



The Living Room is designed to serve adults dealing with substance abuse disorder (SUD) and/or serious mental illness (SMI) in a compassionate, supportive, and clinically effective environment as an alternative to jail, emergency department visits or inpatient hospitalization. The Living Room operates 24 hours a day, every day, and is available for adults 18 and over. The goal is to divert people in crisis from higher levels of care and connect them to resources throughout the community. The Living Room interrupts the revolving door of recidivism while increasing the opportunity for recovery for vulnerable clients across Metro Louisville that need us the most.

During the pilot phase of the Living Room project, Centerstone Kentucky served 1100 guests dropped off by LMPD officers only from Dec 10th 2017 – December 10th 2018. Since opening to the general public on **December 10th, 2018, we have welcomed 925 guests a 300% increase from last year.** The Living Room is working diverting people in crisis across our community from higher levels of care in a compassionate setting.



High Utilizers: (Repeat Living Room Guests)

The Living Room is currently serving some of the city's "High Utilizers", people in our community that cycle in and out of community resources and take up important LMPD officer time and other community resources. Recovery is a fluid process and not everyone is ready to begin their treatment journey the first time they present to The Living Room. It often takes building a relationship and trust to get guests to consider other patterns of living or engage in treatment resources.

While most guests have visited The Living Room once, we have a small group that have been dropped off by LMPD or been a Living Room guests more than once.

We have had multiple successes where being open, encouraging and building a sincere relationship over time has led to incredible success stories. For some guests it was just a few stays, for others it will take more time and more visits to The Living Room. On days that the highest utilizer does not need a higher level of support and uses The Living Room, he is diverted from jail and additional calls for support from LMPD.

Connection to services

Every guest that visits The Living Room is offered intensive wrap around services from a Peer Support Specialist who has similar lived experiences. Guests are encouraged to begin to identify their strengths and needs in their lives and potential community and treatment resources that could be aids in achieving their personal goals. These guests are incredibly disconnected from services across the community, and we see it as a major milestone that they have arrived at The Living Room and continue to come back.

Often, guests are connected for the first time in a long time to transitional housing, addiction treatment, outpatient therapy and more. Others, refuse services and leave with additional information in their pocket.

The original demonstration of The Living Room was pre-arrest diversion and therefore emphasis was on creating that connection and service for LMPD and the community. As we have opened to the community, The Living Room has been able to expand its goals to further warmly engage guests to additional recovery and support resources in the community.

Every month, our Living Room staff visits more than 50 community partners including to build deeper relationships and partnerships. Every guest (100%) is given a list of community resources and encouraged to come back if they need help again in the future.

<u>Guest pick up circumstances</u>	<u>Total</u>
ETOH (Ethyl alcohol)	10%
SUD (Substance Use Disorder)	15%
MH (Mental Health)	61%
Other issues – report have nowhere to go or unable to access help	14%

Homeless	49%

Living Room Highlights:

- Guest Satisfaction – 81% responded they felt safe and cared for while at The Living Room
- **Less than 1% were returned to LMPD**
- 94% of guests had their Crisis Diverted, meaning they did not require a higher level of care and only 6% refused services after checking into The Living Room with LMPD.
- The LMPD Officer turn-around time is 2 minutes or less, allowing police the opportunity to get back out on the streets quickly.
- Where would they be without us?
 - Jail – super high utilizers
 - Emergency Rooms
 - Inpatient Hospitalizations (EPS)