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July 1, 2020



OFFICE OF
**RESILIENCE AND
COMMUNITY SERVICES**

Directory of Services

LOUISVILLE METRO OFFICE OF RESILIENCE AND COMMUNITY SERVICES (RCS)

701 West Ormsby Avenue, Suite 201

Louisville, KY 40203

(502) 574-4377

<https://louisvilleky.gov/government/resilience-and-community-services>

Director: Tameka Laird

This directory mirrors the information provided by our agency for the database used by the 2-1-1 social services information line operated by Louisville Metro United Way.

We make frequent adjustments to our programs based on changing demands and resources in the challenging social services environment for our community. Any changes to our programs will be corrected in the 2-1-1 system, and then an updated directory will be published.

To update program information, the supervisor or manager should contact Sam Clausi, Grants Contract Coordinator, at (502) 574-6311, Samantha.Clausi@louisvilleky.gov.

The image on the front cover is a “Word Cloud” containing the most common words in the Directory of Services, with the size of each word proportional to the frequency that it appears in the directory. Created using www.tagul.com.



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AcceLOUrate SAVINGS

Service Description: Louisville Metro Office of Resilience and Community Services is partnering with Metro United Way to provide a financial coaching program, AcceLOUrate Savings, that connects clients to a trained financial coach who provides one on one coaching, group learning, and some supportive services.

Area Served: Louisville/Jefferson County

Eligibility: Household income must fall at or below 200% federal poverty guidelines. Clients must have some form of income with a goal of saving.

Intake Procedure: Call 574-7301 to determine eligibility and access this service.

Fees: Free

COVID-19 RESPONSE: AcceLOUrate SAVINGS

Service Description: AcceLOUrate Savings Financial Coaching services are delivered virtually until further notice. Virtual financial coaching provides one on one coaching, group learning and some supportive services.

Area Served: Louisville/Jefferson County

Eligibility: Household income must fall at or below 200% federal poverty guideline. Clients must have some form or income with a goal of saving.

Fees: Free

Intake Procedure: Email Cynthia.Garrison@louisvilleky.gov to determine eligibility and access this service.

email: Cynthia.garrison@louisvilleky.gov

web: <https://louisvilleky.gov/government/resilience-and-community-services/accelourate-savings>

BANK ON LOUISVILLE

Service Description: Bank On Louisville (BOL) is a collaborative of community partners focused on improving access to mainstream financial education and mainstream financial services. BOL is a comprehensive program that serves "unbanked" and "underbanked", those may who live without access to mainstream financial institutions and are forced to rely on expensive check-cashing services. To learn more, visit www.louisvilleky.gov/government/bank-louisville or www.bankonlouisville.com.

Area Served: Louisville/Jefferson County

Intake Procedure: Call 574-1969 to access this service.

Fees: Free

COVID-19 RESPONSE: BANK ON LOUISVILLE

Service Description: Financial education provided by Bank On Louisville is delivered virtually until further notice. Bank On Louisville (BOL) is a collaborative of community partners focused on improving access to mainstream financial education and mainstream financial services. BOL is a comprehensive program that serves "unbanked" and "underbanked", those may who live without access to mainstream financial institutions and are forced to rely on expensive check-cashing services. To learn more, visit www.louisvilleky.gov/government/bank-louisville or www.bankonlouisville.com.

Area Served: Louisville/Jefferson County

Eligibility: No eligibility criteria.

Fees: Free.

Intake Procedure: Email Bankonlouisville@louisvilleky.gov

web: www.bankonlouisville.org



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COMMUNITY ACTION AGENCY LOUISVILLE

Service Description: Community Action Partnership was one of the agencies that was merged together to form the Louisville Metro Office of Resilience and Community Services (RCS). RCS is now the Community Action agency and CSBG (Community Services Block Grant) recipient for Jefferson County, KY. RCS continues to provide the services that were previously associated with CAP including Home Energy Assistance (LIHEAP).

Area Served: Louisville/Jefferson County

COVID-19 RESPONSE: TEAM KENTUCKY FUNDS

Service Description: As a result of the COVID-19 pandemic many businesses were required to partially or fully cease their operations. This resulted in a loss of income for many Kentuckians. The TEAM Kentucky Fund was created to assist people who had been affected. A Household may only apply to Team Kentucky Fund one time. They may not return for a second application or additional benefits once the application has been completed. Team Kentucky funds have the following eligible uses:

- Mortgage: Mortgage Benefits in the amount of one month's mortgage payment.
- Rent: One month's rent (not to exceed \$1,000) may be paid to a landlord.
- Groceries: A household may receive benefits toward the purchase of food or groceries up to \$100 per household member.

Utilities: A household may receive benefits toward the payment of utilities.

Area Served: Louisville/Jefferson County

Eligibility: 1) The **APPLICANT** should have been working at the time of the COVID-19 pandemic in Kentucky. If they were not working at least 30 hours on or after March 6 then they are not eligible, and their application should be denied. This rules out non-working students, non-working retirees, etc.

2) The **APPLICANT's** loss of employment must have a significant loss (more than 50%) of their income.

3) The applicant's **HOUSEHOLD** income should have been at or below 400% of the Federal Poverty Guidelines (FPG), prior to March 6, 2020. If their income was greater than 400% POP they are not eligible, and their application should be denied.

4) The applicant's **HOUSEHOLD INCOME** should NOW be at or below 200% of the Federal Poverty Guidelines. If it is higher than 200% POP, they are not eligible, and their application should be denied.

Fees: None

Intake Procedure: Apply online at <https://teamkyfund.ky.gov/>

Web: <https://teamkyfund.ky.gov/>

EMERGENCY REPAIR PROGRAM (Develop Louisville)

This program moved to the "Develop Louisville" department of Metro government in 2014. It is included here for reference. For information, call 574-5850.

FAMILY ECONOMIC SUCCESS (FES) CASE MANAGEMENT PROGRAM

Service Description: Using a Strength-Based Case Management Model, the following services will be provided:

- * The entire family will participate in the FES service planning process
- * Families will guide their pace of case management needs based upon financial needs, self-identified



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outcomes, barriers to economic stability, and access to financial services

- * Case manager will engage families based upon financial status at time of program enrollment
- * Clients will be referred to community-based organizations that build financial assets and address immediate familial needs based on a comprehensive family needs assessment
- * Collaborative & coordinated services delivery
- * Case manager will utilize Family Team Meetings that include a network of partner agencies and community-based organizations that promote family self-sufficiency using a strength based/solution focused model
- * Families will be assessed for services offered through the Neighborhood Place system that support basic human needs
- * Families will be linked to a myriad of financial products and services and financial literacy organizations that aid in financial success

Area Served: Louisville/Jefferson County

Intake Procedure: For more information, contact your local Neighborhood Place or find the Neighborhood Place for your address at <http://mapit.louisvilleky.gov/>.

BRIDGES OF HOPE - MABEL WIGGINS CENTER (502) 634-6050

CANE RUN (502) 485-6810

FIRST (502) 313-4700

NORTHWEST (502) 574-5434

SOUTH CENTRAL (502) 485-7130

SOUTH JEFFERSON Fairdale Site (502) 363-1424

SOUTH JEFFERSON Valley Site (502) 485-7310

UJIMA (502) 485-6710

Service Hours: Mon - Fri 8 a.m. - 4: 30 p.m. Offices closed Saturdays, Sundays, and major holidays.

FINANCES AND YOU

Service Description: Offers a financial literacy program designed to teach participants basic money management skills in the areas of budgeting, banking, investing, spending wisely and developing a savings plan.

Area Served: Louisville/Jefferson County

Eligibility: Low-income residents of Jefferson County, KY, ages 18 and older.

Intake Procedure: Call 574-7301 to determine eligibility and to access this service.

Fees: None

COVID-19 RESPONSE: FINANCES AND YOU

Service Description: Finances and You workshop series are on hold until further notice. Offers a financial literacy program designed to teach participants basic money management skills in the areas of budgeting, banking, investing, spending wisely and developing a savings plan.

Area Served: Louisville/Jefferson County

Eligibility: Low-income residents of Jefferson County, KY, ages 18 and older.

Fees: None

Intake Procedure: Call 574-7301 to determine eligibility and to access this service.



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FINANCIAL ASSISTANCE (CASE MANAGEMENT)

Service Description: The Financial Assistance Program generally serves households with an employment history that meet specific policy eligibility criteria. Financial assistance must be used for rent, deposits, and utility payments.

The financial assistance is distributed through the Neighborhood Place sites. Refer callers to the Neighborhood Place site closest to their home address. See the following link for an online tool that provides the neighborhood place site for any Louisville address: <http://mapit.louisvilleky.gov/>

Area Served: Louisville/Jefferson County

Eligibility: Household must have earned income within previous 6 months, be willing to participate in case management, and meet other eligibility criteria.

Intake Procedure: Call local Neighborhood Place site for application information:

BRIDGES OF HOPE - MABEL WIGGINS CENTER (502)634-6050

CANE RUN (502)485-6810.

FIRST (502) 313-4700

NORTHWEST (502)574-5434

SOUTH CENTRAL (502)485-7130.

SOUTH JEFFERSON Fairdale Site (502)363-1424.

SOUTH JEFFERSON Valley Site (502)485-7310.

UJIMA (502)485-6710.

Fees: None

Documentation Required: Picture ID, Social Security cards for all members of household, proof of income, ask for additional requirements when calling.

Service Hours: Mon - Fri 8:00am - 4: 30pm. Offices closed Saturday, Sunday, and major holidays

FINANCIAL EMPOWERMENT SERVICES CENTER

Service Description: Provides Louisville residents with opportunities to meet one-on-one with financial and legal experts. Non-profit partners of Louisville Metro Office of Resilience and Community Services -- including Apprisen, Legal Aid, and Louisville Asset Building Coalition (during tax season) - are available for private consultations.

Area Served: Louisville/Jefferson County

Eligibility: Free and open to the public

Intake Procedure: Appointment slots are available and can be made by calling 313-4698

Fees: Assessment for services are free. Additional services available on a sliding fee scale.

Documentation Required: Required documentation will be mentioned at time the appointment is made.

Service Hours: Partners' schedules and locations vary. Appointments can be issued between 8 a.m. – 5 p.m., Monday through Friday.

FOSTER GRANDPARENT PROGRAM

Service Description: Provides volunteer opportunities for low-income seniors to offer supportive services to children with special or exceptional needs in structured settings such as schools and day care centers.

Volunteering promotes feelings of self-worth and enables the children to receive one-to-one attention.

The Foster Grandparent Program offers individuals age 55 and older with limited income the opportunity to serve as role models and mentors to children with "exceptional or special needs." Foster Grandparents lend



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their time, skill, and life experiences to assist children in reaching their potential academically, behaviorally, and developmentally.

In return for volunteering, Foster Grandparents receive a small tax-free stipend to cover the cost of serving, a transportation reimbursement, supplemental accident and liability insurance, an annual recognition event and pre-service orientation and monthly in-service training.

Link to website: <http://louisvilleky.gov/government/community-services/foster-grandparent-program-fgp>

Area Served: Louisville/Jefferson County

Eligibility: Participants must be 55 and over, meet federal income requirements, pass all National Service Criminal History checks; be physically capable of serving at least 20 hours per week

Intake Procedure: Please contact:

Tracey Harper Collins, Program Director, 502.574.1529

Delinda Taylor, Volunteer Coordinator, 502.574.1933

Fees: None

HOMELESS HOUSING AND SUPPORT SERVICES

Service Description: Provides rental assistance, utility assistance and security deposit assistance. Also offers general case management services for program participants, which include financial literacy/budget training, mental health services, chemical dependency services, and other case management services and referrals.

Includes HOME/TBRA, ESG Rapid-rehousing, and Continuum of Care programs.

Area Served: Louisville/Jefferson County

Eligibility: Most of the Federal assistance program require the client to meet HUD's definition of "homeless": currently staying in an emergency shelter or transitional shelter for the homeless or are living on the streets or in a car.

Intake Procedure: Clients are referred through the Continuum of Care Common Assessment Team. If you are homeless, call the Coalition for the Homeless Single Point of Entry line at (502) 637-2337 to get shelter or bed. **NOTE: (The 637-2337 phone number should be given to individuals seeking Shelter and Beds only).**

Single Point of Entry procedure: Walk-Ins: Monday-Friday, 10 a.m. – 1:30 p.m.

Phone Calls: Monday – Sunday, 10 a.m. – 2 p.m.

COC Programs (HOME/TBRA, ESG Rapid-rehousing, and Continuum of Care programs:

Contact: (502) 216-4978, Monday –Friday, 10 a.m. – 2 p.m.

Fees: Several Federal programs require program participants to pay a portion of their rent as part of the Federal housing assistance. Typically, 30% of the program participants gross monthly income will be paid for housing, the remaining 70% of the rent is paid through the Federal housing program. No additional fees are applied for the applicable programs.

Documentation Required: For all Federal grant programs income requirements must be met. All program participants must be at or below 80% of the Area Median Income limits. In addition, proof of disability must be met for some programs, as well as proof of housing status and/or homelessness status. Other documentation is required for new program participants.

Languages: English; translation services (LEP) provided upon request.

Referral Procedure: Clients are referred through the Continuum of Care Common Assessment Team.



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HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS (HOPWA)

Service Description: Provides mortgage assistance, emergency shelter, rental and utility assistance, legal services, and case management for people with HIV/AIDS. All services are housing related.

Area Served: Louisville/Jefferson County and Southern Indiana.

Eligibility: Households at or below 80% area median income (AMI) where one or more person is living with HIV.

Intake Procedure: If above eligibility is met for housing, client should be referred to House of Ruth or Volunteers of America. If client needs legal assistance related to housing, client should be referred to Legal Aid Society.

House of Ruth (Housing & Social Services)

Ryan Cundiff

(502) 587-5080 ext. 11

607 East St. Catherine Street

Louisville, Kentucky 40203

*No median income requirement for housing or services, only HIV/AIDS documentation

Legal Aid Society (Legal Assistance with Multiple Issues)

Jeff Staton

(502) 584-1254

Monday – Friday, 9AM – 5PM

416 W Muhammad Ali Blvd #300

Louisville, KY 40202

Volunteers of America (Testing, Housing, & Social Services)

Marshall Kellner

933 Goss Avenue

Louisville, KY 40217

(502) 635-4540

Fees: None

Documentation Required: Program participants must be persons of low-income - at or below 80% of AMI limits. In addition, proof of positive HIV status must be provided to the agency to which the household is referred.

Languages: English; translation services (LEP) provided upon request.

Referral Procedure: Clients are referred to the appropriate HOPWA Project Sponsor based on the nature of assistance requested.

LEAD-SAFE LOUISVILLE (Develop Louisville)

Starting in July 2014, this program moved to the “Develop Louisville” department of Metro government. It is included here for reference. For information, call 574-5850.



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LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

(LIHEAP Summer Cooling Subsidy and Crisis)

Service Description: The annual program that helps prevent disconnection from utility services for low income residents of Louisville began Wednesday, July 1, 2020. The Summer Cooling Crisis/Subsidy Phase of LIHEAP will continue until funds are depleted or October 30, 2020, whichever comes first.

Area Served: Jefferson County, KY.

Eligibility: Kentucky's LIHEAP guidelines are mandated by the Kentucky Cabinet for Health and Family Services. Clients must be at or below 60% of the State Median Income. Residents can apply regardless of the status of their utility bills for the Subsidy portion of this phase. However, for the Crisis portion of this phase clients must meet one of the following guidelines and provide documentation of such:

- Be within four (4) days of running out of bulk fuel;
- Have received a past due/disconnect notice;
- Have received a dated eviction notice where the heating costs are included with the monthly/weekly rent and have gone unpaid.

Applicants will be assessed for both programs and may receive benefits from both programs if eligible. Eligibility is based on household income, size, liquid resources, and responsibility for home energy costs. Benefits are calculated based on household size, income, a household is subsidized or non-subsidized and the primary energy source to ensure that households with the highest energy cost and the lowest incomes.

Intake Procedure: Appointments are required in advance to apply. Appointments can be made with the 24-hour automated phone scheduler at 502-991-8391 or scheduled on-line at louisvilleky.cascheduler.com.

Residents may apply for Summer Cooling assistance between July 1, 2020 and October 30, 2020 or until funds are depleted.

COVID-19 RESPONSE: LIHEAP

Currently all LIHEAP offices are closed for public foot traffic in accordance with the CDC guidelines. After scheduling an appointment, drop off all required documentation in a secure drop box outside of the office on the day of your appointment, anytime between 8 a.m. and noon; or 1 and 4:30 p.m. Please drop off clean copies of your documents instead of originals, if possible.

Fill out the Family Profile Forms and the Remote Processing Forms that are provided at the drop box or found online at www.louisvilleky.gov/LIHEAP. Place the forms and your documentation in an envelope and drop into the secure drop box at the site you selected when making your appointment (listed below). Please label the envelope "LIHEAP".

You will not need to wait at the site for a LIHEAP staff member to call you to process in person.

You will be contacted within 72 hours (3 business days) of your appointment time. If you have dropped off original documents, the workers will make arrangements to return any original documents. For more a full list of required documentation, LIHEAP eligibility & other instructions, visit louisvilleky.gov/LIHEAP.

Residents may call Metro311 at 311 or 574-5000 or visit www.louisvilleky.cascheduler.com for more information. Applicants choose one of the service locations at the time of scheduling an appointment:

- Northwest Neighborhood Place at Nia Center/2900 W. Broadway, 3rd Floor, 40211
- South Central Neighborhood Place, 4255 Hazelwood Ave.
- Neighborhood Place Ujima/Duvalle Education Center, 3610 Bohne Ave.



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- Neighborhood Place/Bridges of Hope, 1411 Algonquin Pkwy.
- Newburg Community Center/East, 4810 Exeter Ave.
- Cane Run Neighborhood Place, 3410 Lees Ln, 40216
- East Government Center, 200 Juneau Drive, 40243 *Starting May 27, 2020

Documentation Required:

- Proof of all household income for the preceding month (Food Stamp award letter, Social Security Award letter, pay stubs, or other proof of \$0 income). Note: Zero Income forms are available at the LIHEAP offices or online at www.louisvilleky.gov (search for LIHEAP)
- Social Security card(s) or (official documentation with Social Security Numbers) or Permanent Residence card (Green Card) for each member of the household. (Social security cards are not required for children under the age of 2; however, some proof of age is required (i.e. a birth certificate of food-stamp letter), and
- Most Recent heating bill (For Subsidy or Crisis assistance)
- Disconnect Notice or a current bill with a past due amount; or (For Crisis assistance only)
- Eviction notice if heating expenses are included in the rent. If heat is included in rent, clients must also provide a copy of the lease. (For Crisis assistance only)
- Service Hours: By appointment, see "Intake Procedure" in order to arrange an appointment.

MEALS ON WHEELS

Service Description: Provide home delivered meals for homebound older adults.

(502) 574-6325 Primary Phone, (502) 574-4586 FAX.

Area Served: Louisville/Jefferson County

Eligibility: Age 60 or older who are homebound due to illness or disability.

Fees: There is no cost for the meal, donations are accepted to help offset the cost of the meal.

Documentation Required: Age verification required during home visit.

NEIGHBORHOOD PLACE

Service Description: Louisville's Neighborhood Place -- a partnership of Louisville Metro Government (including Community Services and Public Health and Wellness), Jefferson County Public Schools, Kentucky Cabinet for Health and Family Services and Seven Counties -- provide one-stop centers which bring together health care, education, employment and social services at eight locations across the community.

Area Served: Louisville/Jefferson County

Eligibility: Eligibility varies depending on program or service. Most often income eligible households are at or below 130% federal poverty guidelines with income limits lower for some programs and slightly higher for others.

Intake Procedure: For more information, contact your local Neighborhood Place or find the Neighborhood Place for your address at <http://mapit.louisvilleky.gov/> or by calling Metro311 at 311.

NEIGHBORHOOD PLACE, BRIDGES OF HOPE - MABEL WIGGINS CENTER (502) 634-6050

NEIGHBORHOOD PLACE, CANE RUN (502) 485-6810

NEIGHBORHOOD PLACE, FIRST (502) 313-4700

NEIGHBORHOOD PLACE, NORTHWEST (502) 574-5434

NEIGHBORHOOD PLACE, SOUTH CENTRAL (502) 485-7130

NEIGHBORHOOD PLACE, SOUTH JEFFERSON Fairdale Site (502) 363-1424



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NEIGHBORHOOD PLACE, SOUTH JEFFERSON Valley Site (502) 485-7310

NEIGHBORHOOD PLACE, UJIMA (502) 485-6710

Service Hours: Mon - Fri 8:00am - 4: 30pm. Offices closed Saturdays, Sundays, and major holidays.

Neighborhood Place facilities remain temporarily closed for walk-in clients due to the COVID-19 pandemic.

Documentation Required: Varies, depends upon applicable services. Common documentation required by all agencies are picture id, social security cards for all HH members, proof of household income.

Languages: English, LEP clients will be accommodate with the use of telephone and/or face to face interpretation services.

Fees: No associated fees.

COVID-19 RESPONSE: ONE LOUISVILLE FUND

Service Description: Louisville Metro Office of Resilience and Community Services is proud to play a role in helping individuals and families who have experienced a loss of income related to the COVID-19 pandemic. Income eligible households, with a verifiable loss of income – directly related to the COVID-19 pandemic – and a demonstrated need, may receive payment assistance up to \$1,000 per household. Funds will be distributed on a first come, first served basis until available funding is expended.

Area Served: Louisville/Jefferson County

Eligibility: Must be a Jefferson County resident. Household income at or below 100% AMI (Area Median Income, see income guidelines below) within the previous 30 days. Need for rental assistance, childcare, transportation, food assistance, and/or utilities. Demonstrated loss of earned income related to COVID-19 illness or exposure including medical issues or incubation period, business closures, lay-offs, school closures and the lack of appropriate childcare on or after March 16, 2020. Must have exhausted community supports for service request.

Persons in Household	100% of AMI Louisville, KY-IN HUD Metro FMT Area
1	\$54,300
2	\$62,000
3	\$69,800
4	\$77,500
5	\$83,700
6	\$89,900
7	\$96,100
8 or more	\$102,300

Fees: Free

Intake Procedure: Apply directly online by uploading application and required documentation using the portal found at louisvilleky.gov/oneloufund. Individuals without computer access can schedule a phone appointment at OneLouhelp.itfrontdesk.com or 502-874-5060.

NEWBURG COMMUNITY CENTER / DARE TO CARE

Service Description: Provides food to low-income individuals and families that are in need.



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Area Served: Newburg Community Center DARE to CARE serves the 40213, 40218, and 40219 zip codes. If you live in these zip codes but live on the side of Poplar Level to Preston Highway, Bethlehem Baptist (964-4384) serves your area. We do NOT serve the Buechel or Bardstown Road area. Please call DARE to CARE at **966-3821 to locate your distribution center.**

Eligibility: Commodities= once per month. Emergency food= 4x/year. Produce= every Friday.

Intake Procedure: Come in person during hours of operation.

Fees: None.

Documentation Required: Picture ID and piece of mail (not junk mail) with your current address.

Service Hours:

Commodities and Emergency Food: M-W 9am-noon and 1pm-4pm, Thurs 9am-noon, But not on the 3rd Monday of each month.

Produce: Fridays, Sign ups start at 8am, first come/first-served.

Languages: English; translation services (LEP) provided upon request.

OFFICE FOR AGING AND DISABLED CITIZENS

Service Description: Provides advocacy and public policy development, as well as information by phone; consults with senior groups, disability groups and service providers; works through TRIAD to address senior safety and enhance network between citizens, local government and service providers. Call 574-5092 for more information and check the following website for more links for more resources:

<https://louisvilleky.gov/government/community-services/office-aging-disabled-citizens>

Eligibility: Louisville/Jefferson County, KY

Fees: None

Service Hours: Mon. – Fri. 8 – 5 p.m. Office closed Saturdays, Sundays, and major holidays

OFFICE FOR VETERANS

Service Description: Connecting homeless veterans and honorably discharged veterans with local resources; and providing information on available services through local nonprofit, federal and community business partners to include, referrals for housing, financial assistance, training and education. Also, veterans will be connected to services and resources provided from the Veterans Community Alliance of Louisville (VCAL).

OFFICE FOR WOMEN

Service Description: Engages in raising public awareness, research, policy work and advocacy. Provides referral information, post-secondary educational internship opportunities, and promotes civic engagement. OFW works to improve the status of all women in Louisville Metro - focus includes issues that affects women's physical and mental health social and economic well-being, employment, housing, political involvement, legal issues, and safety issues such as domestic violence and abuse. Call 574-5360 during regular business hours for more information.

Area Served: Louisville/Jefferson County, KY

Service Hours: 8:30am- 5:00pm.

OFFICE OF YOUTH DEVELOPMENT (OYD)

Service Description: Advocates for youth and works in partnership to create a community-wide coordinated Out of School Time system to prevent dropouts and increase educational attainment; promote positive youth



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development and raise the level of professionalism within the youth service professions. Is a BLOCS (building Louisville's Out-of-School-Time System) partner, working to improve the quality of the programs that are provided to youth in our community.

Provides professional development opportunities to assist youth workers and agencies to be more effective in working with young people. Offers a minimum of three trainings on a monthly basis (Youth Service Worker Training and Methods trainings), which provide training for more than 500 youth workers each year.

Serves as a clearinghouse of information about youth services in our community. The office secures, researches and disseminates information about funding opportunities, trainings, youth-centered initiatives, and maintains a searchable database that helps link the community to available youth services.

For more information contact Gabrielle Benfield 574-5696

Area Served: Louisville/Jefferson County, KY

Eligibility: Youth and organizations that serve youths

Fees: None

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

Service Description: The RSVP program is a federally funded program of the Corporation for National and Community Service (CNCS) through Senior Corps. Senior Corps promotes and supports senior volunteerism by working with public, private and nonprofit sectors as local program sponsors and as partners offering impactful and satisfying volunteer opportunities.

The purpose of the Louisville Metro RSVP program is to positively and holistically support senior volunteerism. RSVP Staff recruits new volunteers (age 55 and over), assists in pre-screening for partnering agencies, supports the volunteer experience with federal benefits, and promotes recognition of member volunteers for their volunteer service in CNCS priority areas and community needs.

For more information: <https://louisvilleky.gov/government/resilience-and-community-services/retired-and-senior-volunteer-program-rsvp>

Area Served: Louisville/Jefferson County, KY

Eligibility: Seniors (working or retired), 55 years and older

Intake Procedure: Call 574-1530

Fees: None

SENIOR NUTRITION SITES

Service Description: Senior Nutrition sites are closed during the COVID – 19 Pandemic and will remain closed until federal and state emergency orders are lifted.

COVID-19 RESPONSE: SENIOR NUTRITION SITES

Service Description: One package of five- frozen meals are available for registered seniors once per week from one of six distribution sites. Call to find the distribution site most convenient to your home.

Area Served: Louisville/Jefferson County, KY

Eligibility: A person aged 60 or over and the spouse of that person. Age verification required.

Fees: There is no cost for the meal, donations are accepted to help offset the cost of the meal.

Intake Procedure: (502) 574-6325 Primary Phone (502) 574-4586 FAX

email: seniornutrition@louisvilleky.gov

web: <https://louisvilleky.gov/government/resilience-and-community-services/senior-nutrition-program>.



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SENIOR TRANSPORTATION PROGRAM

Service Description: Senior Transportation provides senior citizens monthly bus passes so that they may attend congregate meal sites throughout the city. This access ensures that senior citizens receive nutritious meals, continuing social interaction, and general supports through their senior center.

Eligibility: Must be 60 years old, enrolled and eating weekly at a Louisville Metro Senior Nutrition site. May not reside in a building that houses a nutrition program. Must pick up passes/tickets when specified.

Intake Procedure: Request application packet from Nutrition Site Supervisor.

Fees: N/A

Documentation Required: Complete CSBG Information Sheet, Gross income at or below 125% poverty guideline, present a picture ID plus income verification from the previous month and social security cards for everyone in the household.

Service Hours: Most Nutrition Sites are open, Monday – Friday, 9:00 am – 1:00 pm.

SHELTER PLUS CARE

Service Description: Provides permanent rent payment assistance and case management services to homeless individuals and families who are affected by a documented disability.

Area Served: Jefferson County, KY.

Eligibility: Homeless people with a documented disability (such as mental health, substance abuse or HIV/AIDS); must meet HUD requirements for "homeless": staying in a shelter or a place not meant for habitation--car, abandoned building, etc.

Intake Procedure: Clients are referred through the Continuum of Care Common Assessment Team. If you are homeless, call the Coalition for the Homeless Single Point of Entry line at (502) 637-2337 to get shelter.

Fees: Participant pays 30% of gross monthly income for rent/housing; if no income, no payment required

Documentation Required: Proof of homelessness, proof of disability (certification by medical professional); other documentation may be required for new participants.

Languages: English; translation services (LEP) are available upon request.

Referral Procedure: Clients are referred through the Continuum of Care Common Assessment Team.

Method of Home Delivery: Case management home visits available.

SSI REIMBURSEMENT PROGRAM

Service Description: The SSI Reimbursement Program is designed to assist adult only households that are at 0 (zero) income level within the previous 30 days of application. Assistance is available for basic shelter and utilities services provided within Jefferson County.

Area Served: Jefferson County, KY.

Eligibility: Applicant must be a resident of Jefferson County, Kentucky, be unable to work due to a permanent disability (illness/injury), disabled (verified by a physician, nurse practitioner, physical therapist or mental health provider), currently at zero income, having exhausted all other supports, and must apply for SSI within 30 days of application for assistance or be waiting for a decision of a previous application, and must sign an SSI Reimbursement form agreeing to repay the months of assistance provided to him or her from their initial SSI payment.

Intake Procedure: Call 313-4700 to determine eligibility and access this service.

Documentation Required: Picture ID, Social Security cards for all members of household, proof of income, ask for additional requirements when calling.



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Languages: Language is NOT a barrier to accessing services.

Method of Home Delivery: Applications for individuals who are determined to be homebound may be submitted through home visits.

UTILITY EMPOWERMENT PROGRAM

Service Description: Provides an opportunity for low-income households in delinquency with the Louisville Water Company to arrange a repayment plan to satisfy outstanding debt. Past due water bill balances can be restructured and spread out over 6-12 months. Participants will engage in a financial empowerment session and will have opportunities to earn incentives for successful participation and program completion.

Eligibility: Louisville/Jefferson County KY resident with a household income within 125% of the federal poverty guideline; a past due delinquent balance with the Louisville Water Company; and monthly income which can support repayment of that delinquency.

Intake Procedure: Email Joi.Boyd@louisvilleky.gov or call 574-7301.

Documentation Required:

- Photo ID
- Proof of monthly income for entire household; income must demonstrate capability to repay delinquent balance.
- Social security number verification for everyone in household
- Proof of past due balance with the Louisville Water Company
- Copy of water bill with Louisville Water Company

COVID-19 RESPONSE: UTILITY EMPOWERMENT PROGRAM

Service Description: Utility Empowerment Program currently provides virtual enrollment and services and is currently operating at limited capacity. Provides an opportunity for low-income households in delinquency with the Louisville Water Company to arrange a repayment plan to satisfy outstanding debt. Past due water bill balances can be restructured and spread out over 6-12 months. Participants will engage in a financial empowerment session and will have opportunities to earn incentives for successful participation and program completion.

Area Served: Louisville/Jefferson County

Eligibility: Louisville/Jefferson County KY resident with a household income within 125% of the federal poverty guideline; a past due delinquent balance with the Louisville Water Company; and monthly income which can support repayment of that delinquency.

Fees: Free

Intake Procedure: Joi.Boyd@louisvilleky.gov or call 574-7301.

email: joi.boyd@louisvilleky.gov

VOLUNTEER INCOME TAX ASSISTANCE (VITA)

Service Description: Free tax preparation services are available at nine community tax sites from January-April. From May-December, off-season tax preparation services are available at the Edison Center and the Louisville Urban League.

Area Served: Louisville/Jefferson County and surrounding counties

Eligibility: Households with an annual income under \$66,000 are eligible for free tax preparation services. Households with higher incomes may qualify for free tax software.



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Fees: Free

Intake Procedure: Appointments are highly encouraged and can be made by calling 502-305-0005 or online at louisvillekyvita.cascheduler.com. During the offseason, appointments are available by calling 502-574-5687.

Services are available at the following locations.

- Louisville Urban League, 1535 W. Broadway
- Americana Community Center, 4801 Southside Dr.
- Bates Community Development, 1128 Jackson St.
- Portland Promise Center, 1831 Baird St.
- Salt and Light CDC, 3025 Gerald Dr.
- Sun Valley Community Center, 6505 Bethany Lane
- United Crescent Hill Ministries, 150 State St.
- Wesley House Community Services, 5114 Preston Highway
- Eastern Area Community Ministries, 9104 Westport Road

email: info@labcservices.org

web: labcservices.org

COVID-19 RESPONSE: VITA

Service Description: Free tax preparation services are available through online remote preparation and drop-off services at select community tax sites. please check our website for the most up to date information.

Area Served: Louisville/Jefferson County and surrounding counties

Eligibility: Households with an annual income under \$66,000 are eligible for free tax preparation services. Households with higher incomes may qualify for free tax software.

Fees: Free

Intake Procedure: Online appointments are available on our website at labcservices.org and at getyourrefund.org.

email: info@labcservices.org

web: labcservices.org