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.

LOUIE CONNECT

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.
# Table of Contents

## 5 Referrals/Housing Assessments
- Single-Point-Of-Entry Client Care Services
- Common Assessment Office

## 6 Emergency Shelters
- Day/Night, Children’s, & Transitional Shelters | Operation White Flag | Map of Emergency Shelters

## 12 Street Outreach Groups & Youth Services

## 14 Food
- Meals | Food Affordability Resources

## 19 Clothing, Healthcare, & Other Services
- Clothing | Healthcare | Dental, TB Testing, & Sexual Health Services | Mental Health Resources | Substance Abuse Help

## 26 Childcare, Employment, & Other Help
- Childcare | Jobs & Education | Other Help

## 34 Specific Populations
- Veterans | Members of the LGBTQ Community | Victims of Domestic Violence or Human Trafficking | People with Disabilities/Seniors

## 40 Eviction & Housing Insecurity
- Best Practices for Safe Housing | Getting Identification | Your Rights as a Tenant | Eviction Court Help | Problem-Solving Procedures
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 is providing Shelter ID cards as they are not needed to get into a shelter.

The Ollie Green II Building
1300 South 4th St., Suite 250
(502) 637-BEDS (2337)
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
*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
a Black-owned grocery store focused on combating 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
provides meals, water, outdoor camping supplies, and hygiene products

Louisville Community Grocery
PO Box 1501 | 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
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

TAYLORD
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)
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
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

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

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
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 | 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
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

Kept, Inc.
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
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 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
EVICION 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.