPEN for warmth without Services:** **10:30 AM – 11:30 AM** **3:00-4:00 PM(*)**
Wednesday **OPEN: 7:00 AM – 12:30 PM**	**Wednesday** **OPEN: 7:00 AM – 12:30 PM**
Saturday **OPEN: 8:00 AM – 12 PM**	**Saturday** **OPEN: 8:00 AM – 12 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: Goodwill Horizon House does not provide overnight shelter or have funding to place people in hotels.
Goodwill Horizon House cannot secure overnight shelter for individuals or families when shelter staff state they have no openings. Individuals and families coming to Goodwill 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.

Additional Resources and Crisis Response

Professional Blended Street Outreach (PBSO)

Goodwill 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: Hannah & Melinda horizonhouseoutreach@goodwillindy.org

For referrals: **(317) 828-9858 OR horizonhouseoutreach@goodwillindy.org**

Indy Parks Warming Center Hours

These hours are standing hours in effect from **October 5, 2026-March 31, 2027**

Information accurate as of 11.5.26, hours may be subject to change. Sites will not be opening as overnight warming centers.

FACILITY INFORMATION			SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Broad Ripple Park Family Center	1426 Broad Ripple Avenue	327-7161	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	327-7179	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	327-7163	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	327-7174	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	327-7220	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.	327-7003	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	327-7375	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	327-7164	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
Riverside Park Family Center	2420 N. Riverside E. Drive	327-7171	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
Stanley Strader (Formerly Bethel Park Family Center)	2850 Bethel Avenue	327-7480	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	327-7390	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	327-7473	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	327-7175	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	327-7162	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