

# **Louisville Street Tips**



**COALITION**  
**FOR THE**  
**HOMELESS**

**Families ■ Singles ■ Young Adults ■ Teens ■ Children**

## **INTRODUCTION**

The Louisville Street Tips booklet is produced and published by The Coalition for the Homeless. It is intended to be a quick reference guide for those in immediate need of shelter or services. In addition, we hope that service providers will find this guide useful in providing referrals to our homeless population and others in need.

If you need additional copies, please call the office of The Coalition for the Homeless (502) 636-9550 or print from our website, [www.louhomeless.org](http://www.louhomeless.org).

## **KEY TO SERVICES**

- (F) = Family
- (S) = Single
- (YA) Young Adults
- (T) = Teen
- (C) = Children

**Where are you sleeping tonight?  
Do you need a place to stay?  
Do you need community resource information?**

**The Single Point of Entry Client Care Services Staff can help:**

- Assistance in getting bed reservations at area shelters;
- Provides the Continuum of Care Shelter ID cards for easier access for intake at shelters;
- Referrals for social service agencies in the Louisville Metro area.

**Located at:** The Ollie Green II Building  
1300 South 4th Street, Suite 200

**Phone:** 502 637-BEDS (2337)  
7 days a week 10:00 am – 4:00 pm  
(Except Holidays)

**Walk Ins:** Monday thru Friday 10:00 am – 3:30 pm

## **Common Assessment Office**

- Provides outreach and assessment to persons staying in shelters and on the streets.
- Assists clients in identifying potential opportunities for housing and other services.
- 10:00 am – 3:00 pm (M-F) and regularly visit shelters and drop-in centers

**Located at:** The Ollie Green II Building  
1300 South 4th Street, Suite 200

**Phone:** 502-637-2080  
Monday through Friday 10:00 am – 3:00 pm

**Walk Ins:** Monday through Friday 10:00 am – 3:00 pm

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# LouieCONNECT

For a complete listing of all resources available to the homeless please visit Louie Connect online at: [www.louieconnect.com](http://www.louieconnect.com)

## EMERGENCY NIGHT SHELTERS

**(S) (F) Center for Women and Families .....581-7200**  
**Crisis and Referral Line .....1-877-803-7577**

SANE Clinic (Sexual Assault Nurse Examiner)

927 South 2nd Street (Intimate partner abuse and sexual assault victims; call first for information)

**(F) (S) Salvation Army Center of Hope .....671-4904**

911 South Brook Street (check-in: 4:45PM)

**(F) Volunteers of America.....636-0816**

Family Emergency Shelter

1321 South Preston Street

**(F) (S) Wayside Christian Mission.....742-6166**

432 East Jefferson Street (check-in: 4:00 pm)

**(T) YMCA Safe Place Services.....635-5233**

2400 Crittenden Drive

**(S) St. Vincent de Paul Ozanam Inn**

**(Men).....584-2480 ext. 224**

1034 South Jackson Street (Check-in 4:00 pm)

## **EMERGENCY DAY SHELTERS**

### **(S) Re:Center Ministries**

**(Women & Children).....584-6543 Ext. 105**

733 East Jefferson Street (Mon -Fri 7:00 am – 2pm.) Call the Coalition to reserve a bed in LifeChange: Stability

### **(S) Jeff Street Baptist at Liberty.....585-3787**

800 East Liberty Street (men & women weekday mornings) 7:00 – 10:00 am

### **(S) St. John Center (Men).....568-6758**

700 East Muhammad Ali Boulevard

(Mon, Tues, Thurs, Fri, Sat, Sun 7:00am – 3:00 Wed 7:00 am -2:00 pm) \*Must have current TB Card- See Tuberculosis Testing within booklet.\*

### **Ekklesia Christian Life Ministries: Family Day Shelter**

1401 Bluegrass Avenue (Monday to Friday 9am -1pm)

### **(YA) YMCA Safe Place Services.....635-5233**

2400 Crittenden Drive (9am-1pm Mon., Thurs., Fri. and 5pm-9pm Tues.) Provides basic needs support, meals and life skills to young adults, ages 16-22.

### **Uniting Partners for Women and Children (UP)...384-0001**

425 S 2nd St Suite 100 (M, W & Fri. 9am-1pm)

## **NIGHT AND DAY SHELTERS FOR TEENS**

**(T) YMCA Safe Place Services.....635-5233**  
2400 Crittenden Drive

## **EMERGENCY CHILDREN'S SHELTERS**

**(C) Home of the Innocents.....596-1000**  
1100 East Market Street

## **TRANSITIONAL SHELTERS**

**Rhonda's Another Chance.....776-8830**  
710 S 31st St, Louisville, KY 40211

**Kristy Love Foundation.....408-3129**  
**298-7725**

**(S) Re:Center Ministries (Men).....584-6543**  
733 East Jefferson Street (Check-in between 7 and 7:30  
p.m.) Call the Coalition to reserve a bed in LifeChange:  
Stability



## **OPERATION WHITE FLAG**

The Coalition for the Homeless coordinates a program to ensure that homeless people can find shelter during severe weather emergencies. **It goes into effect when:**

- 1.** The temperature or the wind chill is at 35 degrees or lower, OR the temperature or heat index is 95 degrees or higher, OR an ozone alert has been called.
- 2.** A white flag will fly outside each participating agency to show that Operation White is in effect. As long as one of the weather conditions listed in #1 above continues, you may remain inside at any of the participating agencies. It does not mean a bed will be available.
- 3.** If you are not eligible for services at a particular shelter, the staff may not let you in. If not, they should attempt to find you another place to stay.

### **THE FOLLOWING SHELTERS PARTICIPATE IN OPERATION WHITE FLAG:**

**(S) St. Vincent DePaul (Men).....584-2480 ext. 224**  
1034 South Jackson Street

**(F) (S) Salvation Army Center of Hope**  
**(Men, Women, Families).....671-4904**  
911 South Brook Street

**(F) (S) Wayside Christian Mission**  
**(Men, Women, Families).....742-6166**  
432 East Jefferson Street

**To find out when Operation White Flag is in effect,  
Call Single Point of Entry 10 am - 4 pm  
637-2337**

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## **MEALS**

*Breakfast or Early Lunch*

**Salvation Army Center of Hope.....671-4904**  
911 South Brook Street (6:30 – 7:00 am)

**St. Augustine Church.....584-4602**  
1310 West Broadway - Sandwiches only (Mon-Thurs 10:00 am-Noon)

**Wayside Christian Mission.....742-6166**  
432 East Jefferson (Women & Families 6:00 - 7:00 am)  
(Men & Community 7:00 – 8:00 am)

**Jefferson Street Baptist at Liberty.....585-3787**  
800 East Liberty Street (Mon-Thursday.8:30 – 9:00 am)

**Lord's Kitchen.....634-1665**  
2732 South 5th Street (Mon, Tues & Friday 11 am – 11:45 am)

## LUNCH

**Cathedral of the Assumption.....582-2971**

433 South 5th Street (Daily 12:15 - 1:00 pm)

**Fourth Avenue United Methodist Church.....585-2176**

318 West St. Catherine Street(Mon Tues Thurs Fri Sat  
12:00 – 12:35 pm)

**Franciscan Shelter House.....589-0140**

748 South Preston Street (Mon - Fri 10:30 am - 12:30 pm)  
2nd 3rd 4th and 5th Saturdays.

**Green Street Baptist Church.....582-3922**

519 East Gray Street (Wednesday Only 11:00 am – 12:00 pm)

**Lord's Kitchen.....634-1665**

2732 South 5th Street (Mon - Sun 11 am – 11:45 am)

**Lord's Kitchen City of Hope Location.....413-0112**

1410 Dixie Highway (Mon - Fri 12:00 – 1:00 pm)

**Wayside Christian Mission.....742-6166**

432 East Jefferson Street (12:00 – 1:00 pm Men & Community)  
(11:00 – 12:00 pm Women & families)

**St. Vincent de Paul Open Hand Kitchen.....584-2480**

1026 South Jackson Street (Mon - Sun Noon -12:30 pm)

**Feed the City.....772-5384**

1100 South 26th Street (Mon – Sat 1:30p – 4:00 pm)

## DINNER

**Lord's Kitchen.....634-1665**

2732 South 5th Street (1st, 2nd, 3rd & 5th Wed 5:00 - 6:00 pm)

**Lord's Kitchen City of Hope Location.....413-0112**

1410 Dixie Highway (Sun 4:00 – 6:00 pm)

**St. Vincent de Paul Open Hand Kitchen.....584-2480**

1026 South Jackson Street (Mon - Fri 5:00 - 5:30 pm)

**Salvation Army Center of Hope.....671-4904**

911s. Brook Street (Women 4:45 – 5:15 pm & Men 5:15 – 5:45 pm)

**Wayside Christian Mission.....742-6166**

432 East Jefferson Street 5:00 – 6:00 pm Men & Community  
4:00 – 5:00 p.m. Women & Families

## GROCERIES

**Dare to Care Food Bank.....966-3821**

Call for site nearest you

**Sister Visitor Center.....776-0155**

2235 West Market Street

(Serves area west of 9th Street and north of Broadway)

## COMMODITY SUPPLEMENTAL

**Louisville Health Department WIC.....574-6676**

(For pregnant, postpartum, and breast-feeding women and children 0-5 years) (Call for site nearest you for an appointment.)

## CLOTHING

**Bethlehem Baptist Church.....964-4384**

5708 Preston Highway (Monday & Tuesday 9am-11:45am)

**Cable Baptist Church (The Potter's House)....584-8742**

315 Wenzel Avenue (Thurs 7:00 PM)

**Feed the City.....772-5384**

1100 South 26th Street (Mon – Sat 12:30 – 3:30 pm)

**Golden Arrow.....589-3537**

626 South Shelby Street (Tues, Wed, Thurs 9:00 am - Noon)

(Children's and maternity clothes; diapers and baby food.

Proof of children required)

**Jefferson County Public Schools.....485-7062**

319 South 15th Street (Tue & Thurs 10:00-12PM by ap-  
pointment)

**Schumann Center.....589-6696**

730 East Gray Street (Mon - Thurs. 9:00-11:30 am ID

required- The earlier you arrive, the better.)

**Walnut Street Baptist Church.....589-3454**

220 West St Catherine Street (Mon & Thurs 9:30-11:15 am

must have picture ID & proof of address for the last 30 days)

## **HEALTHCARE**

**Emergency Room/University Hospital.....562-3000**

**Kosair Children’s Hospital.....629-6000**

231 East Chestnut Street

**University of Louisville Physicians General**

**Pediatrics.....629-8990**

Broadway Office (Friday 8:00 am – 4:30 pm)

**Park DuValle Community Health Center.....584-2992**

1015 West Chestnut (Mon – Fri 10:00 am -5:00 pm)

**Family Health Center Phoenix.....568-6972**

712 East Muhammad Ali Boulevard

(Mon, Wed, Thurs, Fri 7:30 am – 4:00pm)

**Family Health East Broadway Center.....583-1981**

834 East Broadway (Mon - Thurs 8:00 am - 9:00 pm;

Fri. 8:00 am - 4:30 pm)

**Portland Family Health Center.....774-8631**

2215 Portland Avenue (M-Th. 8am -9p Fri. 8am-4:30 pm)

**Shawnee Christian Health Center.....778-0001**

234 Amy Avenue (Corner of Amy & Market Streets)

(Mon & Thurs. 8:30 am – 7:00 pm.)

**Iroquois Family Health Center.....366-4747**  
4100 Taylor Boulevard (Mon Wed Thurs & Fri 8:00 am -  
4:30 pm Tues 8:00 am - 8:30 pm)

**Fourth Avenue United Methodist Church.....585-2176**  
318 West St. Catherine Street (Free Medical Clinic- 4th  
Thursday of every month. 9p-1p.)

**Family Community Clinic.....384-8444**  
1406 E Washington Street  
(Mondays, Tuesdays and Wednesdays, 1-9pm; Thurs-  
days 5-9pm; Saturdays 8am-12pm)  
Provides FREE access to basic health care services for  
adults and children without insurance. Physicians and  
Nurse Practitioners who diagnose, treat, and prescribe  
non-narcotic medications. Spanish interpreters are avail-  
able. Appointments are highly recommended; same day  
appointments subject to availability.

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## **VETERANS SERVICES**

**Healthcare for Homeless Veterans Program....287-4178**  
(Mon – Fri outreach at multiple sites, call for daily out-  
reach site locations)

**Robley Rex VA Medical Center.....287-4000**  
800 Zorn Avenue

**Veterans Center.....287-6710**  
1347 South 3rd Street (Outreach) (Mon - Fri 9:00 am -  
5:00 pm)

**National Call Center for Homeless Veterans**  
.....1-877-424-3838  
24/7 response

**Volunteers of America West Louisville Location...384-0868**  
2500 West Broadway, Suite 400 (Mon - Fri 8:00 am – 4:30 pm)

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## **DENTAL SERVICES**

**Family Health Center Phoenix.....568-6972**  
712 East Muhammad Ali Boulevard (Mon, Wed Thurs,  
Fri 7:30 am -4:00 pm)

## **TUBERCULOSIS TESTING (TB)**

**Louisville Metro Health Department.....574-6617**  
400 East Gray Street (Appointment only Mon Tue Wed  
& Fri Noon-3:30 pm)

**Family Health Center Phoenix.....568-6972**  
712 East Muhammad (Mon Tues Wed & Fri 8:00 am –  
10:30am & 12:30-2:30p)

**Homeless Outreach.....585-1969**  
(Call for nearest location Mon - Fri 8:00 am - 5:00 pm)



## **MENTAL HEALTH SERVICES**

**Family & Children's Place.....893-3900 ext 275**  
525 Zane Street (Mon - Fri 8:30 am - 8:30 pm)

**Centerstone.....589-1100**  
914 E Broadway 2nd floor (Mon-Thurs 8:30am-8pm, Fri.  
8am-2pm)

**Al-Anon and Alateen.....458-1234**  
4400 Bishop Lane, #104 (Mon - Fri 10:00 am - 2:00 pm)

**Alcoholics Anonymous 24 hour answering service...582-1849**  
332 West Broadway, Room 620 (Mon - Fri 8:00 am - 1:00  
pm & 2:00 - 4:00 pm)

**Jefferson Alcohol Drug Abuse Center (JADAC)....583-3951**  
600 South Preston Street

**Narcotics Anonymous 24 Hour Helpline.....499-4423**  
24 Hour Helpline

**Re:Center Ministries.....812 914-7399**  
229 Walnut Street in Jeffersonville, IN  
(Call to schedule counseling appointment)

**(YA) TAYLRD.....287-0602**  
1020 East Broadway (16 – 25 yrs. old) ( Mon- Fri 2:00pm –  
5:00 pm)

**Wellspring.....637-4361**  
927 S. 3rd St. (Mon-Fri 9:00 AM - 5:00 PM, walk in appoint-  
ments available weekly) (counseling, case management,  
peer support, crisis services)

## **SEXUALLY TRANSMITTED INFECTION & HIV SERVICES**

**AIDS Service Center Coalition &  
Louisville AIDS Resource Ctr.....219-2722**  
**Deaf services/TDD line.....589-4259**  
810 Barret Avenue (Mon – Fri 9:00 am - 5:00 pm)

**University of Louisville 550 Clinic.....561-8844**  
(Mon – Fri 8:30 am – 4:30 pm)

**Planned Parenthood.....(800) 230-7526**  
842 S 7th St (M, W 8:30-5p- Tues. 11am-6pm, Thurs, Fri  
& Sat 8:30am-4pm)

**House of Ruth.....587-5080**  
607 East Saint Catherine Street (Mon-Fri 8:45 am-4:45 pm)

**AIDS Interfaith Ministries.....794-2682**

## **HELP WITH CHILDREN**

**Student Equity and Community Engagement....485-3650**  
4309 Bishop Lane (pre-school & school)

**Jefferson County Public Schools.....485-3001**

## **CHILDCARE**

**Child Care Assistance Program..... 1-855-306-8959**  
1215 South 3rd Street

## **JOBS AND EDUCATION**

**Family Scholar House..... 1877-677-9177 or 584-8090**  
403 Reg Smith Circle (Located on the corner of 5th & Lee Streets)  
(Mon – Fri 8:30 am – 5:00 pm)  
*Provides both non-residential and residential academic advising and case management support for low income single parents interested in pursuing a college degree. Individuals must have high school diploma or GED and custody of their children to qualify.*

**(YA) YMCA Safe Place Services,**  
**Matt Kubancik Youth Development Center..... 635-5233**  
2400 Crittenden Drive (9am-1pm Mon., Thurs., Fri. and 5pm-9pm Tues.) *Provides academic and employment counsel and case management support to young adults, ages 16-22.*

**Kentuckiana Works Youth Career Center..... 574-4115**  
612 South 4th Street, #400 4th Floor

**Kentucky Career Center at the Nia Center..... 574-4100**  
2900 West Broadway, Suite 100

**Kentucky Health Career Center..... 574-3344**  
746 South 5th Street (Corner of 5th and York Streets)

**Kentucky Manufacturing Career Center.....276-9711**

160 Rochester Drive, Building W, Suite 115B

**Goodwill GTS Staffing Employment Services....581-0058**

4200 Bishop Lane (Wed – Thurs 9:00 am – 3:00 pm)

**Kentucky Vocational Rehabilitation.....595-4173**

(Call for referral Mon – Fri 8:00 am - 4:30 pm)

**Louisville Urban League.....585-4622**

1535 West Broadway

**Re:Center Ministries.....812 914-7399**

229 Walnut Street in Jeffersonville, IN (Call to sign up  
for job readiness class)

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## **FINDING OTHER HELP**

**Emergency.....911**

**Metro Call.....311**

**Metro United Way.....211**

**Neighborhood Place.....574-6638**

701 W. Ormsby

**Kentucky Refugee Ministries.....479-9180**

(Mon – Fri 9 am to 5:00 pm)

**24 Hour Hope Now Hotline  
(Crisis and Information Center).....589-4313**

**Deaf Relay TDD line, Kentucky Relay.....711**

**Adult Protective Services.....595-4803  
Hotline.....800-752-6200**  
908 West Broadway, #6W

**American Red Cross (We Speak Your Language)...589-4450**  
510 East Chestnut Street

**Bus Service (TARC).....585-1234  
Hearing Impaired.....587-8255**  
1000 West Broadway

**Fellowship with Christ Ministry**  
Riverfront between Joe’s Crab Shack and Belle of Louisville  
(Sunday 7:30 – 10:30 am) (Breakfast, Clothes, & Toiletries)

**Child Abuse Hotline.....800-752-6200 or 595-4550**

**Child Support Division.....574-8300**  
315 West Muhammad Ali Boulevard(Mon – Fri 8:00 am –  
4:45 pm)

**Crimes Against Children.....574-2465**  
635 Industry Rd

**Crimes Against Seniors.....574-7724**  
635 Industry Road

**Deaf Relay Service.....711 or 1-888-648-6056**

**Home of the Innocents.....596-1000**  
1100 East Market Street

**River City Love Squad.....533-7257**  
645 East Breckenridge Street (Monday Nights 7:00 pm)

**Center for Women and Families Crisis Hotline....581-7222**

**Southern Indiana Campus.....877-803-7577**

**National Hotline.....800-799-7233**

**SNAP (Food Stamps).....855 306-8959**  
908 W Broadway (Mon - Fri 7:30 am – 4:30 pm)

**Medicaid (Adults & Children).....855-306-8959**  
908 West Broadway (Mon – Fri 8:00 am – 4:30 pm)

### **Family Health Center Phoenix**

**Medicaid Service.....568-6972**  
712 East Muhammad (Mon - Fri 8:00 am - 3:30 pm)

**Social Security Office.....800 772-1213**  
601 West Broadway Room 101

### **Temporary Assistance for Needy**

**Families (TANF).....855-306-8959**  
908 West Broadway

**Elderserve (Payee services 65 & Up).....587-8673**

215 W. Breckenridge Street

**Home of the Innocents – Aftercare Program.....596-1320**

Offering intensive case management (ages 18 – 24)

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## **FINDING LEGAL HELP**

**Legal Aid Society.....584-1254**

416 West Muhammad Ali Boulevard #300

**ACLU (American Civil Liberties**

**Union of Kentucky).....581-1181**

315 Guthrie Street, Suite 300

## **REPORTING ADULT AND CHILD ABUSE**

By law, any person having reasonable cause to suspect that any adult or child is suffering abuse, neglect, or exploitation, must report it to:

**Adult Protective Services.....595-4803**

**Child Protective Services.....595-4550**

*The caller does not have to reveal his/her name.*

## **DOMESTIC VIOLENCE RESOURCES**

### **Domestic Violence Intake Center..... 1-502-595-4697**

Louis D. Brandeis Hall of Justice, First Floor. 600 W. Jefferson Street. (24 Hrs. a day, 7 days a week, 365 Days a year. Will take both civil emergency protective orders and criminal complaints.)

### **(S) (F) Center for Women and Families.....581-7200 Crisis and Referral Line..... 1-877-803-7577**

SANE Clinic (Sexual Assault Nurse Examiner)

927 South 2nd Street (Intimate partner abuse) sexual assault victims; call first for information)

## **OBTAINING PROTECTIVE ORDERS**

For problems involving family violence, you may be able to get an emergency protective order. This “no contact” order requires a person (not to do something) for a specific period of time. You may need both an emergency protective order and a criminal complaint. Emergency Protective Orders may be obtained by going to:

**The Family Court Clerk  
Judicial Center  
700 W Jefferson St #703  
8:30 am - 3:30 pm**

At any other time, you may go to the Warrant Desk on the first floor of the Hall of Justice. It is open 24 hours a day, weekends, and holidays. For more information, call the Emergency Protective Order Office at 595-4697.



## **Domestic Violence Intake Center (DVIC).... 1-502-595-4697**

Louis D. Brandeis Hall of Justice, First Floor. 600 W. Jefferson Street. (24 Hrs. a day, 7 days a week, 365 Days a year. Will take both civil emergency protective orders and criminal complaints.)

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### **TIPS ON EVICTION**

Your Rights as a Tenant:

- Your landlord **cannot** evict you without giving you proper notice
- Your landlord **cannot** lock you out, set your things out, or turn off your utilities to force you to move out

Reasons your landlord may try to evict you:

- **Non-payment of rent:**
  - Landlord must give you written notice that rent is late and offer a 7 day grace period to pay rent. If full rent and late fees are paid within seven days, the landlord must accept the payment
  - After seven days, the landlord is not required to accept any payments
  - To evict you, the landlord must file an eviction petition that the Sheriff will receive and send you a copy of the petition along with a court date
  - It is important to attend these court dates with any proof of rent payments. The court will not accept money orders for unpaid rent

## ■ **Breach of Lease:**

- Your landlord must give you written notice of what the breach of the lease was and give you 14 days to correct the problem
- If correct, your landlord cannot evict you
- If the same breach of lease occurs again within six months, your landlord can give you written notice of eviction proceedings that will start in 14 days—they do not need to give you a chance to correct the problem the second time
- The landlord needs to file an eviction petition with the Sheriff and you will receive a copy of the petition with a court date
- Show up to your court date and explain why you cannot be evicted—bring proof that the problem was corrected, or you did not breach the lease

## ■ **Termination of a month-to-month or week-to-week lease:**

- If you don't have a fixed term lease, your landlord can ask you to move out at least 7 days before rent is due
- If it is a month-to-month lease, your landlord can ask you (with a written notice) to move out 30 days before rent is due
- If you don't move out after receiving proper notice, your landlord can evict you

## ■ **Retaliation:**

- Your landlord cannot evict you, threaten to evict you, suddenly increase your rent, decrease the services they provided you, or shut off your utilities for complaints you have made
- If you believe your landlord is retaliating, contact an attorney or call Legal Aid Society (p. 18 in this booklet)

## What to do in court:

- If one of these things is true, bring proof with you and inform the judge:
  - You did not get a written notice that you would be evicted before receiving the eviction petition from the Sheriff
  - Your landlord accepted payment after he filed the eviction petition
  - You do not owe your landlord rent or late fees
  - You did not break your lease; or the problem was corrected within 14 days of the landlord's written notice
- Ask for a hearing if you need more time to talk to a lawyer and/or gather evidence
- Ask for the case to be dismissed if your landlord doesn't appear—this will prevent an eviction on your record

What if you lose in eviction court?

- You have 7 days to move out or appeal the eviction
- If you need help finding a new place to live, please contact the resources on the other side of this document
  - Phoenix Health Center offers a weekly Housing Group every Monday at 1:00 PM located at 712 Muhammad Ali Blvd
- After the 7 days, your landlord can get an order to set you out. Then the Sheriff has ten days to set you out
- When the set out occurs, the Sheriff will supervise while your belongings are being moved out
- Your landlord cannot take your belongings as payment or collateral
- If your landlord still wants the unpaid rent, they must first file a case with Small Claims Court

## GETTING IDENTIFICATION

### Birth Certificate

For a copy of your birth certificate, write to the Bureau of Vital Statistics in the state and county where you were born. There is usually a fee for this service. To find the address and phone number of the Bureau in your birth state and county, look in your local library for the telephone directory of the city and state where you were born. For the phone number, dial 1+ the area code of your Birth County, + 585-1212 and ask for the Bureau of Vital Statistics. If you were born in Kentucky, you may phone the **Kentucky Bureau of Vital Statistics, Frankfort, KY, 1-502-564-4212.**

## Social Security Card

To obtain your Social Security card, phone Social Security Administration General Information, 1-800-772-1213, or go to the Social Security main office at 601 West Broadway, 582-6690. You will need a copy of your birth certificate or baptismal record. A non-US citizen needs their birth certificate and a legal paper such as a passport or visa.

## Identification Card

You can apply for an identification card at any of the driver's license offices. It will last four years.

- \$12 for applicants 15 and over – \$4 for applicants 14 and under
- Payments may be made by cash, debit, or credit card.
- There is a \$2 convenience fee for debit or credit card transactions.
- Personal checks are not accepted.
- \$4 for the homeless at the Nia center location only (2900 West Broadway)

### **18 and over: What do I need to bring?**

- Birth Certificate (Original or State Certified with the raised embossed seal) AND
- Social Security Card (Not Laminated) AND
- Mail postmarked or dated within the last 30 days with applicant's name

## **Under 18: What do I need to bring?**

- Birth Certificate (Original or State Certified with the raised embossed seal) AND
- Social Security Card (Not Laminated) AND
- Parent listed on the birth certificate or legal guardian with guardianship documents AND
- A parent/guardian must also be present with a valid form of ID — If the applicant does not live with the parent or guardian, they will also need mail addressed to the child at their current address. Mail must be dated in the last 30 days. Legal guardians must have guardianship documents.

## **Kentucky Child ID (Under 15): What do I need to bring?**

- Birth Certificate (Original or State Certified with the raised embossed seal) AND
- Social Security Card (Not Laminated) AND
- Parent listed on the birth certificate or legal guardian with guardianship documents AND
- A parent/guardian must also be present with a valid form of ID — If the child does not live with the parent or guardian, they will also need mail addressed to the child at their current address. Mail must be dated in the last 30 days. Legal guardians must have guardianship documents.
- **Documents that are laminated or photocopied will not be accepted.**

# **PROBLEM SOLVING PROCEDURES**

## **Homeless Consumer Grievance Procedure**

If a consumer has an issue, complaint or concern about a shelter, agency or staff member of any shelter or agency, the consumer **MUST** follow that shelter/agency's grievance procedure. If the shelter/agency's response is not satisfactory, the consumer may contact:

**Louisville Metro Community Services:**  
502-574-5050

The consumer must submit a written copy of their grievance and the shelter/agency's written response. Metro Community Services will contact the shelter within five (5) business days. Metro Community Services will review the case and issue a response to the consumer and shelter/agency within five (5) business days of receipt of shelter/agency response and will schedule a meeting or other type of mediation between the consumer and shelter/agency if deemed necessary. Metro Community Services staff reserves the right to follow an alternative procedure should the concern be a threat to the consumer's safety.

**PLEASE NOTE:** If you have been refused shelter due to your gender identity and/or sexual orientation or if you have concerns about your health and safety in shelter due to your sexual orientation and/or gender identity, you may file a grievance in accordance with the shelter program policies and procedures. If you feel the outcome of your grievance insufficiently addresses your specific concerns, you may contact:

**Louisville Metro Community Services.....574-5050**

**Local Lesbian, Gay, Bisexual,  
Transgender (LGBT) Resources**

**U.S. Department of Veterans Affairs.....554-4550**  
Robley Rex Louisville VA Medical Center  
Health Care for Lesbian, Gay, Bisexual, and Transgender  
Veterans - LGBT Veteran Care Coordinator

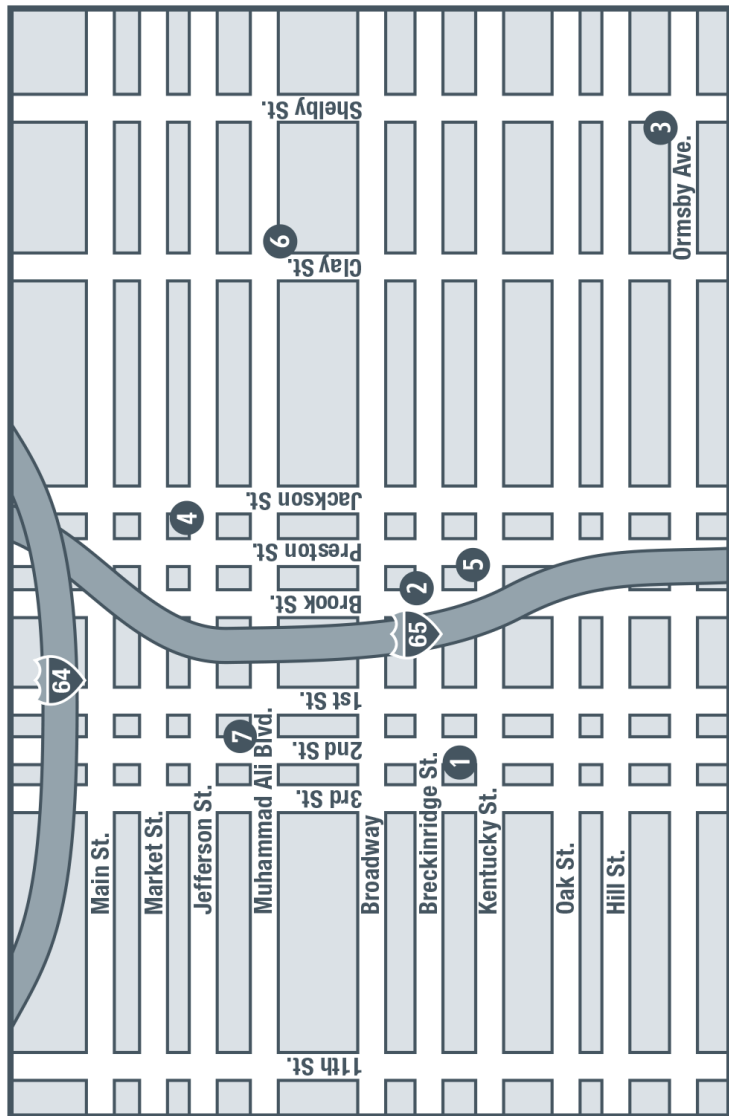
**Fairness Campaign.....893-0788**  
2263 Frankfort Avenue

**Louisville Trans Man**  
Support group meetings held the 2nd Sunday of the month  
at 7:00 p.m. (ages 18+) Email: loutransman@gmail.com

**Louisville Youth Group.....430-2016**  
417 E Broadway



The federal **Fair Housing Act** prohibits housing discrimination based on race, color, national origin, religion, sex, disability, and familial status (i.e., presence of children in the household). The Fair Housing Act does not specifically include sexual orientation and gender identity as prohibited bases. However, the Department of Housing and Urban Development (HUD) assumes that a “provider” that makes decisions about eligibility for or placement into single-sex emergency shelters or other facilities will place a potential client (or current client seeking a new assignment) in a shelter or facility that corresponds to the gender with which the person identifies, taking health and safety concerns into consideration. A client’s or potential client’s own views with respect to personal health and safety should be given serious consideration in making the placement.



## **Key to Emergency Shelters**

- 1. Center for Women and Families**  
2nd Street between  
Breckenridge and Kentucky St.
- 2. Salvation Army**  
Brook & Breckenridge Streets
- 3. Volunteers of America**  
Shelby & Ormsby Streets
- 4. Wayside Christian Mission Shelter**  
Jackson & Jefferson Streets
- 5. St. Vincent de Paul**  
Preston & Kentucky Streets
- 6. St. John Center**  
Clay & Muhammad Ali Blvd  
(Day shelter only)
- 7. UP for Women and Children**  
2nd Street between  
Liberty & Muhammad Ali  
(Day shelter only)

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**COALITION**  
**FOR THE**  
**HOMELESS**

1300 South 4th Street, Suite 250  
Louisville, KY 40208

502.636.9550

502.636.9950 fax

Email: [admin@louhomeless.org](mailto:admin@louhomeless.org)

Website: [www.louhomeless.org](http://www.louhomeless.org)

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