

# **Reuben Engagement Center – Program Overview**

## **LOCATION**

742 E. Market Street – 2<sup>nd</sup> floor,

## **FOCUS**

The Center will focus on serving men and women located within Marion County who are eighteen (18) years and older and are unable, due to substance abuse and mental health, to access emergency shelters and struggle with mental health, homelessness, and chronic substance abuse that include both drug and alcohol. Many studies have shown that those with a chronic addiction often also suffer from an underlying and/or undiagnosed mental health issue. This dual diagnosis of substance abuse and mental illness, according to best practices, should be treated simultaneously. Additionally, the Center will provide an alternative to incarceration for those persons identified by law enforcement as having low level criminal charges that stem from those issues.

## **PROGRAM OVERVIEW**

Individuals in need of services may be referred to the Center by law enforcement, a health care provider, mental health and addiction providers, advocate/mentor, community street outreach and case management providers. Individuals that have entered the Engagement Center subsequent to contact with law enforcement in the community will have involuntary, in-custody transport to the Arrestee Processing Center by the Marion County Sheriff's Office.

In general there are two types of detox: light medical and clinical. The Center will provide access to onsite light medical detoxification. This detoxification process relies on the fact that the body will rid itself of drugs (including alcohol) IF no more toxic substances are introduced. Sometimes this is referred to as going cold turkey. The Center will not offer clinical detoxification. If a person requires immediate emergency medical services, mental health or clinical detoxification for safe withdrawal, an appropriate referral and transport are completed. A strong partnership with a medical facility is important for fast and appropriate response. Individuals can return to the Center when he/she is no longer in need of emergency services.

The Center will provide a place to sleep off intoxication and an opportunity to engage in resource referral. If an individual seeks light medical detoxification, those services will be available on site with a link to a Resource Coordinator. Individuals will be referred to facilities

currently established within the community that offer long-term detoxification and substance abuse services and other services as needs are assessed.

### **CAPACITY**

30 bed facility: The beds will be set up in such a manner as to ensure privacy and flexibility. The units for men and women would be separated. At least 20 of the 30 beds will be dedicated to homeless individuals that opt-in or are Outreach/COT/SORRT team referrals.

### **SERVICES AND PROGRAM TIMELINES**

- Alcohol/substance abuse detox
- Mental health interventions/evaluations
- Homeless resources – shelter/food/clothing info & services
  - Provide a safe shelter alternative to reduce intoxication
  - Initial link with Resource Coordinator to offer services

The program would be designed to meet the needs of the client base and will run 24/7. The suggested program design would differentiate program/ service in the following stages:

- 0-12 Hours (four-hour minimum stay requested with reduced intoxication)
- 24 Hours (four-hour minimum stay requested and willingness to complete screening)
- 72 Hour – 120 Hour Recovery Engagement Program, paired with Recovery Coach

The goal of services for up to twelve (12) hours is to provide individuals, with no alternative to a safe shelter, a safe environment to reduce their state of intoxication to a level that no longer puts them at risk for arrest for public intoxication. Individuals would be requested to stay in the shelter for at least four hours or until blood alcohol levels are such to ensure safety upon exiting the center and that they are no longer at risk for arrest for public intoxication. Once individuals enter in, they will be assessed and initiate detox process, obtain clinical sobriety and then engage with a service provider/program for follow-up care. Individuals will be able to access this level of service as many times as needed with the acknowledgement that there may be limitations for admission due to safety and capacity issues.

The individual admitted will have access to a bed and personal hygiene items. The individual will be made comfortable by being provided with clean dry clothes if wet, and the opportunity for a shower if desired. The Center will provide basic personal hygiene support, nutritional support and information and service referral assistance.

If a person is engaging in Recovery Engagement Program services beyond twelve (12) hours or enters in committing to a longer stay, individuals will be linked to a Resource Coordinator who will serve as the lead contact and working with outside service providers and the Recovery

Coach to utilize best practice strategies. These strategies will include motivational enhancement and brief therapy interventions in order to meet the resource and referral needs of the individual and assess motivation for change using the Stages of Readiness for Change (Prochaska and DiClemente) best practice model. This model states that behavior change usually occurs gradually as the person moves through five developmental stages of motivational readiness or intention to change.<sup>1</sup> Progress is not always in a direct linear fashion as a person may revert to an earlier stage before entering the next stage. It suggests that environmental support for the change is very important. Sustaining behavioral change is very difficult if the environment provides cues that trigger the old behavior (Prochaska and DiClemente). In addition to removing the cues and triggers in this model, the Center will utilize strengths-based, culturally competent services that are also recognized as best practice approaches.

## **PROGRAM INTAKE**

### ***Intake for Homeless individuals:***

The Engagement Center will have the requirement of inebriation and homeless status, as defined by U.S. Department of Housing and Urban Development, for admission in order to provide and safety without creating barriers to shelter and services. Homeless Individuals that are inebriated and unable to provide self-care may enter the facility by referral from the COT or SORT team, or may self-elect to engage in services offered by the Engagement Center. These individuals are not required to have involvement or interaction with law enforcement prior to using the services of the Center. There will be a separate entrance for individual's entering the facility in this way.

Individuals must be respectful of others and their belongings. Individuals will not be allowed to be in possession of any weapons while seeking shelter at the Center. The individual cannot use any drugs or alcohol while inside the Center building, but can enter under the influence. The Center will be accessible 24/7. The individual will be requested to stay at the shelter for a minimum of four hours to ensure safety upon exiting the center or until blood alcohol levels have reduced to an appropriate level that no longer puts them at risk for arrest for public intoxication. If an individual leaves prior to this time and is a risk to self or others, law enforcement can be engaged to assist in the situation.

Outreach providers would work with the Center to help bring individuals in from the streets. Outreach providers could be located within the Center to respond to needs for transport and pick up using the Center's van. In addition, due to their established relationships with some

---

<sup>1</sup> Prochaska, J.O., Norcross, J.C., Diclemente, C.C. (1994). *Changing for Good*. New York: Avon Books.

individuals, outreach workers can help urge the individuals to seek refuge at the Center. Strong partnerships with law enforcement are important in order to aid in any possible emergency situations to help ensure safety.

***Intake for Individuals in custody:***

Individuals that have entered the Engagement Center subsequent to contact with law enforcement in the community will have involuntary, in-custody transport to the Arrestee Processing Center by the Marion County Sheriff's Office.

MCSO will conduct ID process while the Marion County Prosecutor's Office reviews charging documents and makes determination if the arrestee is eligible for the Engagement Center. These individuals will no longer be in custody once engaged with services at the Engagement Center. Protocols will clearly outline so matrix/scale can be used to assist with the determination process.

**STAFFING AND PARTNERSHIPS: ALL EMPLOYEES OF THE CENTER WILL BE DPS OR SHERRIF EMPLOYEES**

- Shift Managers
- EMT/Paramedic
- Social workers
- Deputy to provide security
- ***Various service providers listed below will partner but not be employees of the center, including Recovery Coaches/Peer Supports. Each of these entities will sign an MOU for service agreement.***

DATA COLLECTION

Partner with IUPUI/SPEA to help with data collection  
Develop written data collection plan  
Identify all data points  
Track pilot clients  
Determine who will track/compile data

AGENCIES/DEPARTMENTS INVOLVED IN PROGRAM

DPS/IMPD  
DPS/IEMS  
Marion County Sheriff's Office  
Marion Superior Court  
Marion County Prosecutor's Office  
City-County Council

Heath & Hospital  
CHIP  
Eskanazi

POTENTIAL ONSITE SERVICE PROVIDERS/PARTNERS

Correct Care Solutions (CCS)  
Midtown Mental Health  
St. Vincent's  
Horizon House  
Progress House  
Salvation Army  
Wheeler Mission  
Veterans Administration  
Referrals to the Mexican Consulate  
Marion County Probation  
Recovery Coaches/Peer Supports  
Gallahue Mental Health  
Project Home  
Dove Recovery House  
Fairbanks  
Pathways to Recovery  
City Mosaic

SHELTERS

Dayspring Family Shelter  
Holy Family Shelter  
Ruth Lilly Salvation Army Women and Children's Center  
Salvation Army Adult Rehabilitation Center (ARC)  
Wheeler Mission Ministries for Men  
Wheeler Mission Ministries for Women and Children

STREET OUTREACH TEAMS/ CASE MANAGEMENT

Adult and Child  
The Damien Center  
Eskanazi Health  
Food for Souls  
Hazelwood Christian Church  
Homeless Initiative Program

Hoosier Veterans Assistance Program (HVAF)  
Horizon House/Street Outreach Rapid Response Team (SORRT)  
Humane Society  
Indianapolis EMS/MESH  
IMPD Homeless Unit  
Meet Me under the Bridge  
Midtown Community Mental Health  
Marion County Probation  
Outreach Inc.  
Parole District 3  
Purpose of Life Ministries  
The Pourhouse  
Roudebush VA Medical Center  
Ruth Lilly Salvation Army Women and Children's Center  
Tear Down the Walls Ministry  
Wheeler Mission Center for Women and Children  
Wheeler Mission Ministries for Men

**PROGRAM COST ESTIMATES** (Cost estimates for 742 E. Market Street)

- Build small security check-in space
- Plumbing/restrooms
- Partitioned space for service providers
- Flooring
- Cleaning
- Drywall
- Air ventilation system
- Cots/beds
- Basic medical supplies
- Water
- Detox supplies/medicines

<b>Estimated capital costs - includes plumbing, ventilation, build out</b>	<b>550,000</b>
<b>Estimated Operational Costs</b>	
Engagement Center Coordinator	65,000
One MCSO Deputy - Dezelan to confirm	108,000
Supplies	18,000
Food/snacks/water	45,000
Detox meds, other medical supplies	60,000
Social Worker - Four (4) positions	200,000
Rent - Building Authority - \$9.56 per sq ft - 25,000 sq ft (est)	239,000
EMS/Paramedic - Two onsite at all times	195,000
Utilities	110,000
Training/Education	25,000
<b>Estimated One-Time Capital Costs</b>	<b>550,000</b>
<b>Estimated Ongoing Operational Costs</b>	<b>1,065,000</b>