



**Louisville**

**Street**

**Tips**

**Where are you sleeping tonight?**

**Do you need a place to stay?**

**Do you need community  
resource information?**



### **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.

## **INTRODUCTION**

Louisville Street Tips 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. We also 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](http://www.louhomeless.org).

## **LOUIE CONNECT**

[LouieConnect.com](http://LouieConnect.com) is a mobile-optimized website that pulls together services in our community that provide support for people experiencing a difficult time. All services listed are FREE and provides information on what they offer, where they are located, when they are open, and any requirements for help. This is **updated regularly and has the most current listing of resources available, please visit [www.louieconnect.com](http://www.louieconnect.com).**

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# REFERRALS/HOUSING ASSESSMENTS

## SPE CLIENT CARE SERVICES

The **Single-Point-of-Entry (SPE) Client Care Services** staff can help 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 until at least August 2021.** SPE is no longer providing Shelter ID cards as they are not needed to get into a shelter.

### **The Ollie Green II Building**

1300 South 4<sup>th</sup> St., Suite 250

(502) 637-BEDS (2337)

[spe@louhomeless.org](mailto:spe@louhomeless.org)

Open 7 days a week 10:00 AM - 4:00 PM (Except Holidays)  
(*New Year's Day, MLK Day, Memorial Day, Independence Day, Thanksgiving, Christmas Eve & Day, Easter*)

## COMMON ASSESSMENT OFFICE

Common Assessment is a program to identify 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 and agencies that might best serve your needs. You will complete a short survey about your homelessness, health, and other needs. The Common Assessment Office is located at:

### **The Ollie Green II Building**

1300 South 4th St., Suite 200

(502) 637-2080

Mon - Fri, 10:00 AM - 3:00 PM



# **EMERGENCY SHELTERS**

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

# **EMERGENCY SHELTERS**

## **DAY SHELTERS**

### **Re:Center Ministries (Women & Children)**

733 East Jefferson St. | (502) 584-6543, Ext. 105

Mon - Fri, 8:00 AM - 2:00 PM

*offers free storage for women & children*

### **Jeff Street Baptist at Liberty**

800 East Liberty St. | (502) 585-3787

7:00 - 10:00 AM

(weekday mornings)

### **St. John Center (Men)**

700 East Muhammad Ali Blvd. | (502) 568-6758

Mon - Sun, 8:00 AM - 4:00 PM

### **Ekklesia Christian Life Ministries:**

#### **Family Day Shelter**

1401 Bluegrass Avenue | (502) 614-7575

Mon - Fri, 9:00 AM - 1:00 PM

### **Uniting Partners for Women and Children (UP)**

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

# **EMERGENCY SHELTERS**

## **NIGHT SHELTERS**

### **Center for Women and Families**

927 S 2nd St. | (502) 581-7200

*only for victims of domestic violence or sexual assault*

### **Salvation Army Center of Hope**

911 South Brook St. | (502) 671-4904

*check-in: women 5:00 PM | men 6:00 PM*

*check-in for young adults (18-24) at 9:00 PM*

*dinner: women at 4:30 PM | men at 5:00 PM*

*call (502) 637-2337 to reserve a bed*

### **The Healing Place**

(502) 585-4848

*men: 1020 W Market St.*

*women: 1503 15th St.*

*check-in: men & women 3:30 PM*

*dinner in evening*

*call (502) 637-2337 to reserve a bed*

### **Volunteers of America**

1321 South Preston St. | (502) 636-0816

*call (502) 637-2337 to reserve a bed*

### **Wayside Christian Mission**

432 East Jefferson St. | (502) 741-7019

*check-in: men & women 4:00 PM*

*dinner: women at 4:00 PM | men at 5:00 PM*

*call (502) 637-2337 to reserve a bed*



## **EMERGENCY SHELTERS**

### **NIGHT SHELTERS (CONTINUED)**

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

733 East Jefferson St. | (502) 584-6543, Ext. 105

Mon - Sun, 7:00 PM - 6:30 AM

*check-in: 7:00 PM | no dinner is served at this time*

*call (502) 637-2337 to reserve a bed*

#### **St. Vincent de Paul Ozanam Inn**

1034 South Jackson St. | (502) 584-2480, ext. 224

*check-in 4:00 PM | dinner at 5:00 PM*

*call (502) 637-2337 to reserve a bed*

### **CHILDREN & YOUTH SHELTERS**

#### **Home of the Innocents**

1100 East Market St. | (502) 596-1000

#### **YMCA Safe Place Youth Development Center**

2400 Crittenden Dr. | (502) 635-5233

Mon - Fri, 8:30 AM - 3:30 PM

#### **YMCA Shelter House (for Youth 17 or Younger)**

2400 Crittenden Dr. | (502) 635-5233

### **TRANSITIONAL SHELTERS**

#### **Kristy Love Foundation**

(502) 408-3129 | (502) 298-7725

*for women who have experienced trafficking,  
prostitution and addiction*

#### **Rhonda's Another Chance**

710 S 31st St. | (502) 776-8830

*for homeless women*

## **OPERATION: WHITE FLAG**

The Coalition for the Homeless coordinates the program **Operation: White Flag** to ensure 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 participatory shelter 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 participating agency.
- 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**

### **Salvation Army Center of Hope**

911 South Brook St. | (502) 671-4904

### **St. Vincent de Paul Center (Men)**

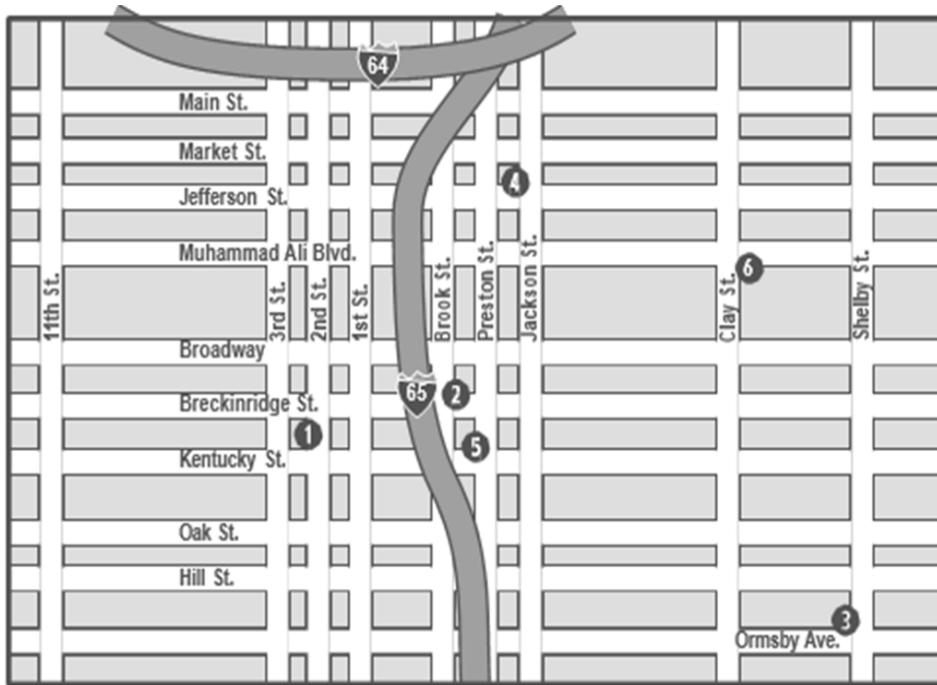
1034 South Jackson St. | (502) 584-2480, ext. 224

### **Wayside Christian Mission**

432 East Jefferson St. | (502) 742-6166

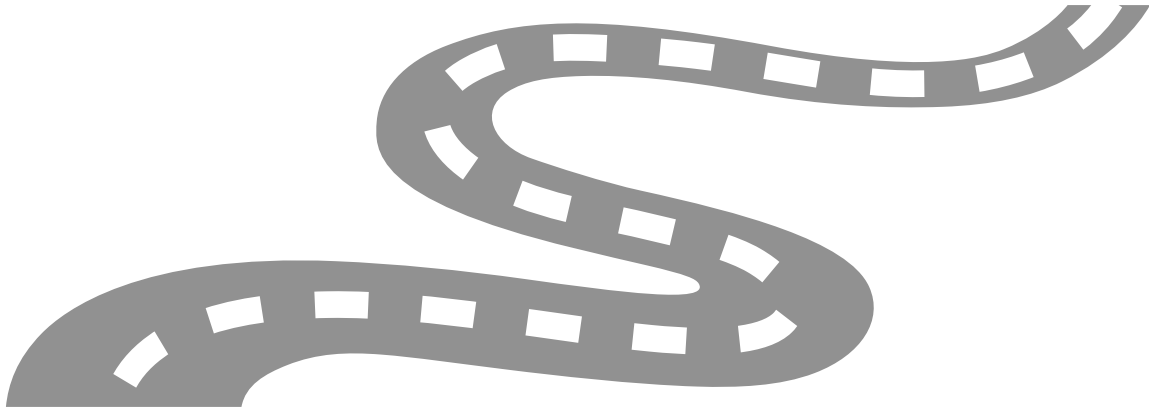
*To find out when Operation: White Flag is in effect, call Single-Point-of-Entry at (502) 637-2337*

# MAP OF EMERGENCY SHELTERS



## KEY TO EMERGENCY SHELTERS

- 1 Center for Women & Families**  
2nd St. b/w Breckenridge & KY St.
- 2 Salvation Army**  
Brook & Breckinridge 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



# **STREET OUTREACH GROUPS & YOUTH SERVICES**

The following groups serve people who are staying in unsheltered locations and/or encampments. They provide referrals and connection to resources, basic hygiene and camping supplies, clothing, and counseling/mental health support and services for youth (18-24).

## **STREET OUTREACH GROUPS**

### **Family Health Centers**

(502) 637-2080

### **Hip Hop Cares**

(502) 457-5317

*mobile resource center that runs routes Mon - Sat with community outreach every Sun*

### **Seven Counties**

(502) 589-8926

### **St. John's Center for Homeless Men**

(502) 901-5852

## **YOUTH SERVICES**

### **Home of the Innocents – Pathways Home for Youth**

(502) 596-1320

*ages 18 – 24*

*intensive case management*

### **Louisville Youth Network**

(502) 657-6624

[louisvilleyouthnetwork.org](http://louisvilleyouthnetwork.org)

*helps youth ages 16-24 navigate resources*

### **YMCA Safe Place Youth Development Center**

2400 Crittenden Drive | (502) 635-5233

Mon - Fri, 8:30 AM - 3:30 PM



# FOOD

This list includes locations for meals, groceries, and food affordability resources.

## **MEALS**

### **BREAKFAST OR EARLY LUNCH**

#### **Jefferson Street Baptist (Liberty)**

800 East Liberty St. | (502) 585-3787

Mon - Thu, 8:30 - 9:00 AM

#### **Lord's Kitchen**

2735 South 5th St. | (502) 413-0198

Sat & Sun, 11:00 - 11:45 AM

#### **Salvation Army Center of Hope**

911 South Brook St. | (502) 671-4904

*breakfast from 6:30 - 7:00 AM*

#### **St. Augustine Church**

1310 West Broadway | (502) 584-4602

Mon - Thu, 10:00 AM - Noon

*sandwiches only*

#### **Wayside Christian Mission**

432 East Jefferson St. | (502) 742-6166

*women & families 6:00 - 7:00 AM*

*men & community 7:00 - 8:00 AM*

### **LUNCH**

#### **Cathedral of the Assumption**

433 South 5th St. | (502) 582-2971

Daily 12:15 - 1:00 PM

#### **Feed the City**

1100 South 26th St. | (502) 772-5384

## **MEALS**

### **LUNCH (CONTINUED)**

#### **Fourth Ave United Methodist Church**

318 West St. Catherine St. | (502) 585-2176

Mo, Tu, Th - Sat, 12:00 – 12:35 PM

#### **Franciscan Shelter House**

748 South Preston St. | (502) 589-0140

Mon, Tue, Thu, Fri, 10:30 AM - 12:30 PM

Sat, 8:00 AM - 12:30 PM

#### **Green Street Baptist Church**

519 East Gray St. | (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

#### **St. Vincent de Paul Open Hand Kitchen**

1026 South Jackson St. | (502) 584-2480

Mon - Sun, Noon - 12:30 PM

*dinner served 7 days a week*

#### **Wayside Christian Mission**

432 East Jefferson St. | (502) 742-6166

women & families 11:00 - 12:00 PM

men & community 12:00 - 1:00 PM



# MEALS

## DINNER

### **Loaves & Fishes Inc**

500 E. Caldwell St. | (502) 718-5264

Sat, 3:00 - 4:00 PM

### **Lord's Kitchen**

2735 South 5th St. | (502) 413-0198

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

### **Lord's Kitchen (City of Hope)**

1410 Dixie Highway | (502) 413-0112

Sun, 4:00 - 6:00 PM

### **St. Vincent de Paul Open Hand Kitchen**

1026 South Jackson St. | (502) 584-2480

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

### **Salvation Army Center of Hope**

911 S Brook St. | (502) 671-4904

women 4:45 - 5:15 PM

men 5:00 - 5:30 PM

### **Wayside Christian Mission**

432 East Jefferson St. | (502) 742-6166

women & families 4:00 - 5:00 PM

men & community 5:00 - 6:00 PM

# FOOD AFFORDABILITY RESOURCES

## **Black Market KY**

[blackmarketky.com](http://blackmarketky.com)

a Black-owned grocery store focused on combatting food apartheid in Louisville's West End

## **Dare to Care Food Bank**

(502) 966-3821

*call for location nearest to you*

## **Feed Lou**

(502) 876-2287 | [feedlouisville.org](http://feedlouisville.org)

*provides meals, water, outdoor camping supplies, and hygiene products*

## **Louisville Community Grocery**

PO Box 1501 | [loufoodcoop.com](http://loufoodcoop.com)

## **Louisville Health Department WIC**

(502) 574-6520

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

## **Sister Visitor Center**

2235 West Market St. | (502) 776-0155



# **CLOTHING, HEALTHCARE, & OTHER SERVICES**

This list includes resources for finding clothing, healthcare, dental services, TB testing, sexual health services, mental health services, and resources for substance abuse help.

# **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 St. | (502) 589-3537

Tue, Wed, Thu, 9:00 AM - Noon

*children's and maternity clothes; diapers and baby food  
proof of children required*

## **Schuhmann Center**

730 East Gray St. | (502) 589-6696

Mon - Thu, 9:00 - 11:30 AM

*ID required - arrive early*

# **HEALTHCARE**

## **Emergency Room/University Hospital**

**(502) 562-3000**

## **Family Community Clinic**

**1406 E Washington St. | (502) 384-8444**

**Mon - Wed, 1:00 - 7:00 PM**

**Thu, 5:00 - 7:00 PM**

**Sat, 8:00 AM - 12:00 PM**

## **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 (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**

## **Family Health Center (Southwest)**

**9702 Stonestreet Rd | (502) 995-5051**

**Mon - Wed & Fri, 8:00 AM - 4:30 PM**

**Thu, 8:00 AM - 8:00 PM**

## **HEALTHCARE**

### **Fourth Avenue United Methodist Church**

(502) 585-2176

### **Kentucky Health Justice Network**

PO Box 4761 | Support Fund Hotline: 1 (855) 576-4576

[info@khjn.org](mailto:info@khjn.org)

*free inclusive help with reproductive health as well as a really great Trans Health Justice Program, which can provide emergency housing/food/gas cards/etc.*

### **Norton Children's Hospital**

231 East Chestnut St | (502) 629-6000

### **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 Ave. | (502) 778-0001

Mon - Wed & Fr, 8:30 AM - 5:00 PM

Thu, 8:30 AM - 7:00 PM

### **Syringe Exchange Project**

Louisville Metro Public Department of Health & Wellness

400 E. Gray St. | (502) 635-4503

### **University of Louisville**

#### **Physicians General Pediatrics**

Broadway Office | (502) 629-8990

Fri 8:00 AM - 4:30 PM

# **DENTAL, TB TESTING, & 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 St. | (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 Interfaith Ministries**

(502) 794-2682

### **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

## **SEXUAL & MENTAL HEALTH SERVICES**

### **SEXUAL HEALTH (STI & HIV) SERVICES (CONTINUED)**

#### **House of Ruth**

607 East Saint Catherine St. | (502) 587-5080

Mon - Fri 8:45 AM - 4:45 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

#### **UofL 550 Clinic**

550 S Jackson St | (502) 561-8844

Mon - Fri, 8:30 AM - 4:30 PM

### **MENTAL HEALTH SERVICES**

#### **Al-Anon and Alateen**

4400 Bishop Lane, #104 | (502) 458-1234

Mon - Fri, 10:00 AM - 2:00 PM

#### **Family & Children's Place**

525 Zane St. | (502) 893-3900

Mon - Fri, 8:30 AM - 8:30 PM

#### **Family Health Center (Phoenix)**

712 East Muhammad Ali Blvd | (502) 568-6972

Mon - Fri, 7:30 AM - 4:00 PM

#### **Jefferson AlcoholDrug Abuse Center (JADAC)**

601 South Preston St. | (502) 583-3951



## **MENTAL HEALTH SERVICES & SUBSTANCE ABUSE HELP**

### **MENTAL HEALTH SERVICES (CONTINUED)**

**Peace Hospital (formerly Our Lady of Peace)**  
2020 Newburg Road | (502) 451-3330

#### **SAMHSA's National Helpline**

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

#### **Seven Counties Services**

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

#### **TAYLRD**

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

### **SUBSTANCE ABUSE HELP**

#### **Al-Anon and Alateen**

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

#### **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 St | (502) 583-3951

#### **SAMHSA's National Helpline**

1-800-622-HELP (4357)



# **CHILDCARE, EMPLOYMENT, & OTHER HELP**

This list includes assistance with childcare, jobs and education, and contact information for other helpful services such as finding legal help, public benefits, and reporting adult and child abuse.

# **CHILDCARE**

## **Child Abuse Hotline**

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

## **Child Care Assistance Program**

1 (855) 306-8959

## **Child Support Division**

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

## **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*

## **Jefferson County Public Schools**

(502) 485-3001

## **Student Equity and Community Engagement**

4309 Bishop Lane | (502) 485-3650

## **JOBS & EDUCATION**

### **Family Scholar House**

403 Reg Smith Circle | (502) 584-8090

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*

### **Goodwill GTS Staffing Employment Services**

907 E Broadway | (502) 581-0058

Mon - Fri, 8:00 AM - 4:00 PM

### **KentuckianaWorks**

410 W Chestnut St, #200 | (502) 574-2500

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

### **KentuckianaWorks Youth Career Center**

612 South 4th St., #400 4th Floor | (502) 574-4115

### **Kentucky Career Center at the Nia Center**

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

### **Kentucky Manufacturing Career Center**

160 Rochester Drive

Building W, Suite 117C

(502) 276-9711

### **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

## **JOBS & EDUCATION**

### **Louisville Free Public Library**

(502) 574-1611 | [www.lfpl.org](http://www.lfpl.org)

### **Louisville Free Public Library (Main Library)**

301 York St. | (502) 574-1781

Mon - Thu, 9:00 AM - 6:30 PM

Fri - Sat, 9:00 AM - 4:30 PM

Sun, Closed

TARC Lines 04, 23, 99, 31

*There are steps if you enter from York, but no steps if you enter from Broadway*

### **Louisville Free Public Library (Northeast Regional)**

15 Bellevoir Cir. | (502) 394-0379

Mon - Thu, 9:00 AM - 6:30 PM

Fri - Sat, 9:00 AM - 4:30 PM

Sun, Closed

*TARC Line 15 will get you the closest*

*There are no steps to get into this building*

### **Louisville Free Public Library (South Central Regional)**

7300 Jefferson Blvd. | (502) 394-0379

Mon - Thu, 9:00 AM - 6:30 PM

Fri - Sat, 9:00 AM - 4:30 PM

Sun, Closed

*TARC Line 28 will get you the closest*

*There are no steps to get into this building*

## **JOBS & EDUCATION**

### **Louisville Free Public Library (Southwest Regional)**

9725 Dixie Hwy. | (502) 933-0029

Mon - Thu, 9:00 AM - 6:30 PM

Fri - Sat, 9:00 AM - 4:30 PM

Sun, Closed

*TARC Lines 10 and 18 will get you the closest  
There are no steps to get into this building*

### **YMCA Safe Place Services / Matt Kubancik Youth Development Center**

2400 Crittenden Drive | (502) 635-5233

Mon - Fri, 9:00 AM - 2:00 PM

*provides academic and employment counsel and case  
management support to young adults ages 16-22*

### **Youthbuild**

800 S Preston St | (502) 290-6121

Mon & Wed, 9:00 AM - 4:00 PM

*Jan / Mar Enrollments*

*GED / high school diploma classes*

## **OTHER HELP**

### **EMERGENCY ASSISTANCE**

#### **American Red Cross**

510 East Chestnut St. | (502) 589-4450  
*multilingual*

#### **Center for Women and Families Crisis Hotline**

(502) 581-7222

Southern IN Campus 1 (877) 803-7577

National Hotline 1 (800) 799-7233

#### **Crimes Against Seniors Squad**

(502) 574-2278

#### **Emergency**

911

#### **Financial Navigators with LHOME**

(502) 657-6624

[navigator@lhomeky.org](mailto:navigator@lhomeky.org)

#### **Metro Call**

311

### **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

## **OTHER HELP**

### **PUBLIC BENEFITS**

#### **Bus Service (TARC)**

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

#### **Medicaid (Adults & Children)**

908 West Broadway | 1-855-306-8959  
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

### **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



## **OTHER HELP**

### **RESOURCE REFERRALS**

#### **Kentucky Refugee Ministries**

969-B Cherokee Rd | (502) 479-9180

Mon – Fri, 9:00 AM to 5:00 PM

#### **Metro United Way**

(502) 583-2821

#### **Neighborhood Place**

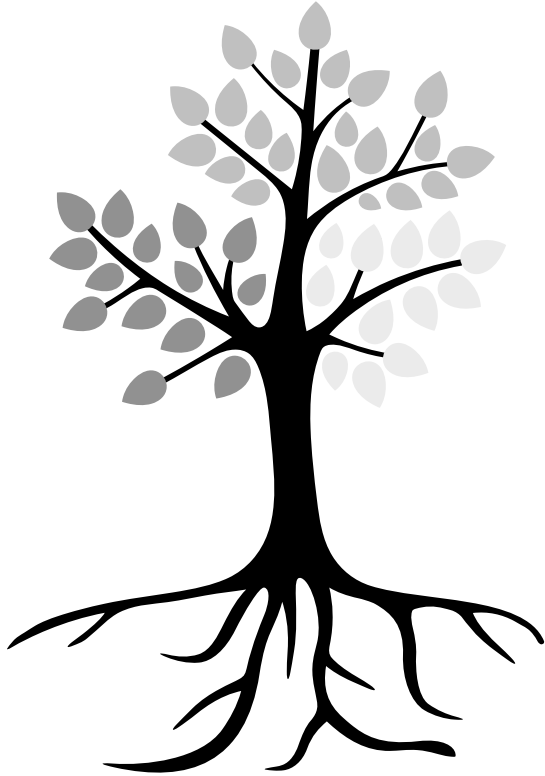
Seven Locations | Call Metro311 at 311 or (502) 574-5000  
for location nearest to you

#### **Pets - My Dog Eats First**

1800 Portland Ave. | (502) 694-2746

#### **River City Love Squad**

645 East Breckinridge St. | (502) 533-7257



# **SPECIFIC POPULATIONS**

This list includes resources for veterans, members of the LGBTQ community, people with disabilities, seniors, and victims of either domestic violence or human trafficking.

## **VETERANS SERVICES**

### **Interlink Counseling**

8311 Preston Highway, #B | (502) 964-7147

Mon - Fri, 9:00 AM - 5:00 PM

*veterans only*

### **Kentucky Department of Veterans Affairs**

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

### **Louisville Metro Office for Veterans**

(502) 574-5748

*connects local veterans with resources*

### **Louisville VA Medical Center**

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

### **National Call Center for Homeless Veterans**

1-877-424-3838

*24/7 response*

### **US Veterans Outreach Center**

1347 S 3rd St | (502) 287-6710

### **Robley Rex VA Medical Center**

800 Zorn Avenue | (502) 287-4000

### **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 (LGBTQ) RESOURCES**

## **American Civil Liberties Union of Kentucky**

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

## **Fairness Campaign**

2263 Frankfort Avenue | (502) 893-0788

## **Kentucky Health Justice Network**

PO Box 4761 | (502) 694-2227

[transhealth@khjn.org](mailto:transhealth@khjn.org)

*free inclusive help with reproductive health as well as a really great Trans Health Justice Program, which can provide emergency housing/food/gas cards/etc.*

## **LGBTQ+ COMMUNITY COALITION**

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

## **Louisville Trans Men**

2nd Mon each month, 6:30 PM - 8:30 PM

[loutransmen@gmail.com](mailto:loutransmen@gmail.com) | ages 18+

*support group meetings held*

## **Louisville Youth Group**

417 E Broadway | (502) 430-2016

## **U.S. Department of Veterans Affairs**

Robley Rex VA Medical Center | (502) 554-4550

*Health Care for LGBT Veterans*

*LGBT Veteran Care Coordinator*

# **LESBIAN, GAY, BISEXUAL, & TRANSGENDER (LGBTQ) RESOURCES**

## **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.

## **RESOURCES FOR VICTIMS OF DOMESTIC VIOLENCE**

### **Center for Women and Families**

927 South 2nd St. & 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*

### **Domestic Violence Intake Center (DVIC)**

600 W. Jefferson St., 1st Floor #1150 | (502) 595-0835

Mon - Fri, 8:00 AM - 12:00 AM

Sat- Sun, 10:00 AM - 6:00 PM

## **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 at:

### **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, open 24 hours a day, weekends, and holidays. For more information, call the Emergency Protective Order Office at (502) 595-3025.

## **RESOURCES FOR VICTIMS OF HUMAN TRAFFICKING**

### **Safe Passage**

(502) 324-3013

Mon - Fri, 9 AM - 5 PM

*support services for trafficked and exploited youth*

## **RESOURCES FOR PEOPLE WITH DISABILITIES/SENIORS**

### **Center for Accessible Living**

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

*disability rights and resource center*

### **Deaf Relay Service**

711

### **Elderserve**

631 South 28th St. | (502) 778-7418

[info@elderserveinc.org](mailto:info@elderserveinc.org)

### **Kept, Inc.**

[info@keptinc.org](mailto:info@keptinc.org) | (502) 465-5378

*financial assistance service*

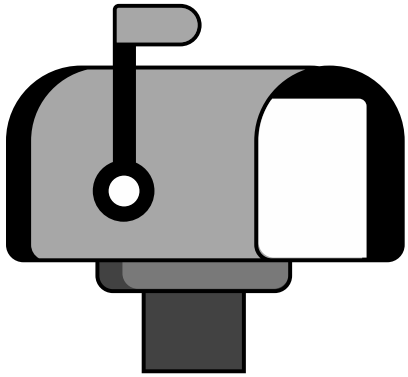
### **Office for Aging & Disabled Citizens**

(502) 574-5092

### **Seven Counties Services, Developmental Disabilities Services**

3717 Taylorsville Rd. | (502) 459-5292

*crisis prevention and response program*



# **EVICTIION & HOUSING INSECURITY**

This section details best practices for safe housing, how to get necessary identification, your rights as a tenant, information on eviction court, and problem-solving procedures to secure housing services.



## **BEST PRACTICES FOR SAFE HOUSING**

The following points are a list of best practices for safe housing and how to prevent housing insecurity:

- pay your rent in money order or check; keep a receipt of all transactions
  - if you pay your rent in cash, always get a receipt
- keep copies of all communications with your landlord
- never agree to a verbal lease; always ask to sign a lease and keep a copy for your records
- on the day that you move in, take pictures of all the rooms and note existing damage
- if you face eviction, attend your hearing date to protect yourself and avoid an eviction on your record
- call Legal Aid for free legal representation at (502) 584-1254

## **WWW.STOPMYEVICTION.ORG**

If you receive an eviction notice due to non-payment of rent, please visit [www.stopmyeviction.org](http://www.stopmyeviction.org) to receive eviction help and support. For legal advice on evictions due to any reason, call Legal Aid at (502) 584-1254

Further information on common reasons for eviction and what to do if you lose in eviction court is covered on the next few pages.

# 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, (502) 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.

### **WHAT TO BRING**

- \$12 for applicants 15 and over
- \$4 for applicants 14 and under
- payments may be made by cash or debit/credit card
- there is a \$2 convenience fee for debit/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

# YOUR RIGHTS AS A TENANT

## LANDLORD RESTRICTIONS

Your landlord cannot:

- evict you without giving you proper notice
- threaten to evict you, suddenly increase your rent, decrease the services they provided you, or shut off your utilities for complaints you have made (retaliation)
- 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

### 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**

## **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

### **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**

- If you believe your landlord is retaliating, contact an attorney or call Legal Aid Society at (502) 584-1254

## **EVICTION COURT HELP**

If any below are true, bring proof and inform judge:

- you did NOT get a written notice of eviction before receiving the petition from the Sheriff
- your landlord accepted payment after they filed the eviction petition
- you do NOT owe your landlord rent or late fees
- you did NOT break your lease or problem was corrected <14 days of 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 to prevent an eviction on your record

## **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 outside the resources offered in this document:
  - Phoenix Health Center offers a weekly Housing Group Monday at 1 PM at 712 Muhammad Ali Blvd
- After 7 days, your landlord can get an order to set you out. Then, the Sheriff has 10 days to set you out.
  - When the set out occurs, the Sheriff will supervise while your belongings are being moved
- 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
- Call **Single-Point-of-Entry (SPE) Client Care Services** at (502) 637-BEDS (2337) to get information about relocation assistance

# **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 Office of Resilience and Community Services**

**(502) 574-4377**

The consumer must submit a written copy of their grievance and the shelter/agency's written response. Louisville Metro Office of Resilience and Community Services (RCS) will contact the shelter within five (5) business days. Metro Community Services (RCS) 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.

## **STREET TIPS PROVIDED BY**



# **COALITION — FOR THE — HOMELESS**

**1300 South 4th St., Suite 250**

**Louisville, KY 40208**

**(502) 636-9550**

**(502) 636-9950 fax**

**email: [admin@louhomeless.org](mailto:admin@louhomeless.org)**

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

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