



COALITION
FOR THE
HOMELESS

LOUISVILLE

STREET

TIPS

2020

A NOTE ON COVID

The information in this manual is based on services provided during times of normal business operations. Due to the nature of the global pandemic, some of the hours of operations and services have changed. We recommend that you try to call a service first, if able, before you try to visit their location in-person.

WHERE ARE YOU SLEEPING TONIGHT?

DO YOU NEED A PLACE TO STAY?

DO YOU NEED COMMUNITY RESOURCE INFORMATION?

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 at (502) 636-9550 or print from our website, www.louhomeless.org.

LOUIE CONNECT

For a complete listing of all resources available to the homeless that are the most up-to-date, please visit Louie Connect online at www.louieconnect.com

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HELPFUL SERVICES

SINGLE-POINT-OF-ENTRY CLIENT CARE SERVICES

The Single-Point-of-Entry Client Care Services staff can help assist you get bed reservations at area shelters and refer you to social service agencies in the Louisville Metro area. **Due to COVID-19 the SPE Office will be closed to walk-ins and available BY PHONE ONLY for the remainder of the 2020 calendar year. Therefore, SPE will not be providing Shelter ID cards.**

THE OLLIE GREEN II BUILDING

1300 South 4th Street, Suite 250

(502) 637-BEDS (2337)

Due to COVID, office closed to walk-ins for rest of 2020

spe@louhomeless.org

Open 7 days a week 10:00 AM - 4:00 PM (Except Holidays)

Holidays include: New Year's Day, MLK Day, Memorial Day, Independence Day, Thanksgiving, Christmas Eve & Christmas Day, Easter

COMMON ASSESSMENT OFFICE

Common Assessment is a program for identifying the housing and service needs of homeless individuals. Common Assessment is not a housing program but may be able to help connect you to resources, programs and agencies that might best serve your needs. You will complete a 10-15 minute survey about your homelessness, health, and other needs. The Common Assessment Office is located at:

THE OLLIE GREEN II BUILDING

1300 South 4th Street, Suite 200

(502) 637-2080

M - F, 10:00 AM - 3:00 PM

KEY TO SERVICES

F = Family | S = Single | YA = Young Adults

T = Teen | C = Children

EMERGENCY SHELTERS

This list includes emergency day, night, children's, and transitional shelters; information on Operation: White Flag; and a Map of Emergency Shelters.

EMERGENCY SHELTERS

DAY SHELTERS

S RE:CENTER MINISTRIES (WOMEN & CHILDREN)

733 East Jefferson Street
(502) 584-6543, Ext. 105
Mon - Fri, 8:00 AM - 2 PM
*Call the Coalition to reserve a bed in
LifeChange: Stability*

S JEFF STREET BAPTIST AT LIBERTY

800 East Liberty Street
(502) 585-3787
7:00 - 10:00 AM (weekday mornings)

S ST. JOHN CENTER (MEN)

700 East Muhammad Ali Boulevard
(502) 568-6758
Mo - Tu, Th - Su 7:00 AM - 3:00 PM
Wed 7:00 AM - 2:00 PM
Must have current TB Card (pg. 17)

EKKLESIA CHRISTIAN LIFE MINISTRIES:

FAMILY DAY SHELTER

1401 Bluegrass Avenue
(502) 614-7575
Mon to Fri 9:00 AM - 1:00 PM

YMCA SHELTER HOUSE YA

2400 Crittenden Drive
(502) 635-5233
M, Thu, Fri 9:00 AM - 1:00 PM
Tu 5:00 - 9:00 PM

UNITING PARTNERS FOR SF WOMEN AND CHILDREN (UP)

425 S 2nd St Suite 100
(502) 384-0001

NIGHT SHELTERS

SF CENTER FOR WOMEN AND FAMILIES

927 S 2nd St
(502) 581-7200
*only for victims of domestic violence
or sexual assault*

SF SALVATION ARMY CENTER OF HOPE

911 South Brook Street
(502) 671-4904
check-in: women 5:15 PM | men 6 PM

F VOLUNTEERS OF AMERICA

1321 South Preston Street
(502) 636-0816

WAYSIDE CHRISTIAN MISSION SF

432 East Jefferson Street
(502) 562-8020
check-in: 4:00 PM

YMCA SHELTER HOUSE T

2400 Crittenden Drive
(502) 635-5233

ST. VINCENT DE PAUL OZANAM INN S

1034 South Jackson Street
(502) 584-2480, ext. 224
check-in 4:00 PM

EMERGENCY SHELTERS CONT.

NIGHT SHELTERS CONT.

S RE:CENTER MINISTRIES (MEN)

733 East Jefferson Street

(502) 584-6543, Ext. 105

Mon - Fri, 8:00 AM - 2 PM

call the Coalition to reserve a bed in LifeChange: Stability

CHILDREN'S SHELTERS

HOME OF THE INNOCENTS

1100 East Market Street

(502) 596-1000

TRANSITIONAL SHELTERS

RHONDA'S ANOTHER CHANCE

710 S 31st St

(502) 776-8830

KRISTY LOVE FOUNDATION

(502) 408-3129

(502) 298-7725

OPERATION: WHITE FLAG

The Coalition for the Homeless coordinates a program to ensure that homeless people can find shelter during severe weather emergencies.

1

It goes into effect when 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 Flag is in effect. As long as one of the weather conditions listed above continues, you may remain inside at any of the participating agencies.

3

It does not mean a bed will be available.

4

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**.

Participatory Shelters in Operation White Flag:

S ST. VINCENT DEPAUL (MEN)
1034 South Jackson St
(502) 584-2480, ext. 224

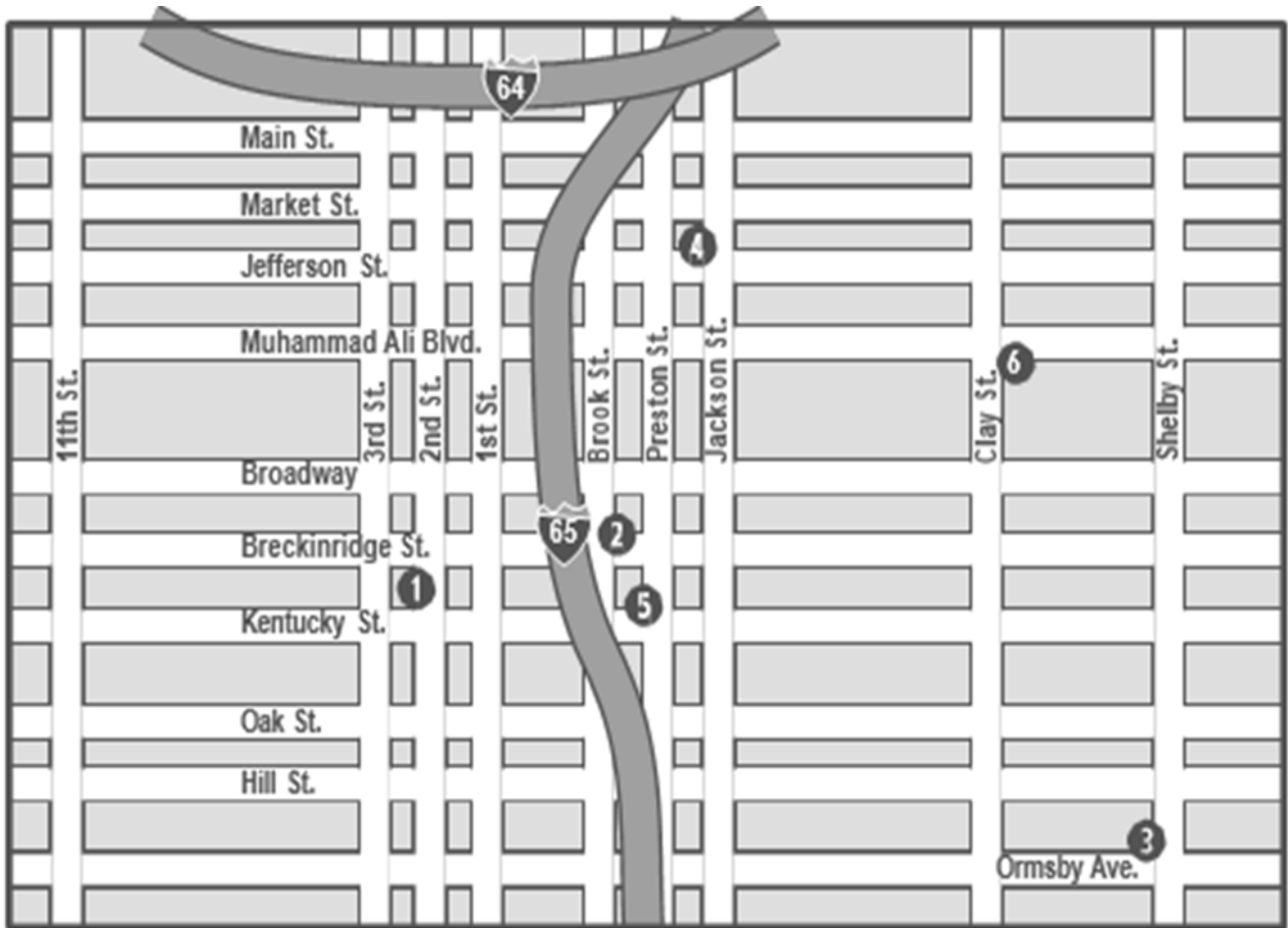
S F SALVATION ARMY
CENTER OF HOPE
911 South Brook St
(502) 671-4904

WAYSIDE CHRISTIAN MISSION **S F**
432 East Jefferson St
(502) 562-8020

**TO FIND OUT WHEN OPERATION WHITE FLAG IS IN EFFECT,
CALL SINGLE-POINT-OF-ENTRY AT (502) 637-2337**



MAP OF EMERGENCY SHELTERS



KEY TO EMERGENCY SHELTERS

1 CENTER FOR WOMEN & FAMILIES
2nd Street b/w Breckenridge & KY St.

2 SALVATION ARMY
Brook & Breckinridge Streets

3 VOLUNTEERS OF AMERICA
Shelby & Ormsby Streets

WAYSIDE CHRISTIAN MISSION SHELTER
Jackson & Jefferson Streets

ST. VINCENT DE PAUL
Preston & Kentucky Streets

ST. JOHN CENTER
Clay & Muhammad Ali Blvd

FOOD

This list includes locations for meals, groceries, and commodity supplementals.

MEALS

BREAKFAST OR EARLY LUNCH

SALVATION ARMY CENTER OF HOPE

911 South Brook Street
(502) 671-4904
Breakfast from 6:30 - 7:00 AM

ST. AUGUSTINE CHURCH

1310 West Broadway
(502) 584-4602
Sandwiches Only
Mon - Thurs, 10:00 AM - Noon

WAYSIDE CHRISTIAN MISSION

432 East Jefferson
(502) 562-8020
Women & Families 6:00 - 7:00 AM
Men & Community 7:00 - 8:00 AM

JEFFERSON STREET BAPTIST

(LIBERTY)

800 East Liberty Street
(502) 585-3787
Mon - Thurs, 8:30 - 9:00 AM

LORD'S KITCHEN

2735 South 5th Street
(502) 413-0198
Sat & Sun 11:00 - 11:45 AM

LUNCH

CATHEDRAL OF THE ASSUMPTION

433 South 5th Street
(502) 582-2971
Daily 12:15 - 1:00 PM

FOURTH AVE UNITED METHODIST CHURCH

318 West St. Catherine Street
(502) 585-2176
Mo, Tu, Th - Sat, 12:00 - 12:35 PM

FRANCISCAN SHELTER HOUSE

748 South Preston Street
(502) 589-0140
Mo, Tu, Th, Fri, 10:30 AM - 12:30 PM
Sat, 8:00 AM - 12:30 PM

GREEN STREET BAPTIST CHURCH

519 East Gray Street
(502) 582-3922

LORD'S KITCHEN

1811 Standard Ave
(502) 413-0198
Mo, Tu, Th, Fri, 12:15 - 12:55 PM

LORD'S KITCHEN (CITY OF HOPE)

1410 Dixie Highway
(502) 413-0112
Mon - Fri, 12:00 - 1:00 PM

MEALS

LUNCH CONT.

WAYSIDE CHRISTIAN MISSION

432 East Jefferson Street

(502) 562-8020

Women & Families 11:00 - 12:00 PM

Men & Community 12:00 - 1:00 PM

ST. VINCENT DE PAUL

OPEN HAND KITCHEN

1026 South Jackson Street

(502) 584-2480

Mon - Sun, Noon - 12:30 PM

FEED THE CITY

1100 South 26th Street

(502) 772-5384

DINNER

LORD'S KITCHEN

2735 South 5th Street

(502) 413-0198

1st, 2nd, 3rd & 5th Wed, 5:00 - 6:00 PM

SALVATION ARMY CENTER OF HOPE

911 S Brook Street

(502) 671-4904

Women 4:45 - 5:15 PM

Men 5:00 - 5:30 PM

LORD'S KITCHEN (CITY OF HOPE)

1410 Dixie Highway

(502) 413-0112

Sun, 4:00 - 6:00 PM

WAYSIDE CHRISTIAN MISSION

432 East Jefferson Street

(502) 562-8020

Women & Families 4:00 - 5:00 PM

Men & Community 5:00 - 6:00 PM

ST. VINCENT DE PAUL

OPEN HAND KITCHEN

1026 South Jackson Street

(502) 584-2480

Mon - Fri, 5:00 - 5:30 PM

LOAVES & FISHES INC

500 E. Caldwell St.

(502) 718-5264

Saturday 3:00 - 4:00 PM

GROCERIES

DARE TO CARE FOOD BANK

(502) 966-3821

call for location nearest to you

SISTER VISITOR CENTER

2235 West Market Street

(502) 776-0155

ASSISTANCE WITH GETTING FOOD/GROCERIES

LOUISVILLE HEALTH DEPARTMENT WIC

(502) 574-6520

Mon - Fri, 8:00 AM - 5:00 PM

CLOTHING, HEALTHCARE, & OTHER SERVICES

This list includes resources for finding clothing, healthcare needs, Veteran services, dental services, TB testing, HIV/STD testing, LGBTQ resources, & mental health services.

CLOTHING

BETHLEHEM BAPTIST CHURCH

5708 Preston Highway
(502) 964-6403

CABLE BAPTIST CHURCH

(THE POTTER'S HOUSE)

315 Wenzel Avenue
(502) 584-8742

FEED THE CITY

(502) 772-5384

GOLDEN ARROW

626 South Shelby Street
(502) 589-3537

Tues, Wed, Thu, 9:00 AM - Noon
Children's and maternity clothes;
diapers and baby food
proof of children required

SCHUHMAN CENTER

730 East Gray Street
(502) 589-6696

Mon - Thu, 9:00 - 11:30 AM
ID required - arrive early

HEALTHCARE

EMERGENCY ROOM/UNIVERSITY HOSPITAL
(502) 562-3000

FAMILY HEALTH CENTER (EAST BROADWAY)

834 East Broadway
(502) 583-1981
Mon - Thu, 8:00 AM - 9:00 PM,
Fri, 8:00 AM - 4:30 PM
Sat, 8:00 AM - 12:00 PM

FAMILY HEALTH CENTER (SOUTHWEST)

9702 Stonestreet Rd
(502) 995-5051
Mon - Wed & Fri, 8:00 AM - 4:30 PM
Thurs, 8:00 AM - 8:00 PM

FAMILY HEALTH CENTER (IROQUOIS)

4100 Taylor Boulevard
(502) 366-4747
Mon & Wed - Fri, 8:00 AM - 4:30 PM
Tue, 8:00 AM - 8:30 PM

FAMILY HEALTH CENTER (PHOENIX)

712 East Muhammad Ali Boulevard
(502) 568-6972
Mon - Fri, 7:30 AM - 4:00 PM

FAMILY HEALTH CENTER (PORTLAND)

2215 Portland Avenue
(502) 774-8631

NORTON CHILDREN'S HOSPITAL

231 East Chestnut St
(502) 629-6000

FAMILY COMMUNITY CLINIC

1406 E Washington Street
(502) 384-8444
Mon - Wed, 1:00 - 7:00 PM
Thu, 5:00 - 7:00 PM
Sat, 8:00 AM - 12:00 PM

UNIVERSITY OF LOUISVILLE PHYSICIANS GENERAL PEDIATRICS

Broadway Office
(502) 629-8990
Fri 8:00 AM - 4:30 PM

PARK DUVALLE COMMUNITY HEALTH CENTER

3015 Wilson Ave
(502) 774-4401
Mon - Fri, 8:00 AM - 4:00 PM
Sat, 9:00 AM - 4:00 PM

SHAWNEE CHRISTIAN HEALTH CENTER

234 Amy Avenue
(502) 778-0001
Mon - Wed & Fr, 8:30 AM - 5:00 PM
Thu, 8:30 AM - 7:00 PM

FOURTH AVENUE UNITED METHODIST CHURCH

(502) 585-2176

DENTAL, TB TESTING, AND SEXUAL HEALTH SERVICES

DENTAL SERVICES

FAMILY HEALTH CENTERS (PHOENIX)

712 East Muhammad Ali Boulevard
(502) 568-6972
Mon - Fri, 7:30 AM - 4:00 PM

TUBERCULOSIS (TB) TESTING

LOUISVILLE METRO

HEALTH DEPARTMENT

400 East Gray Street
(502) 574-6617
Mon - Wed & Fri, 8:00 AM - 5:00 PM
Thu, 10:00 AM - 5:00 PM
appointments only

PHOENIX HEALTH CENTER

712 East Muhammad
(502) 568-6972
Mon - Wed & Fri, 8:00 AM - 10:30 AM
& 12:30 - 2:30 PM

SEXUAL HEALTH (STI & HIV) SERVICES

AIDS SERVICE CENTER COALITION & LOUISVILLE AIDS RESOURCE CENTER

(502) 219-2722

DEAF SERVICES/TDD LINE

810 Barret Avenue
(502) 589-4259
Mon - Fri, 9:00 AM - 5:00 PM

UoFL 550 CLINIC

550 S Jackson St
(502) 561-8844
Mon - Fri, 8:30 AM - 4:30 PM

PLANNED PARENTHOOD

842 S 7th St
(800) 230-7526
Mon, Wed 8:30 - 5:00 PM
Tue 11 AM - 6 PM
Thu - Sat, 8:30 AM - 4 PM

HOUSE OF RUTH

607 East Saint Catherine Street
(502) 587-5080
Mon - Fri 8:45 AM - 4:45 PM

AIDS INTERFAITH MINISTRIES

(502) 794-2682

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

MENTAL HEALTH SERVICES

FAMILY HEALTH CENTER (PHOENIX)

712 East Muhammad Ali Blvd
(502) 568-6972
Mon - Fri, 7:30 AM - 4:00 PM

FAMILY & CHILDREN'S PLACE

525 Zane Street
(502) 893-3900
Mon - Fri, 8:30 AM - 8:30 PM

SEVEN COUNTIES SERVICES

600 S. Preston St
(502) 583-3951
addiction recovery center

AL-ANON AND ALATEEN

4400 Bishop Lane, #104
(502) 458-1234
Mon - Fri, 10:00 AM - 2:00 PM

SAMHSA'S NATIONAL HELPLINE

1-800-622-HELP (4357)

ALCOHOLICS ANONYMOUS

332 West Broadway
Room 1204 Heyburn Building
(502) 582-1849
Mon - Fri, 8:00 AM - 1:00 PM
& 2:00 - 4:00 PM

JEFFERSON ALCOHOL

DRUG ABUSE CENTER (JADAC)

601 South Preston Street
(502) 583-3951

PEACE HOSPITAL

(FORMERLY OUR LADY OF PEACE)

2020 Newburg Road
(502) 451-3330

TAYLRD YA

1020 East Broadway
(502) 287-0602
Mon - Fri, 2:00 PM - 5:00 PM

SAMHSA'S NATIONAL HELPLINE

1-800-662-HELP (4357)
mental and substance abuse

SUBSTANCE ABUSE HELP

AL-ANON AND ALATEEN

4400 Bishop Lane, #104
(502) 458-1234
Mon - Fri, 10:00 AM - 2:00 PM

JEFFERSON ALCOHOL

DRUG ABUSE CENTER (JADAC)

601 South Preston St
(502) 583-3951

VETERANS SERVICES

US VETERANS OUTREACH CENTER

1347 S 3rd St
(502) 287-6710

ROBLEY REX VA MEDICAL CENTER

800 Zorn Avenue
(502) 287-4000

LOUISVILLE VA MEDICAL CENTER

3934 Dixie Hwy, #210
(502) 287-6000

KENTUCKY DEPARTMENT OF

VETERANS AFFAIRS

321 W Main St, #390
(502) 595-4447

INTERLINK COUNSELING

8311 Preston Highway, #B
(502) 964-7147
Mon - Fri, 9:00 AM - 5:00 PM
veterans only

NATIONAL CALL CENTER FOR

HOMELESS VETERANS

1-877-424-3838
24/7 response

VOLUNTEERS OF AMERICA

(WEST LOUISVILLE)

2500 West Broadway, Suite 400
(502) 384-0868
Mon - Fri, 8:00 AM - 4:30 PM

LESBIAN, GAY, BISEXUAL, & TRANSGENDER (LGBT) RESOURCES

LGBTQ+ COMMUNITY COALITION

<http://www.lgbtqlou.com/>

FAIRNESS CAMPAIGN

2263 Frankfort Avenue
(502) 893-0788

AMERICAN CIVIL LIBERTIES UNION

(ACLU) OF KENTUCKY

325 W Main St, Suite 2210
(502) 581-1181

LOUISVILLE YOUTH GROUP

417 E Broadway
(502) 430-2016

U.S. DEPARTMENT OF

VETERANS AFFAIRS

Robley Rex VA Medical Center
(502) 554-4550
(502) 893-0788

LOUISVILLE TRANS MEN

Support group meetings held
2nd Mon each month 6:30 - 8:30 PM
loutransmen@gmail.com | ages 18+

COMBATTING DISCRIMINATION

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 Action Partnership** at **(502) 574-4377**.

THE FEDERAL FAIR HOUSING ACT

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.

CHILDCARE, EMPLOYMENT, & OTHER HELP

This list includes assistance with childcare, and how to report child abuse, helpful resources for employment, resources for victims of domestic violence, and contact information for other helpful services.

CHILDCARE

STUDENT EQUITY AND COMMUNITY ENGAGEMENT

4309 Bishop Lane
(502) 485-3650

CHILD SUPPORT DIVISION

315 West Muhammad Ali Boulevard
(502) 574-8300
Mon - Fri, 8:00 AM – 4:45 PM

JEFFERSON COUNTY

PUBLIC SCHOOLS

(502) 485-3001

CHILD CARE ASSISTANCE PROGRAM

1 (855) 306-8959

CHILD ABUSE HOTLINE

(877) 597-2331 / (877) KYSAFE1
(800) 752-6200

CRIMES AGAINST CHILDREN

635 Industry Rd
(502) 574-2465

FACE IT ABUSE

(502) 895-8167

*directly addresses the unacceptable
incidences of child abuse and neglect
in Kentucky*

JOBS AND EDUCATION

FAMILY SCHOLAR HOUSE

403 Reg Smith Circle
(502) 584-8090
Mon - Fri, 8:30 AM - 5:00 PM

YA YMCA SAFE PLACE SERVICES /

MATT KUBANCIK YOUTH

DEVELOPMENT CENTER

2400 Crittenden Drive
(502) 635-5233
Mon - Fri, 9:00 AM - 2:00 PM

YA KENTUCKIANA WORKS

YOUTH CAREER CENTER

612 South 4th Street, #400 4th Floor
(502) 574-4115

KENTUCKY CAREER CENTER

AT THE NIA CENTER

2900 West Broadway, Suite 100
(502) 574-4100

KENTUCKIANAWORKS

410 W Chestnut St, #200
(502) 574-2500
Mon - Fri, 8:00 AM - 5:00 PM

KENTUCKY MANUFACTURING

CAREER CENTER

160 Rochester Drive
Building W, Suite 117C
(502) 276-9711

GOODWILL GTS STAFFING

EMPLOYMENT SERVICES

907 E Broadway
(502) 581-0058
Mon - Fri, 8:00 AM - 4:00 PM

KENTUCKY VOCATIONAL

REHABILITATION

600 Cedar St, #231
(502) 595-4173
Mon - Fri, 8:00 AM - 4:30 PM

LOUISVILLE URBAN LEAGUE

1535 West Broadway
(502) 585-4622

YOUTHBUILD

800 S Preston St
(502) 290-6121
Mon & Wed, 9:00 AM - 4:00 PM
*Jan / Mar Enrollments;
GED / high school diploma classes*

DOMESTIC VIOLENCE RESOURCES

DOMESTIC VIOLENCE INTAKE CENTER (DVIC)

600 W. Jefferson Street, 1st Floor #1150
(502) 595-0835
Mon - Fri, 8:00 AM - 12:00 AM
Sat - Sun 10:00 AM - 6:00 PM

SF CENTER FOR WOMEN AND FAMILIES

927 South 2nd Street and 4303 W Broadway
(502) 581-7200
Crisis and Referral Line: 1 (877) 803-7577
SANE Clinic (Sexual Assault Nurse Examiner)
(intimate partner abuse) sexual assault victims

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
Mon - Fri, 8:30 AM - 4:30 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 **(502) 595-3025**.

OTHER HELP

EMERGENCY ASSISTANCE

EMERGENCY

911

METRO CALL

311

AMERICAN RED CROSS

(502) 589-4450

510 East Chestnut Street

multilingual

METRO UNITED WAY

(502) 583-2821

NEIGHBORHOOD PLACE

908 W. Broadway, 2nd/3rd Floors

(502) 595-4575

KENTUCKY REFUGEE MINISTRIES

969-B Cherokee Rd

(502) 479-9180

Mon – Fri, 9:00 AM to 5:00 PM

HOMELESS PREVENTION PROGRAM

(502) 574-5050

810 Barret Avenue

CRIMES AGAINST SENIORS SQUAD

(502) 574-2278

CENTER FOR WOMEN AND FAMILIES

CRISIS HOTLINE

(502) 581-7222

Southern IN Campus 1-877-803-7577

National Hotline 1-800-799-7233

RESOURCE REFERRALS

RIVER CITY LOVE SQUAD

(502) 533-7257

645 East Breckinridge Street

PETS – MY DOG EATS FIRST

1800 Portland Ave.

(502) 694-2746

HOME OF THE INNOCENTS –

PATHWAYS HOME FOR YOUTH

(502) 596-1320

ages 18 – 24

intensive case management

OTHER HELP CONT.

PUBLIC BENEFITS

BUS SERVICE (TARC)

1000 West Broadway
(502) 585-1234
Hearing-Impaired TTY (502) 213-3240

MEDICAID (ADULTS & CHILDREN)

1-855-306-8959
908 West Broadway
Mon - Fri, 8:00 AM - 4:30 PM

SNAP (FOOD STAMPS)

908 W Broadway
1 (855) 306-8959
Mon - Fri, 7:30 AM - 4:30 PM

SOCIAL SECURITY OFFICE

601 West Broadway, Room 101
1 (800) 772-1213

PEOPLE WITH DISABILITIES/SENIORS

CENTER FOR ACCESSIBLE LIVING

501 South 2nd St, Suite 200
(502) 589-6620

OFFICE FOR AGING

& DISABLED CITIZENS
(502) 574-5092

ELDERSERVE

215 W. Breckinridge St
(502) 587-8673

DEAF RELAY SERVICE

711

FINDING LEGAL HELP

LEGAL AID SOCIETY

416 West Muhammad Ali Blvd, #300
(502) 584-1254

LOAVES & FISHES INC W/ MCLA

500 E. Caldwell St.
(502) 718-5264
Saturday 3:00 - 4:00 PM

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

(502) 595-4803

CHILD PROTECTIVE SERVICES

(877) 597-2331 / (877) KYSAFE1
(800) 752-6200

EVICTIION & HOUSING INSECURITY

This section details how to get necessary identification, your rights as a tenant, limitations on landlords, common reasons for eviction, information on eviction court, and problem-solving procedures to secure services.

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.

ID CARDS: WHAT TO BRING

- \$12 for applicants 15 and over – \$4 for applicants 14 and under
- Payments may be made by cash, or debit or credit card
- There is a \$2 convenience fee for debit or credit card transactions
- Personal checks are not accepted

18 AND OVER: WHAT 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 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 TO BRING

- Cost: \$4
- 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**

YOUR RIGHTS AS A TENANT

LANDLORD RESTRICTIONS

Your landlord **cannot**:

- evict you without giving you proper notice
- lock you out, set your things out, or turn off your utilities to force you to move out
- write their own notice to evict you; all evictions must be court-ordered

COMMON REASONS FOR EVICTION

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

YOUR RIGHTS AS A TENANT CONT.

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 complains you have made
- If you believe your landlord is retaliating, contact an attorney or call Legal Aid Society (information on back)

YOUR RIGHTS AS A TENANT CONT.

WHAT TO DO IN EVICTION COURT

BUILD YOUR CASE

- 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

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) 574-4377

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.

A SERVICE PROVIDED BY



COALITION
FOR THE
HOMELESS

1300 South 4th Street, Suite 250

Louisville, KY 40208

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