



How to Address Concerns about Homelessness

At Lex End Homelessness, we believe that everyone has a right to safe, stable, and affordable housing. Everyone plays a part in helping people experiencing homelessness access housing, shelter, and other essential services. This guide provides suggestions and resources for addressing some common concerns.

First and foremost, it is important to remember that people experiencing homelessness are worthy of your compassion and respect. Some interaction tips to keep in mind:

- Begin by introducing yourself and asking for their name. This helps to establish a rapport and can increase the chance someone will be comfortable accepting your help.
- When speaking with someone, try to be at eye level and avoid standing over them.
- Do not wake a sleeping person by touching or shouting. This can startle someone and undermine your attempts to help.
- If you are concerned about your or someone else's immediate safety, contact local law enforcement.

What should I do if...

...I see someone who appears to be living in their car, a local park, on the streets, or in an encampment?

Reach out to the Community Action Council's (CAC) main office at **859-233-4600** and ask to speak with the Street Outreach Team. They will make contact and work with the client to determine the next best steps.

The Assertive Street Outreach (ASO) team, run by CAC, typically operates between 8:30 a.m.–5:00 p.m. Monday through Friday, including drop-in hours and street-based outreach services, with early morning and/or late evening shifts occurring each week as needed and in accordance with best practices. The ASO Team also accepts after-hour calls until 8:00 p.m., with follow-up occurring on the next business day. For after-hour calls, please contact Chastity at **859-388-4354** or Chris at **859-576-4194**.

...I am concerned about someone who may be experiencing unsheltered homelessness during extreme cold or other harsh weather conditions?

When the temperature drops below freezing or Lexington experiences other severe weather, we have additional resources, such as increased shelter capacity and transportation services, available. To get in touch with our street outreach teams regarding a person in need, please call CAC (**859-233-4600**) or the Hope Center (**859-252-7881**). For detailed information, see the community's [*Emergency Winter Weather Plan*](#).

Street outreach teams do not cover all concerns related to unhoused individuals. If your concern is regarding crime, violence, or drug use, please contact local law enforcement at **859-258-3600**.

...I notice that someone appears to be experiencing a physical or psychiatric emergency or is unconscious?

Call **911** immediately. Please be ready to provide information about the exact location of the person or incident, including a description of the behavior and the person(s) involved.

...I witness or interact with someone who is aggressively panhandling?

Contact local law enforcement at **859-258-3600**.

Even if the person panhandling is not aggressive, we ask that you do not give out spare change as this can support addiction or other harmful behaviors. Giving to organizations working with those experiencing homelessness allows for funds to be used in a strategic way. Community providers doing this work have extensive knowledge of local data and trends, best practices and evidence-based models, and system gaps. However, depending on someone's needs, you may offer to purchase food and drink or a local bus pass or to connect them to local non-emergency resources by calling **311**.

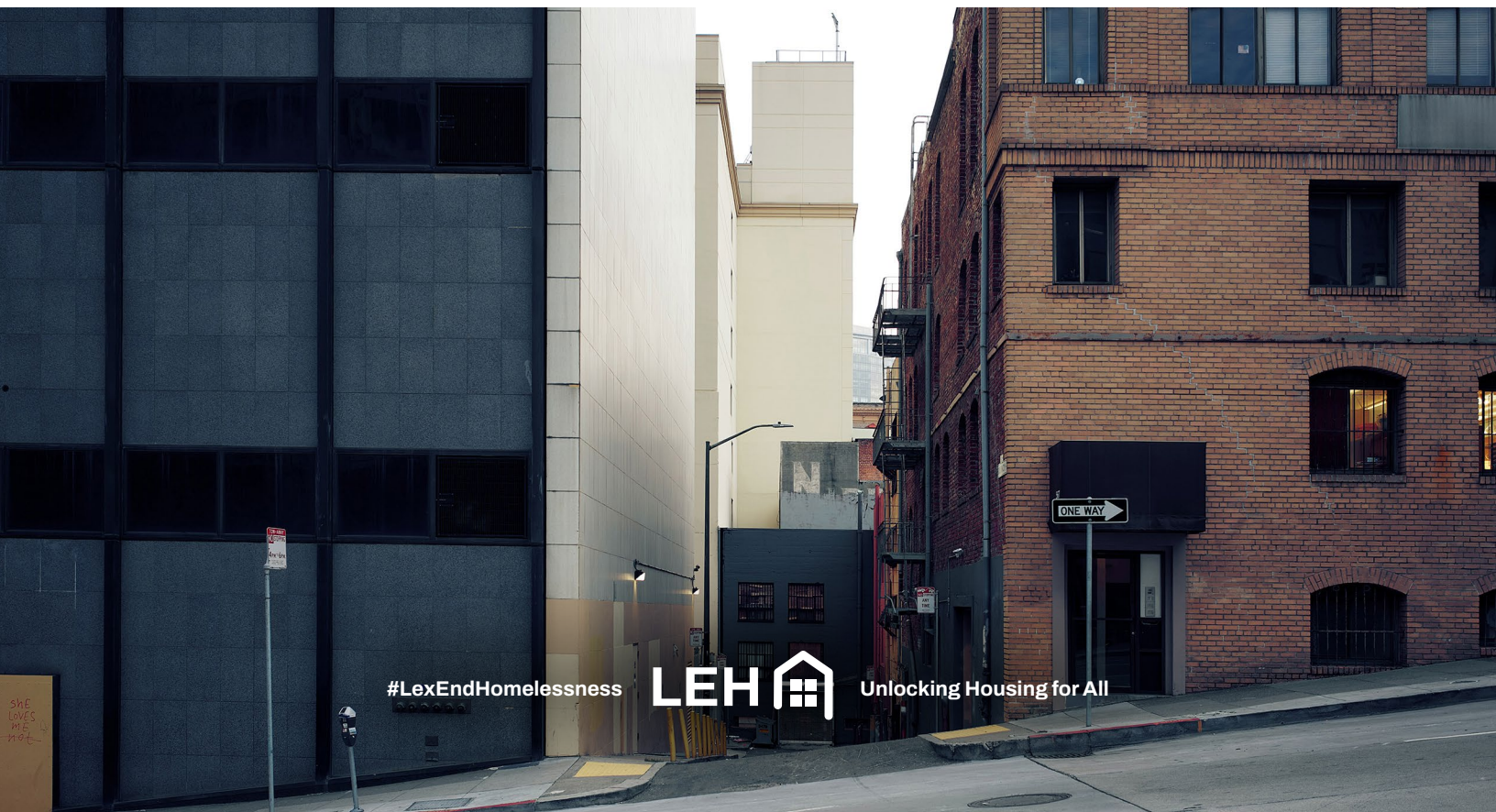
...I have tried to offer help to someone in my neighborhood, but I still see the same person experiencing homelessness. Why does this happen?

Street outreach teams work with individuals experiencing unsheltered homelessness on a progressive engagement model. This means that teams can't force individuals to accept support, but they will keep trying. It can take many points of contact for a person to become comfortable accepting help.

We have many other resources available to support community members who are experiencing homelessness. When the [Winter Weather Plan](#) is in effect, we also have increased night and day shelter capacity, as well as transportation services.

...I am looking for ways to get involved with ending homelessness?

To assist local Street Outreach teams as the winter season approaches, reach out to the CAC to provide donations of winter weather gear (such as warm gloves, socks, and face masks). You can also get involved with LEH by viewing our online [Advocacy Tips](#), attending an [Advocacy, Issues and Programs Committee Meeting](#), [joining the Continuum of Care](#), [donating](#) to the LEH campaign, or by following us on social media [@lexendhomelessness](#).



#LexEndHomelessness



Unlocking Housing for All

OVERNIGHT EMERGENCY SHELTER	CONTACT INFORMATION	SERVICE POPULATION
Arbor Youth	536 and 540 W. Third St. (859) 254-2501	Children and parenting youth under 18; Youth ages 18 to 24
Catholic Action Center	1055 Industry Road (859) 514-7210	Men and women 18 years and older
Community Action Council	(859) 233-4600	Families with children
GreenHouse17	(800) 544-2022	Fleeing intimate partner violence
Hope Center	360 W Loudon Ave (859) 252-7881	Men 18 and older
Salvation Army	736 W Main St (859) 252-7706	Women and single parents with children

DAY CENTER PROVIDERS	CONTACT INFORMATION	SERVICE POPULATION
Arbor Youth	540 W. Third St. (859) 254-2501	Youth ages 18 to 24
Lexington Rescue Mission	444 Glen Arvin Ave (859) 381-9600	Everyone
Natalie's Sisters	667 N. Limestone (859) 533-5946	Sexually exploited women age 18+
Nathaniel Mission	1109 Versailles Rd, Ste 400 (859) 255-0062	Everyone
New Life Day Center	224 N. MLK Blvd (859) 255-0062	Adults, 18 years and older
New Vista Drop In Center	201 Mechanic St, 2nd Floor (859) 721-8505	Adults, 18 years and older
Recovery Café Lexington	1109 Versailles Rd, Ste 200 (859) 523-0590	Adults, 18 years and older

TRANSPORTATION & STREET OUTREACH	HOURS OF OPERATION AND CONTACT INFORMATION
Community Action Council Street Outreach Team	Monday – Friday, 8:30 a.m. – 5 p.m.* (859) 388-4354 or (859) 576-4194
HopeMobile	Monday – Friday during the day, out in the community (859) 252-7881
Hope Center Street Outreach	Monday – Friday, 7 a.m. – 4 p.m.* (859) 556-1870 or (859) 551-8053
Lexington Rescue Mission Street Outreach Team	Monday – Friday, 8:30 a.m. – 5 p.m.* (859) 310-8939
Compassionate Caravan	Operates during emergency activation, at night, in the community (859) 255-0301
Lextran	Operates free rides to shelter during emergency activation via any fixed route

*Hours may vary based on weather and client needs