



<p><u>Mission</u></p> <p>St. John Center is on a mission to help people experiencing homelessness address barriers to housing and self-sufficiency so they can leave homelessness for good.</p>	<p><u>Location</u></p> <p>700 E. Muhammad Ali Blvd. Louisville, KY 40202</p> <p><u>Contact Information</u></p> <p>Phone: 502-568-6758 Fax: 502-568-9457</p>	<p><u>Hours of Operation</u></p> <p>Open Daily from 8am-4pm -- <i>Wednesdays</i> from 8am-12:30pm -- <i>Holidays</i> from 8am-2pm</p>
<p><u>Guest Rights & Responsibilities</u></p> <p>We aim to facilitate a safe and respectful environment for everyone. We ask you to treat everyone with dignity and respect, and are likewise committed to treating you with dignity and respect. We ask that you let staff know if you ever have concerns about the way you are treated or the way you observe others being treated. St. John Center does not tolerate threats, harassment, assault or emotional abuse at any time.</p>	<p><u>Daily Services</u></p> <ul style="list-style-type: none"> • Showers & restrooms • Distribution of socks, underwear, toiletries and other items as supplies last • Use of landline phones <ul style="list-style-type: none"> • Access to free wifi • Address to receive mail • Access to a fax machine • Current news & weather • Outlets to charge devices • Sale of discounted 30-day TARC passes (\$26) • Coffee on weekend mornings • Sign up to meet with staff and community partners 	<p><u>Mail Services</u></p> <p>St. John Center is glad to provide an address at which any guest can receive mail.</p> <p><i>Please note that:</i></p> <ul style="list-style-type: none"> • You must present a photo ID to pick up your mail and no information about mail can be provided over the phone for <u>any</u> reason. • Mail is returned to sender if you have not been to St. John Center for 60 days or more. • Mail is returned to sender if you are barred from St. John Center for any reason. • Mail is returned to sender 30 days after you move into housing. Your mail is stored in a separate location during this time. Ask staff for assistance with retrieving it and with providing your new address to various agencies.

<p>Safety is our priority.</p> <p>We do not tolerate aggression, violence or the use of discriminatory language.</p> <p>Weapons must be checked in and no firearms are permitted on the property.</p> <p>Please alert a staff member if you are experiencing a crisis of any kind.</p>	<p>We value respect.</p> <p>Follow posted procedures and verbal instructions while using any services.</p> <p>Do not touch items that belong to others and do not leave your items unattended.</p> <p>You will never experience retaliation for providing feedback or expressing a concern.</p>
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Policies and Procedures

Signing Up for Services

Guests are encouraged to sign up to meet with staff members and community partners at St. John Center by putting their name on the designated lists on the ledge at the front desk. Services are provided to clients in the order that they sign up and only as time permits. If you are coming to St. John Center for a specific service, you can call the front desk to confirm that it is happening that day, but cannot be put on the list unless you are present. St. John Center may also refer you to other local service providers to help you address your needs. Please note that many volunteers serve in various roles at St. John Center daily and they may defer to staff at any time.

Feedback & Complaints

Guests are encouraged to submit ideas and feedback to the agency. Forms for this are available outside office #1 and can be submitted to the suggestion box in the same location at any time. St. John Center values your input, takes complaints seriously and is committed to prompt responses. There will never be retaliation against a guest for their complaint and they can be submitted anonymously if preferred. If a guest feels their complaint has not been addressed adequately by St. John Center, concerns can be escalated to Metro Louisville's Office of Resilience and Community Services at 502-574-4377 or the Coalition for the Homeless at 502-636-9550.

Personal Belongings

St. John Center is not responsible for any lost, stolen or damaged items.

Please only leave belongings unattended at your own risk. Any items left on the property after we close will be disposed of. St. John Center cannot store items for any person for any reason.

Confidentiality

St. John Center will uphold the confidential nature of all information shared with any staff member or entered into any database except (1) if you have plans to harm yourself or others or conduct yourself in a manner in which there is substantial risk of incurring serious bodily harm, (2) if SJC has reasonable suspicion or evidence that you are the perpetrator, observer or victim of physical, emotional, sexual abuse or neglect of a child or elderly adult, (3) if a court of law issues a legitimate subpoena for information or for certain legal reasons, (4) if you commit a crime on SJC premises or against SJC employees/facility or (5) in the event that you are unconscious, incapacitated or have died.

Safety

The safety of all guests is a top priority at St. John Center. Weapons are not permitted on the property.

With the exception of firearms, weapons such as knives and bats can be checked-in and stored in a secure location while you are at St. John Center. Please do not use or distribute any substances while on the property. Please do not take or touch any items that do not belong to you. Any person at St. John Center reserves the right to contact 9-1-1 due to medical needs or being unsafe for any reason.

Bar Policy

We try to resolve situations before asking anyone to leave, but a bar for a period of 24 hours to 5 years will be issued for specific behaviors that are unsafe or hateful. Specific bar guidelines can be requested at any time. Should you be barred, you have the right to come to the door or to call to request a form to begin the appeal process. Any time someone returns after a bar, they are welcomed back without retaliation. Guests returning from a bar are required to engage in a bar debrief conversation with staff to ensure both parties agree to moving forward in a way that is supportive of the agency's mission, the day shelter's safety and the guest's needs.

SERVICES AVAILABLE AT ST. JOHN CENTER

LOU-CAT Assessment

(i.e., Common Assessment)

See if you qualify for supportive housing services



► Tuesday from 11am-1pm

► Thursdays from 9:30am-11am

► Or call 502-637-2080 any weekday from 10am-3pm to complete the assessment over the phone or visit 1300 S. 4th Street from 10am-3pm on Tuesdays-Fridays

Housing Counseling

Get support with getting housing



► Monday, Tuesday, Thursday, and Friday at 9am

Housing Group at 9am on Wednesday

[We advise arriving early as the sign-up list usually fills up quickly.]

► Or call or leave a message for
Nikki Compere (SJC Housing Specialist) at 502-601-2432
Anna Walsh (SJC Housing Specialist) at 502-918-2666
**If you have Passport Health Insurance, you can also come to SJC on Mondays from 1-3pm to meet with Rhonda Wooten for assistance with housing

ID & Birth Certificate Services

Get help getting a state ID, birth certificate, homeless verification letter or a social security card



► Mondays, Tuesdays, Wednesdays and Thursdays from 9am-11am

► SJC can provide a voucher and documents needed to get a KY state ID at the Nia Center
► SJC can assist with getting a birth certificate from any state and/or a social security card via mail

Virtual Visits with Social Security

Administration

Talk to someone at Social Security on a computer at SJC



► Wednesdays from 9am-11am

► Or call the SSA directly at 1-800-325-0778
► With certain documentation, these visits can help with getting a new social security card via mail

Veteran Services

Get support if you are a veteran



► Mondays, Wednesdays and Fridays from 8am-11am

► Mondays and Thursdays from 12pm-3pm

► Or call or leave a message for
Laurie Hardin at 502-709-2655 or Russ Bryan at 502-524-7130

Legal Aid: Disability Issues

Get support with social security disability needs

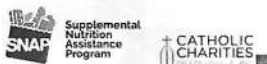


► Wednesdays and Fridays from 8:30am-10:30am

► Or call or leave a message for
Jeff Brown at 502-614-3104

Catholic Charities

Get support with SNAP applications and needs



Sign-Up: 10am-12m on Thurs

Legal Aid: Legal Needs

Get support with certain civil legal needs from Project HELP



► 2nd and 4th Tuesday each month from 9am-11am

► Or call or leave a message for
Nicole Malcolm at 502-614-3176

SERVICES AVAILABLE IN THE COMMUNITY

24/7 Crisis Support

Crisis Text Hotline: Text HOME to 741741
 Seven Counties' Local Crisis Helpline: 502-589-4313
 Suicide and Crisis Lifeline: 9-8-8
 National Alcoholism and Substance Abuse Information Center: 1-800-784-6776
 National Human Trafficking Hotline: 1-888-373-7888
 Non-Emergency LMPD: 502-574-7111

Note:

Staff members at St. John Center can assist with entry into substance use treatment programs and crisis stabilization services. Just ask!

Computer Access



► Louisville Free Public Library
 301 York Street
 502-574-1616

► VOA Computer Lab
 4303 W. Broadway
 10am-4pm, M-F

Overnight Shelter Reservation



Call Daily: 10am-1pm

► Call the Coalition's bedline at
502-637-2337 to reserve a bed at
 any shelter (i.e., Coordinated Shelter
 Access)

Clothing Services



► Schuhmann Center
 730 E. Gray Street
 502-589-6696
 Open Wed. and Th. 9:45am-11:45am

► Or ask a SJC staff member about a
 voucher for clothing at Goodwill (one per
 month per person)

No Cost Food Services



- Coffee from Jeff St. Baptist Community at Liberty
 800 E. Liberty Street
 M-F: 7am-9:30am
- Lunch and Dinner at St. Vincent DePaul's Open Hand Kitchen
 1026 S. Jackson Street
 7 days: 12:00pm and 5:00pm
- Breakfast and Dinner at Salvation Army's Center of Hope
 911 South Brook Street
 M-Sat: 7:15am and 5:15pm
 Sun: 9am and 5:15pm
- Lunch at St. Franciscan's Kitchen
 748 S. Preston Street
 M-F: 10:30am-12:30pm
- Lunch at Bologna Alley
 at Cathedral of the Assumption
 433 S. Fifth Street
 Every Day: 12:15pm-1:00pm
- Meals at Wayside Christian Mission
 432 E. Jefferson Street
 Call 584-3711 for current meal times

Health and Mental Health Services, TB Testing & Health Insurance Support



Family Health Centers
 PHOENIX
Health Care for the Homeless

► Phoenix Health Center
 712 E. Muhammad Ali Blvd.
 502-568-6972
 Open Mon-Fri, 7:30am-4pm
 (Open at 9am on 2nd and 4th Fridays)

Recovery & Harm Reduction Support



► Louisville Recovery Community
 Connection
 1700 S. 5th Street
 502-398-5258
Walk-Ins:
 M-Th 10am-6pm
 F 10am-5pm
 Sat 9:30am-5pm

Free Storage Space for Personal Belongings



The Salvation Army Center of Hope
 911 S. Brook Street
 502-671-4900
 M-F 9am-4pm