

FROM THE DIRECTORS



Just over two years ago, I was drafting a letter expressing my happiness at becoming director of the Department of Community Services and Revitalization. Now I find myself penning what for all practical purposes is a farewell message as my role in Metro Government has changed. I am now a

member of the Develop Louisville team -- part of Louisville Forward -- a new economic development strategy launched this past spring by Mayor Fischer.

I am excited about the reorganization and I already see how this change can create efficiencies in the physical and economic development of this great city and contribute to healthier and stronger neighborhoods. At the same time, I am saddened to have left an agency charged with the great privilege and responsibility of serving much of our vulnerable population from many diverse backgrounds. It has been a rewarding couple of years and I have thoroughly enjoyed working alongside a dedicated staff committed to making a difference in the lives of others.

I have a much deeper understanding of the complexities of meeting the mission of providing services to residents in need but I also have the first-hand experiences of seeing the Community Services staff rise to new challenges and am confident they will continue to strive for excellence.

A handwritten signature in black ink that reads "Virginia Peck".

Virginia Peck,
Director,
Community Services and Revitalization - FY 14

Director,
Office of Housing and Community Development
Develop Louisville, part of Louisville Forward - FY 15

This past year has been a year of transition and excitement. With the creation of Develop Louisville, the Department of Community Services has a renewed focus on revitalizing and stabilizing families across our community.

As you will see in this annual report, Community Services provides an array and diversity of services to families seeking financial, emotional and social stability. We are excited about moving forward as a team of committed professionals who work daily to transform the lives of people in our community for the greater good.

The renewed and refocused mission of the Department of Community Services is to ***improve the quality of life for all residents with an emphasis on poverty reduction and addressing the needs of vulnerable populations in the Louisville Metro Community.***

Everything we have done and will do as a department will continue to directly improve the quality of life, reduce poverty and address the needs of people in our community.

Leadership development guru John Maxwell coined the phrase "Change is inevitable. Growth is optional." As we undergo departmental change, we are choosing to grow in service delivery and continue to change the lives of people in our community.

This annual report is a sample of the work we do every day. There are many opportunities to impact our community as a volunteer or partner. The invitation is extended. We hope you will join us as we grow.

A handwritten signature in black ink that reads "Katina Whitlock".

Katina Whitlock,
Director of Community Services - FY 15



MISSION:

FY13-14 Louisville Metro Community Services and Revitalization Mission Statement

The mission of the Community Services and Revitalization Department is the revitalization of Louisville Metro communities by assisting low to moderate income residents of Metro Louisville in need with economic assistance, social services, and affordable housing with the goal of making them safe and self-sufficient. Our staff works with Federal, State, and other Metro governmental departments, non-profit organizations, private citizens, and local businesses to achieve our goals.

FY14-15 Louisville Metro Community Services Mission Statement

The mission of the Department of Community Services is to improve the quality of life for all residents with an emphasis on poverty reduction and addressing the needs of vulnerable populations in the Louisville Metro Community.



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HOLISTIC SERVICES:

No Wrong Door

Goal #2 of Community Services and Revitalization's (CSR) Strategic Plan was to implement a Central Intake System that provided an initial assessment of client needs when seeking service. Through the use of technology, staff restructuring and training, CSR launched a Central Intake System in July 2013 and in the first year completed more than 9,000 assessments for clients seeking adult and child education programs, employment training, home repairs and weatherization to name a few.

This process allowed each client to not only receive direct assistance for their emergent need but provided an opportunity to determine the root cause of crisis or additional household needs to stabilize the home. Many lessons were learned from the initial implementation of the program. We look forward to expanding "centralized assessment" throughout the Department of Community Services.

SAFETY NET TO SELF-SUFFICIENCY:

CSBG Programs

This past year brought a renewed energy to provide short-term and immediate crisis assistance to families and to work more intensely with families to remove barriers of long-term sustainability and self-sufficiency.



The Louisville Metro Community Action Partnership's (LMCAP) Community Service Block Grant (CSBG) provides us the opportunity to tailor programs to address community needs specific to Louisville.

Our staff focused on providing short-term employment training and job placement to assist with long-term employment opportunities, college tuition assistance, preschool tuition assistance, youth enrichment and summer experience scholarships, as well as household financial education and budgeting. Funding was also provided to retrofit homes of low income seniors allowing them to continue living in safe and physically accessible homes.

In FY 14 CSBG Programs:

- **26** people completed a short-term job training program
- **82** people were assisted in obtaining or maintaining employment
- **37** people were assisted in obtaining an increase in employment income or obtaining a living wage or benefits
- **29** people obtained post-secondary degrees and **28** children received preschool scholarships
- **150** children received youth enrichment services or summer experience scholarships

Byron R. -- a 44 year-old disabled veteran who was one time homeless and currently in transitional housing -- is no stranger to adversity. When applying for Community Services' job training program, he started on a path towards his lifelong dream, to obtain his barber's license. Crediting the support and accountability provided by his case worker, Damita Hannah, Byron recently graduated from the Kentucky College of Barbering and is licensed from the Kentucky Board of Barbering.

Byron still has the challenges ahead of setting up shop and building clientele. He meets these head on stating, "It's great to be in the game...and each challenge is a new opportunity to achieve."



SAFETY NET TO SELF-SUFFICIENCY (CONT.):

Neighborhood Place

An accessible, collaborative-based 'one stop' social service center, Neighborhood Place is known as the 'Heart of the Community' and through the partnerships serves thousands each year. Community Services' staff housed in the Neighborhood Place provided crisis assistance and financial support to more than 23,000 families in FY13-14. Department of Community Based Services also assisted 41,463 families with Affordable Healthcare Coverage applications, and the Neighborhood Place Annual Back to School Festivals served five thousand Jefferson County Public School students by providing them with not only backpacks and school supplies but health screenings, sports physicals and valuable educational resources as well.



Each Neighborhood Place site offers family, community and/or youth programs and events which significantly impact the families in our communities. Examples include: South Central's Job Fair at Americana Community Center with company participation from JCPS, Time Warner Cable, UPS, Republic Bank and the Louisville Fire Department; Cane Run's Family Literacy Night; 810 Barret's Healthy Journey for Two educational baby showers; Ujima's African American Read-In uplifting culture in prose, spoken word and artistic performances; NorthWest's Dress for Success Going Places Network Career Development Series to help unemployed women gain job placement skills and career coaching; First Neighborhood Place's Darkness to Light program missioned to diminish the incidence and impact of child sexual abuse; and South Jefferson's Foreclosure informational workshop.

Neighborhood Place is also a placement site for Kentucky's Ready to Work program helping college students earn income and gain work experience through TANF-funded (Temporary Assistance for Needy Families) work study.

In partnership with the Kentucky Domestic Violence Association, Neighborhood Place has a flourishing IDA program sponsored by Fifth Third Bank that helped 15 households become more economically sufficient while building assets.



"I feel like I have come full circle at Neighborhood Place because my family used to receive FIS (Family Intervention Services) when I was younger and now I am working at the place that helped my family. I have a lot to thank the Neighborhood Place for..." – J. Chillers

FINANCIAL EMPOWERMENT

Community Services' role as the social services provider for Louisville Metro Government means assisting thousands of residents each year with a variety of safety net programs to help prevent a household crisis. In recent years, there has also been a cultural shift to champion further integration of asset-building strategies with the goal of providing long-term stability.

July 2013 marked the launch of our department's Financial Empowerment/economic Development (FEeD) division to pull together our financial empowerment initiatives, financial education programs and microbusiness development. One key component of FEeD is providing specialized training to increase the financial knowledge and confidence of our case workers — as well as for staff with partnering agencies — so they are better equipped to guide the clients they serve.

FEeD FY14 Accomplishments:

- **236** non-profit case managers and front line staff participated in a total of **44** training events.
- **39** individuals completed the Community Financial Empowerment Certification program.
- **3,257** new or 2nd chance checking accounts were opened as a result of Bank On Louisville (BOL), totaling **over 16,000** accounts since the inception of BOL in 2010.
- **6,532** residents were connected to financial education opportunities; of these, **352** were ages 5-18 who were part of new youth-focused initiatives.
- Through our **Financial Empowerment Services Center**, **213** individuals were connected to credit counseling, foreclosure help, tax assistance, homeownership counseling, legal assistance, or KYnect health insurance services.
- **36** businesses received microenterprise loans (revolving and forgivable) totaling \$249,500; in result, **14** jobs were created and **23** jobs were retained.
- **171** persons received business training and/or technical assistance.



Mayor Fischer celebrated Bank On Louisville's 4th anniversary with more than 100 participants.



A microbusiness loan received by owner, Michael Anderson, helped provide new equipment and the infrastructure to expand Anderson Business Group, Inc. to two locations.

The quality of work from this team generated interest from national funders and organizations including: the National Disability Institute; National League of Cities; Consumer Financial Protection Bureau (CFPB); Corporation for Enterprise Development (CFED); Credit Builders Alliance; and the national Community Action Partnership.

WORKING TO END HOMELESSNESS

Community Services (CS) provides housing and supportive services to the homeless through the Long-Term Housing and Support Team and the Federal Grants Management Unit.

The Long Term Housing and Support Team uses multiple Federal HUD grants to provide the homeless and disabled with on-going Permanent Supportive Housing. Program participants receive on-going supportive service assistance as a stipulation of CS's continued rental assistance provision. Case managers work with participants to set annual service and financial goals, which can lead to self-sufficiency.

In addition, the Community Services' Administration Division provides nearly \$3,000,000 to local non-profit agencies for emergency shelter services, homeless street outreach, and homeless case management services through the Federal Emergency Solutions Grant (ESG) Housing Opportunities for Persons with AIDS (HOPWA) grant, Continuum of Care (CoC grant) and the Federal Community Development Block Grant (CDBG).

FY14 Highlights

- Served approximately 600 formerly homeless households with on-going rental assistance and supportive services.
- Provided security deposit assistance for Louisville's most chronically homeless (as identified through the Rx: Housing initiative) as they enter housing through the Housing Choice Voucher Program (Section 8).
- Partnered with the Department of Veterans' Affairs (VA) and the Coalition for the Homeless to provide the annual Project Homeless Connect/VA Stand Down event in October 2013. This annual service fair for the homeless provides multiple services under one roof at one time. Over 600 homeless individuals were served this year.
- Continues to exceed HUD's housing stability and income goals. Over 350 formerly homeless households receive on-going rental assistance and supportive services through the Shelter Plus Care program.
- CS's Long-term Housing and Support Team continues to operate with an excellent compliance record. No program "findings" have occurred during recent audits.

Thank you, Shelter Care Plus!

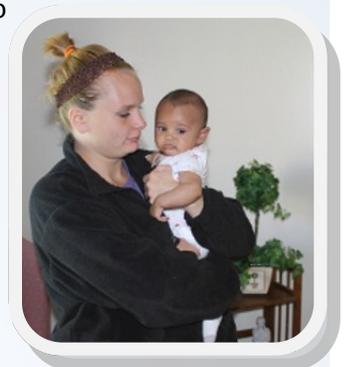
After being homeless for two years, Lauren H. moved into housing on 7/17/14, via the Shelter Plus Care program.

Here is a part of her story:

"Living on a rocky road for so long, being hopeless, fearing for my life that I won't wake up when the sun came up and then one day when I was at a day shelter this woman named Ms. Kaye Taylor said, 'I have something for you to fill out.' It was an assessment.

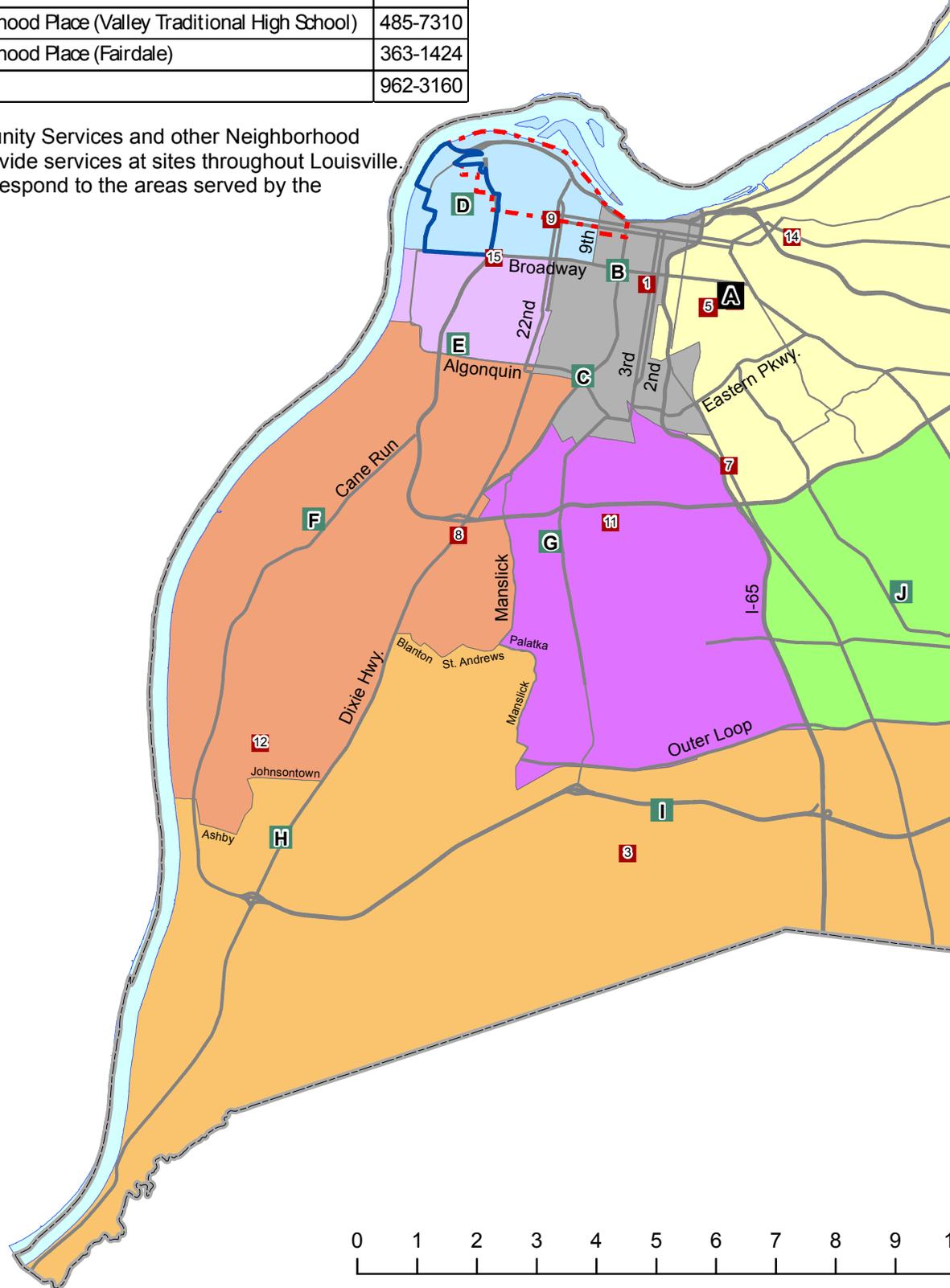
Shelter Care Plus program helped me tremendously; it took me from searching for cardboard so I wouldn't have to sleep on cold concrete to a place of my own where I can provide for my daughter. It gave me hope that I can succeed in things I've been trying to do for a while like get my GED. It gave me reassurance that I will always be housed and not homeless.

I never thought I would be here with a home, with a daughter and with people who genuinely care about me. Time searching for cardboard to staying in shelters, going to day shelters to shower, I came to appreciate the genuinely good hearted men and women throughout my life that didn't look down upon me but lifted me up when I was sad and

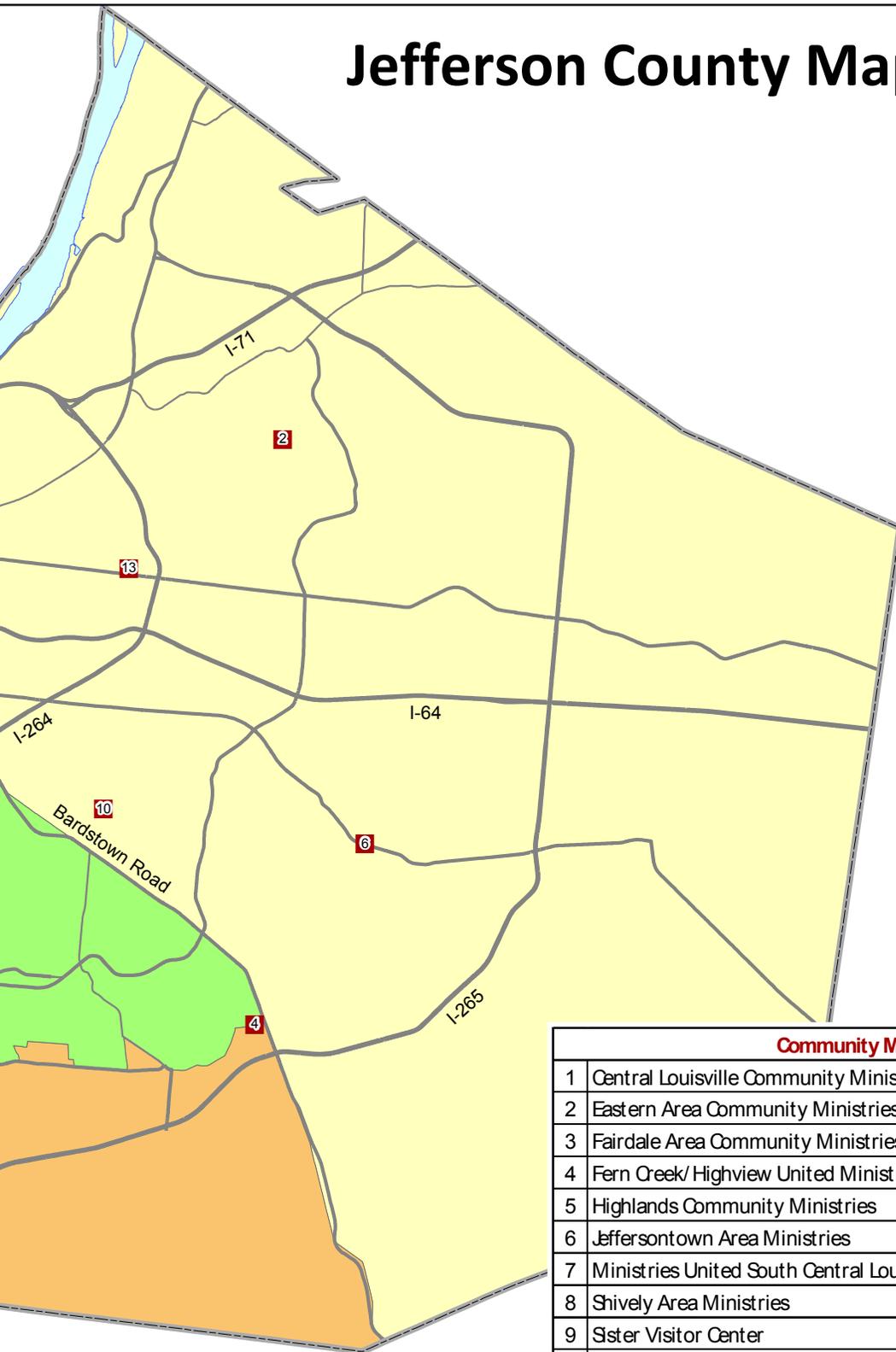


Neighborhood Places		Phone #.
A	Community Services Main Office\ Neighborhood Place 810 Barret	574-4377
B	Neighborhood Place Bridges of Hope (L&N Building)	595-4238
C	Neighborhood Place Bridges of Hope (Family Investment Center)	634-6050
D	Neighborhood Place Northwest (Shawnee High School)	485-7230
E	Neighborhood Place Ujima	485-6710
F	Neighborhood Place of the Greater Cane Run Area	485-6810
G	Neighborhood Place South Central	485-7130
H	South Jefferson Neighborhood Place (Valley Traditional High School)	485-7310
I	South Jefferson Neighborhood Place (Fairdale)	363-1424
J	First Neighborhood Place	962-3160

The Department of Community Services and other Neighborhood Place partner agencies provide services at sites throughout Louisville. The colors on the map correspond to the areas served by the Neighborhood Place sites.



Jefferson County Map



 Portland NRSA Boundary
 Shawnee NRSA Boundary
 See page 11 for NRSA highlights

Community Ministries		Phone #.
1	Central Louisville Community Ministries	587-1999
2	Eastern Area Community Ministries	426-2824
3	Fairdale Area Community Ministries	367-9519
4	Fern Creek/ Highview United Ministries	762-9611
5	Highlands Community Ministries	451-3626
6	Jeffersontown Area Ministries	267-1055
7	Ministries United South Central Louisville	363-9087
8	Shively Area Ministries	447-4330
9	Sister Visitor Center	776-0155
10	South East Associated Ministries	499-2059
11	South Louisville Community Ministries	367-6445
12	Southwest Community Ministries	935-0310
13	St. Matthews Area Ministries	893-0205
14	United Crescent Hill Ministries	893-0346
15	West Louisville Community Ministries	778-2815



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Louisville Metro Government
 Department of Community Services
 Al F. Humphries III
 September 5, 2014
 <Community Services Map>

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Louisville Metro Government, through the Department of Community Services, contributes grant funding to the Association of Community Ministries to assist them in providing emergency services to people in crisis.

OUTREACH AND ADVOCACY

Advocacy and Outreach (A & O) is a diverse function of CSR that provides opportunities for citizens, service providers and community agencies to come together to network and share ideas to address issues and concerns facing special populations. The A & O team raises awareness of these issues and advocates for community needs by: completing research to identify needs; sharing information and data to support needs; creating partnerships to develop potential solutions; recruiting and placing volunteers; and improving and expanding services for special populations.



Office for Women (OFW) works to ensure women in our community have access to tools and information needed for self-determination. Toward that purpose, OFW supervised 570 internship hours, coordinated research on emergency protection orders, hosted awareness events engaging more than 1,300 community members and delivered training to 170 individuals.

The Office of Youth Development

(OYD) works to improve the quality of out of school time programs by implementing quality program standards and providing professional development training for youth workers. OYD works in partnership with Jefferson County Public Schools and Metro United Way through the Out of School Time Coordinating Council (BLOCS) to improve program quality and connect young people to youth programs and services.



The Office for Aging & Disabled Citizens (OADC) works to improve the lives of aging and disabled citizens by connecting citizens to diverse programs and services and creating partnerships to meet their needs in order to assist these citizens to live productive independent lives.



Retired and Senior Volunteer (RSVP) and **Foster Grandparent (FGP)** programs recruited and trained hundreds of volunteers to support

academic achievement for children and youth, schools, hospitals, community-based and faith-based agencies to meet the diverse needs of citizens. These volunteer efforts assist with various programs and services and helps organizations to realize more than a \$2 million budget impact.

In FY 14 Outreach and Advocacy:

- Safe Havens Program, with oversight from OFW, provided **5,367** safe visits and exchanges of children to families who have experienced domestic violence
- **85** Foster Grandparents contributed **77,766** hours to help **371** children and youth
- **575** RSVP volunteers contributed **77,689** hours
- OYD trained **500** youth workers and distributed **1,050** youth TARC passes
- OADC helped to host the annual Senior Day Out networking event for nearly **2,500** local and regional senior citizens

WARM PLACE TO STAY AND FOOD ON THE TABLE

Utility Assistance and Nutrition Programs tell the story of thousands of families trying to keep a warm roof over their heads and food on the table. The following programs help to provide for basic needs, thereby reducing pressure on individuals and helping many continue on their path to self-sufficiency.

LIHEAP (Low Income Home Energy Assistance Program) is a federally funded program which provides financial assistance to help low income residents pay their utility bills. The 2013 LIHEAP Subsidy program provided energy assistance to 10,725 distinct households and the 2014 LIHEAP Crisis program assisted 12,297 distinct households. Overall LIHEAP allotted over \$4.3 million in benefits for FY13-14.



Proper nutrition is also a key component in promoting independence and physical and mental well-being. Community Services' **Senior Nutrition Program** provided more than 200,000 meals last fiscal year to senior citizens and homebound individuals through the Meals on Wheels program and nearly 20 neighborhood-based congregate sites for more active seniors.

Linda W., a 65-year old resident of western Louisville, applied for the LI-HEAP Crisis Program when her LG&E bill topped \$500, with a shutoff date just days away. "I try to keep costs down but live in an older house, with 10-foot ceilings, which is not well insulated." LIHEAP benefits were applied directly to Ms. W.'s LG&E account which prevented disconnection from services.



The **Summer Food Service Program** provided 90,000 box lunches to youth ages 1-18 years old in 30 community locations from June through August to ensure they continued to receive nutritious meals when school was no longer in session.

Approximately 400 volunteers each month are utilized to serve and deliver hot meals, and provide daily check-ins, to seniors in our community. For many homebound individuals, the volunteer may be the only person they will interact with all day.

Thanks to a grant received from the Walmart Foundation with support from the National League of Cities, Community Services collaborated with Metro Parks and the Dare to Care Food Bank to begin offering free evening meals to youth ages 6 - 18 at six community centers during the school year. Coined the **Metro Afterschool Dare to Care Kids Cafe**, this program expanded to eight community centers in FY14-15.

REVITALIZING NEIGHBORHOODS

Keeping homeowners in their homes is essential for neighborhoods stabilization. Many homeowners need assistance with rehabilitation costs and cannot access home equity loans due to reduced appraised home values in some neighborhoods. In this era of limited funding, we must maximize the impact government funds can have on our neighborhoods. To increase this impact, the Revitalization Division of Community Services and Revitalization (now part of Develop Louisville) has placed emphasis on target neighborhoods such as Portland and Shawnee. Services to assist homeowners in remaining in place include lead-based paint abatement, ramp construction and other barrier removal, weatherization and emergency repairs.

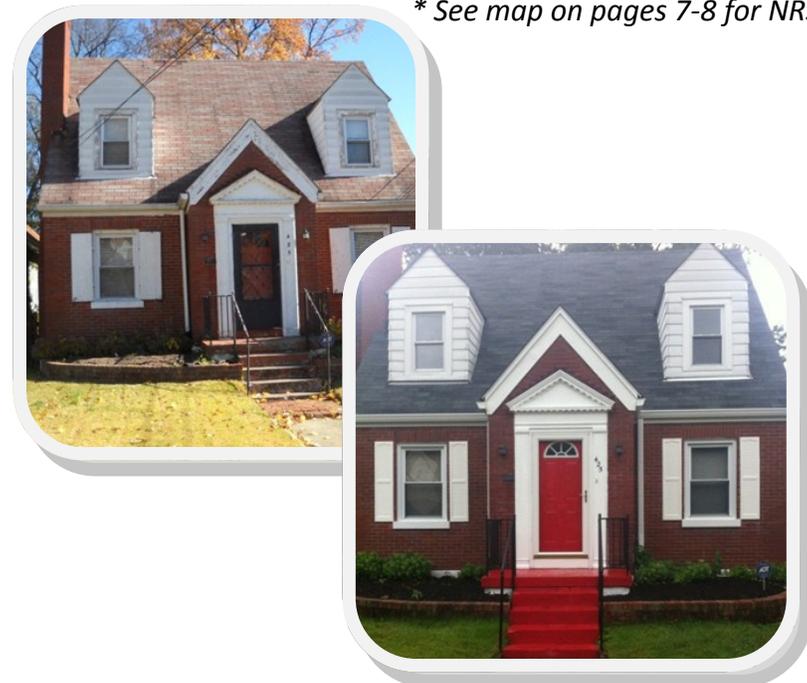
Homes in targeted neighborhoods, however, are not the sole focus of our services. CSR also used HUD (U.S. Department of Housing and Urban Development) dollars to make other improvements for low and moderate-income neighborhoods throughout Metro Louisville. Infrastructure improvements, such as sidewalk repairs and streetscape and ADA (Americans with Disabilities Act) access improvements, help improve the livability of Metro neighborhoods.

FY14 Statistics

- **38** Homeowner Rehab units completed in Portland Neighborhood Revitalization Strategy Area (NRSA)*
- **140** applications received for Shawnee NRSA*
- **139** households assisted with Emergency Repairs
- **96** households assisted with Ramp Construction and Barrier Removal
- **\$68,199.50** spent on Lead abatement projects

In addition, Community Services and Revitalization partnered with multiple non-profit facilities for improvements that will allow those entities to better serve their clients. Examples of these partnerships include a renovation of the Louisville Central Community Center, the expansion of the Goodwill Adult Education Center and roof repairs for the Portland Museum.

** See map on pages 7-8 for NRSA boundaries*



Marsha P.'s home was the first home completed as part of the Shawnee NRSA, a targeted effort to revitalize the historic Shawnee neighborhood.

Renovations including a new roof, insulation, new windows, basement abatement for lead and sidewalk repair will keep Ms. P. safe, warm and dry and help make it possible for her to keep living in the neighborhood she loves.

REDUCING ABANDONMENT / NEIGHBORHOOD STABILIZATION

Vacancy and abandonment continue to be an issue for most of nation, Louisville being no exception. Mayor Fischer responded by setting a goal of reducing the VAPs by 40 percent by 2015 and 67 percent by 2017. In order to meet that goal, creative ideas and programs have been devised both to report out and to effect positive change.

Innovative Ideas for Vacant Lots

In cooperation with the Bloomberg-sponsored Innovation Delivery Team, CSR launched the “Lots of Possibility” competition to seek community input on ways to turn vacant Metro-owned properties into productive use. More than 100 applicants submitted ideas. Four winners received \$4,000-\$15,000 and a total of 8 Landbank lots to lease or own.



- Lots of Lavender — Christopher Head & Sha Shireman
- Meditation Labyrinth – West Louisville Women’s Coalition
- Graduating to Homeownership— Habitat for Humanity of Metro Louisville & Family Scholar House
- dyeScape— Anchal Project & Louis Johnson

Reducing Blight... One Property at a Time

Furthering Mayor Fischer’s goals to reduce the number of Vacant and Abandoned Properties (VAPs), the Foreclosure and Demolition programs continue to fight the battle against blight.

The Foreclosure program was created to change ownership from the owner who abandoned it to a new owner willing to care for it. This program saw its first successes as the properties initially placed into Metro foreclosure in 2012 were auctioned during Fiscal Year 14 at Commissioner’s Sales. The program worked exactly as it was conceived when a neighboring property owner was able to obtain a lot to extend her yard. Ninety-three properties were demolished in FY14. The Department of Codes & Regulations has continued to stress the importance of using Metro Call (311) to refer a property for demolition.

Reclaiming Vacant Properties

Through the acquisition/disposition process, the Landbank has been able to work cooperatively with such groups as the *Fuller Center for Housing of Louisville, KY, Inc.*, which has successfully acquired and rehabilitated six former Landbank properties with plans for more. Thanks to assistance from the Office of Planning Permitting and Design, landbank-property purchasers benefited from certain waived application fees. New pricing policies also make obtaining a Landbank property more feasible for some buyers.



STRENGTHENING PARTNERSHIPS

“Community Services training has enhanced the evaluation systems we use to measure the impact of our programs, and the information we’ve gained from the improved evaluations has, in turn, led us to make improvements in programming.”

Diana Merzweiler, Executive Director
Down Syndrome of Louisville

Working together with residents, non-profit organizations, businesses, and other Metro government agencies allows Community Services to cast a larger net of services and opportunities for the betterment of our community.

Through the External Agency Funding process, Community Services provided \$3,710,100 of local tax payer revenue providing a variety of social services to the community; an additional \$2,855,255 was provided in federal grant funding for homeless, housing and HIV/AIDS services for homeless services to 90 non-profit agencies.

FY14 Accomplishments:

Community Services collaborates with a variety of organizations to ensure that Louisville’s top priorities are addressed. Together with community-based agencies, service-providers, and local and regional stakeholders, we help guide public policy on topics ranging from homelessness, neighborhood revitalization, and housing to financial education and social services.

Populations served by the agencies and organizations partnered with Community Services reach every part of Louisville including:

- the elderly and disabled community
- immigrant and refugees,
- at-risk youth
- families and adults living in poverty
- single parents
- unbanked and under-banked individuals
- minority business owners
- retired senior volunteers
- the homeless and those at-risk of becoming homeless
- victims of domestic violence

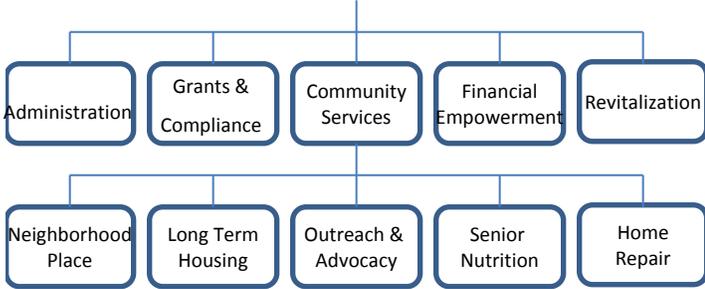


“Many of ElderServe’s programs would not be possible without the support of Community Services. In particular, by providing matching dollars, Louisville Metro funding makes possible over \$378,000 in federal funding for our organization and community.”

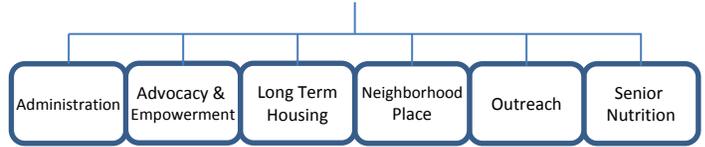
Shannon Gadd, Senior Director
ElderServe

ORGANIZATION AND FINANCIAL SUMMARY

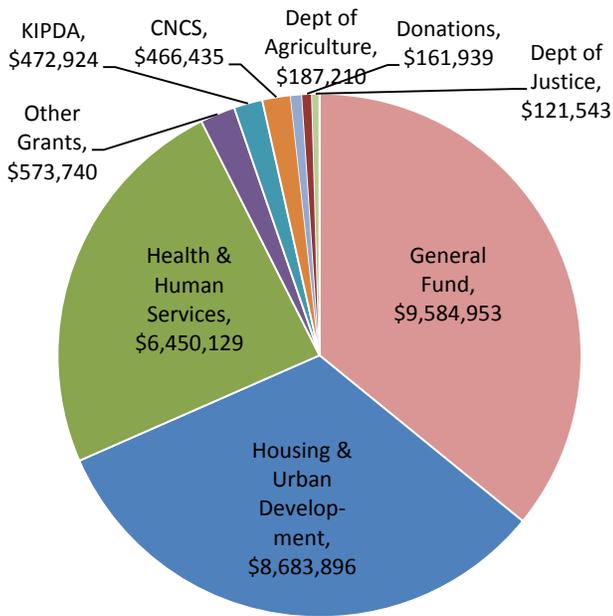
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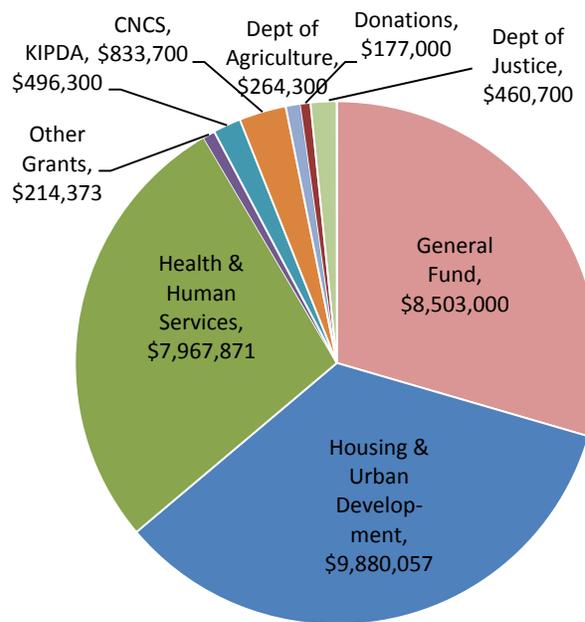
FY2015 - DEPARTMENT OF COMMUNITY SERVICES



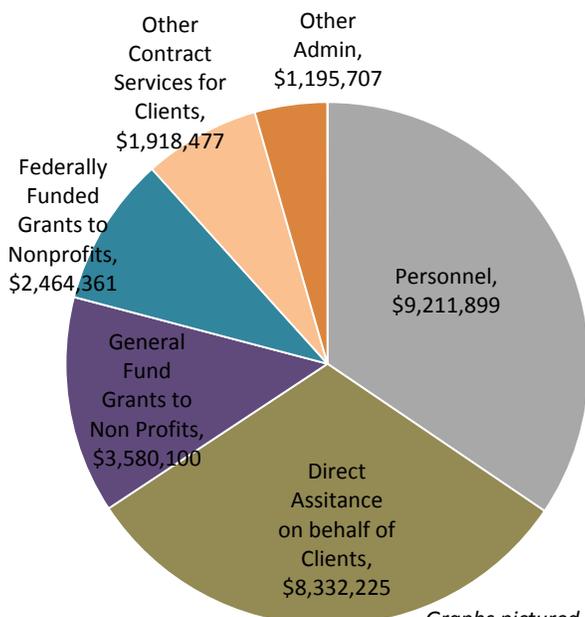
FY2014 Revenue



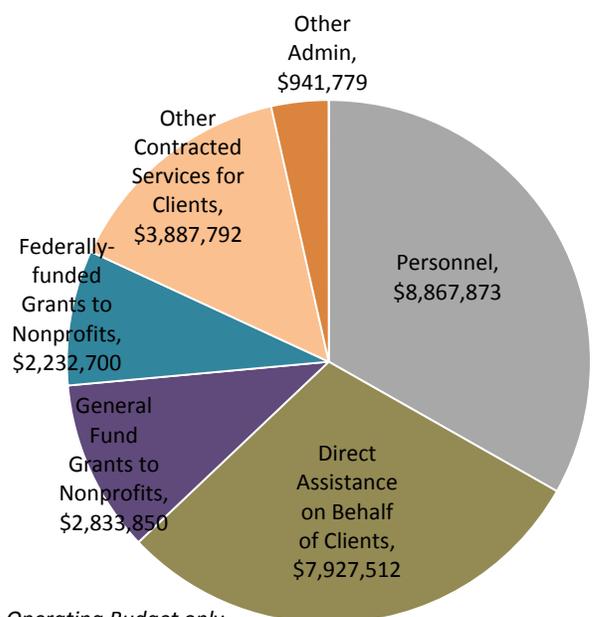
FY2015 Revenue



FY2014 Expenditures



FY2015 Budget



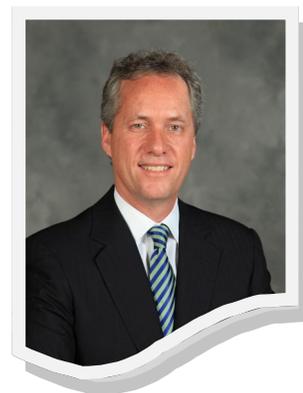
Graphs pictured above reflect the Operating Budget only.

Thank you for taking time to read the 2013-14 Annual Report describing the work of Louisville Metro Community Services and the former Revitalization division. The report theme, ***Transforming Community***, speaks to the commitment of these agencies to serve as catalysts for change to help individuals and families stabilize themselves and acquire the necessary skills to grow out of poverty, improve their living conditions and reach their full potential.

Metro Government's work relies on the success of our partnerships and collaborations with individuals, non-profit organizations, businesses and other public agencies. We look forward to strengthening these partnerships — and invite other voices to be heard -- to ensure that all residents of Louisville have the opportunity to participate in our city's economic vitality and future.



GREG FISCHER, MAYOR
LOUISVILLE METRO GOVERNMENT



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Develop Louisville (including the former Revitalization Division)

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These projects are funded, in part, under a contract with the Cabinet for Health and Family Services with funds from the Community Services Block Grant Act of the U.S. Department of Health and Human Services.