Louisville Street Tips

Families • Singles • Young Adults • Teens • Children
INTRODUCTION

The Louisville Street Tips booklet 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. In addition, we 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 (502) 636-9550 or print from our website, www.louhomeless.org.

KEY TO SERVICES

(F) = Family
(S) = Single
(YA) = Young Adults
(T) = Teen
(C) = Children
Where are you sleeping tonight?  
Do you need a place to stay?  
Do you need community resource information?

The Single Point of Entry Client Care Services Staff can help:

- Assistance in getting bed reservations at area shelters;
- Provides the Continuum of Care Shelter ID cards for easier access for intake at shelters;
- Referrals for social service agencies in the Louisville Metro area.

Located at: The Ollie Green II Building  
1300 South 4th Street, Suite 200

Phone: 502 637-BEDS (2337)  
7 Days a Week 10:00 am – 3:30 pm  
(Except Holidays)

Walk Ins: Monday – Friday 10:00 am – 1:30 pm
Common Assessment Office

- Provides outreach and assessment to persons staying in shelters and on the streets.
- Assists clients in identifying potential opportunities for housing and other services.
- 10:00 am – 3:00 pm (M-F) and regularly visit shelters and drop-in centers

Located at: The Ollie Green II Building  
1300 South 4th Street, Suite 200

Phone: 502-637-2080  
Monday thru Friday 10:00 am – 3:00

Walk Ins: 10:00 am – 3:00 pm
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EMERGENCY NIGHT SHELTERS

(S) (F) Center for Women and Families........ 581-7200
Crisis and Referral Line....................... 1-877-803-7577
SANE Clinic (Sexual Assault Nurse Examiner)
927 South 2nd Street (Intimate partner abuse/sexual
assault victims; call first for information)

(F) (S) Salvation Army Center of Hope ........ 671-4904
Louisville Male Campus  (Emergency Shelter)
911 South Brook Street
(Check-in: Women 5:15 pm; Men 6:00 pm)

(F) Volunteers of America ...................... 636-0816
Family Emergency Shelter
1321 South Preston Street

(F) (S) Wayside Christian Mission .......... 742-6166
432 East Jefferson Street  (Check-in 4:00 pm)

(T) YMCA Safe Place Services ................. 635-5233
2400 Crittenden Drive

(S) St. Vincent de Paul Ozanam Inn
(Men) ........................................... 584-2480 ext. 224
1034 South Jackson Street  (Check-in 4:00 pm)
EMERGENCY DAY SHELTERS

(S) Louisville Rescue Mission
(Men & Women) ........................................... 584-6543
733 East Jefferson Street  (Mon – Fri 7:00 am – Noon)

(S) Jefferson Street Baptist at Liberty
(Men & Women) ........................................... 585-3787
800 East Liberty St. (Weekday Mornings 7:00 – 10:00 am)

(S) St. John Center  (Men) ...................... 568-6758
700 East Muhammad Ali Boulevard (Mon, Tues, Thurs, Fri, Sat, Sun 7:00 am – 3:00 pm, Wed 7:00 am – 2:00 pm)

(YA) YMCA Safe Place Services ...................... 635-5233
2400 Crittenden Drive  (Mon 9 am-1 pm, Tues 3-6 pm, Wed 10 am-1 pm & 3-5:30 pm, Thurs 10 am-1 pm)
(Provides basic needs support, meals and life skills to young adults, ages 16-22.)

NIGHT & DAY SHELTERS FOR TEENS

(T) YMCA Safe Place Services ...................... 635-5233
2400 Crittenden Drive

EMERGENCY CHILDREN’S SHELTERS

(C) Home of the Innocents ...................... 596-1000
1100 East Market Street

(YA) TAYLRD ........................................... 817-6061
1020 East Broadway (16 - 25 yrs. old) (Mon - Fri 3 - 6 pm)
OPERATION WHITE FLAG

The Coalition for the Homeless coordinates a program to ensure that homeless people can find shelter during severe weather emergencies. **It goes into effect when:**

1. 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 participating agency to show that Operation White is in effect. As long as one of the weather conditions listed in #1 above continues, you may remain inside at any of the participating agencies. **It does not mean a bed will be available.**

3. 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.

**THE FOLLOWING SHELTERS PARTICIPATE IN OPERATION WHITE FLAG:**

**(S)** St. Vincent DePaul  **(Men)……... 584-2480 ext. 224**
1034 South Jackson Street

**(F) (S)** Salvation Army Center of Hope
**(Men, Women, Families)………………... 671-4904**
911 South Brook Street
(F) (S) Wayside Christian Mission  
(Men, Women, Families) ......................... 742-6166  
432 East Jefferson Street

To find out when Operation White Flag is in effect, call Bed-One Stop 637-2337

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**MEALS**

*Breakfast or Early Lunch*

**Louisville Rescue Mission** ......................... 584-6543  
733 East Jefferson Street  (Mon–Thurs 7:00 am–9:00 am)  
(Mon – Sun 7:00 – 9:00 am Light Breakfast only)

**Salvation Army Center of Hope** ......................... 671-4904  
831 South Brook Street  (6:45 – 7:00 am)

**St. Augustine Church**  ................................. 584-4602  
1310 West Broadway  (Sandwiches only)  
(Mon – Thurs 10:00 am – Noon)

**Wayside Christian Mission** ......................... 742-6376  
432 East Jefferson  
(Women & Families 6:00 – 7:00 am  
Men & Community 7:30 – 8:30 am)
LUNCH

Cathedral of the Assumption ....................... 582-2971
433 South 5th Street (12:15 – 1:00 pm)

Fourth Avenue United Methodist Church ...... 585-2176
318 West St. Catherine Street
(Mon, Tues, Thurs, Fri, Sat Noon – 12:45 pm)

Franciscan Shelter House ......................... 589-0140
748 South Preston Street (3rd, 4th & 5th Saturdays)
(Mon–Fri 10:30 am–12:30 pm)

Green Street Baptist Church....................... 582-3922
519 East Gray Street (11:00 am – 12:00 pm)

Lord’s Kitchen ...................................... 634-1665
2732 South 5th St. (Mon – Sun 11:30 am – 12:30 pm)

Lord’s Kitchen City of Hope Location......... 413-0112
1410 Dixie Highway (Mon – Fri 12:00 – 1:00 pm)

Wayside Christian Mission ......................... 742-6376
432 East Jefferson Street
(Men & Community 12:00 – 1:00 pm;
Women & Families 11:00 – 12:00 pm)

St. Vincent de Paul Open Hand Kitchen ....... 584-2480
1026 South Jackson Street (Mon – Sun Noon-12:30 pm)

Feed the City ...................................... 772-5384
1100 South 26th Street (Mon – Sat Noon – 3:00 pm)
**DINNER**

Lord’s Kitchen ................................................. 634-1665
2732 South 5th Street (Tues & Wed 5:00 – 6:00 pm)

Lord’s Kitchen City of Hope Location .......... 413-0112
1410 Dixie Highway (Sun 4:00 – 6:00 pm)

St. Vincent de Paul Open Hand Kitchen ...... 584-2480
1026 South Jackson Street (Mon – Fri 5:00 – 5:30 pm)

Salvation Army Center of Hope ..................... 671-4904
831 Brook Street
(Women 4:45 – 5:15 pm & Men 5:15 – 5:45 pm)

Wayside Christian Mission .............................. 742-6166
432 East Jefferson Street
(Men & Community 5:00 – 6:00 pm;
Women & Families 4:00 – 5:00 pm)

**GROCERIES**

Dare to Care Food Bank ................................. 966-3821
(Call for site nearest you)

Sister Visitor Center ................................. 776-0155
2235 West Market Street
(Helps west of 9th and north of Broadway Streets)
COMMODITY SUPPLEMENTAL

Louisville Health Department WIC ............... 574-6676
(For pregnant, postpartum, and breast-feeding women
and children 0–5 years. Call for site nearest you for
an appointment.)

CLOTHING

Bethlehem Baptist Church ......................... 964-4384
5708 Preston Highway  (Tue & Wed 9:30 am – 12:30 pm)
(Tues – Wed 12:00 – 4:00 pm
for 40213, 40219, 40229 zip codes)

Cable Baptist Church (The Potter’s House) ... 494-8470
315 Wenzel Avenue  (Thurs 7:00 pm)

Feed the City ........................................... 772-5384
1100 South 26th Street  (Mon – Sat 12:30 – 3:30 pm)

Golden Arrow ........................................... 589-3537
626 South Shelby Street
(Tues, Wed, Thurs - Fri 9:00 am - Noon)
(Children’s and maternity clothes; diapers and baby food.
Proof of children required.)
Jefferson County Public Schools 485-7062
319 South 15th Street
(Tue & Thurs 9:30 – 11:30 am by appointment)

Schuhmann Center.......................... 589-6696
730 East Gray Street
(Mon – Fri 9:00 – 11:45 am ID required)

Walnut Street Baptist Church............. 589-3454
220 West St Catherine Street (Mon & Thurs 9:30 – 11:15 am must have picture ID & proof of address for the last 30 days)

HEALTHCARE

Emergency Room/University Hospital......... 562-3000

University C & Y Health Clinic............... 852-5321
555 South Floyd Street (Mon – Thurs 8:30 am – 7:30 pm)

Kosair Children’s Hospital ....................... 629-6000
231 East Chestnut Street

University of Louisville Physicians General Pediatrics
................................................................. 629-8990
Broadway Office  (Friday 8:00 am – 4:30 pm)

Park DuValle Community Health Center ...... 584-2992
1015 West Chestnut  (Mon – Fri 10:00 am – 5:00 pm)

Family Health Center Phoenix............... 568-6972
712 East Muhammad Ali Boulevard
(Mon, Wed, Thurs, Fri 7:30 am – 4:00 pm)
Family Health East Broadway Center ............ 583-1981
914 East Broadway
(Mon – Thurs 8:00 am - 9:00 pm; Fri 8:00 am - 4:30 pm)

Portland Family Health Center ...................... 774-8631
2215 Portland Avenue (Mon & Thurs 8:00 am – 9:00 pm,
Fri 8:00 am – 4:30 pm, Sat 8:00 am – Noon)

Shawnee Christian Health Center .................... 778-0001
234 Amy Avenue (Corner of Amy & Market Streets)
(Mon – Fri 9:00 am – 5:00 pm)

Iroquois Family Health Center ...................... 366-4747
4100 Taylor Boulevard
(Mon, Wed, Thurs & Fri 8:00 am - 4:30 pm,
Tues 8:00 am - 8:30 pm)

Family Health East Broadway Center ............ 583-1981
914 East Broadway
(Mon – Thurs 8:00 am – 9:00 pm, Fri 8:00 am – 4:30 pm)

Family Community Clinic (Adults Only) ........... 384-8444
1406 East Washington Street
(Mon, Tues, Wed 1 - 9 pm; Thurs 5 - 9 pm; Sat 8 am - 12 pm)
(Provides FREE access to basic health care services for
adults and children without insurance. Physicians and
Nurse Practitioners who diagnose, treat and prescribe
non-narcotic medications. Spanish interpreters are avail-
able. Appointments are highly recommended; same day
appointments subject to availability.)
VETERANS SERVICES

Healthcare for Homeless Veterans Program .. 287-4178
(Mon – Fri outreach at multiple site,
call for daily outreach site locations)

Robley Rex VA Medical Center ....................... 287-4000
800 Zorn Avenue

Veterans Center (Outreach) ......................... 634-1916
1347 South 3rd Street  (Mon – Fri 9:00 am – 5:00 pm)

Interlink Counseling (Veterans only) ............ 964-7147
8311 Preston Highway  (Mon – Fri 9:00 am – 5:00 pm)

National Call Center for Homeless Veterans
.......................................................... 1-877-424-3838
24/7 response

Volunteers of America West Louisville Location
.......................................................... 384-0868
2500 West Broadway Ste 400  (Mon – Fri 8 am – 4:30 pm)

DENTAL SERVICES

Family Health Center Phoenix ....................... 568-6972
712 East Muhammad Ali Boulevard
(Mon, Wed, Thurs, Fri 7:30 am – 4:00 pm)
TUBERCULOSIS TESTING (TB)

Louisville Metro Health Department ............ 574-6617
400 East Gray Street
(Appointment only Mon, Tue, Wed & Fri Noon – 3:30 pm)

Phoenix Health Center ............................... 568-6972
712 East Muhammad
(Mon, Tues, Wed & Fri 8:00 am – 3:00 pm)

Homeless Outreach ..................................... 585-1969
(Call for nearest location Mon – Fri 8:00 am – 5:00 pm)

MENTAL HEALTH SERVICES

Family & Children’s Place ....................... 893-3900 ext 275
(Mon – Fri 8:30 am – 8:30 pm)

Seven Counties Services Crisis & Info Line... 589-1100
101 West Muhammad Ali Boulevard

Al-Anon and Alateen ................................. 458-1234
4400 Bishop Lane, #104  (Mon - Fri 10:00 am - 2:00 pm)

Alcoholics Anonymous (24 Hour Answering Service)
.......................................................... 582-1849
332 West Broadway, Room 620
(Mon – Fri 8:00 am – 1:00 pm & 2:00 – 4:00 pm)
Jefferson Alcohol Drug Abuse Center (JADAC) 
----------------------------------------------- 583-3951 
600 South Preston Street

Narcotics Anonymous ........................................ 499-4423 
24 Hour Helpline

SEXUALLY TRANSMITTED DISEASE & HIV SERVICES

AIDS Service Center Coalition & Louisville AIDS 
Resource Ctr...................................................... 219-2722 
Deaf services/TDD line..................................... 589-4259 
810 Barret Avenue  (Mon – Fri 9:00 am – 5:00 pm)

University of Louisville 550 Clinic ............ 561-8844 
(Mon – Fri 8:30 am – 4:30 pm)

House of Ruth .................................................. 587-5080 
607 East Saint Catherine Street 
(Mon – Fri 8:45 am – 4:45 pm)

AIDS Interfaith Ministries ............................ 794-2682
HELP WITH CHILDREN

Office of Homeless Migrant Education
(pre-school & school) .................................. 485-3650
Dawson Orman Education Center
911 South Floyd Street, Room 211

Jefferson County Public Schools ................. 485-3001

CHILDCARE

Child Care Counsel of Kentucky............... 636-1358
1215 South 3rd Street
JOBS AND EDUCATION

Family Scholar House....1-877-677-9177 or 584-8090
403 Reg Smith Circle
(Located on the corner of 5th & Lee Streets)
(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. Individuals must have high school diploma or GED and custody of their children to qualify.

(YA) YMCA Safe Place Services, Matt Kubancik Youth Development Center ...................... 635-5233
2400 Crittenden Drive  (Mon 9 am-1 pm, Tues 3-6 pm, Wed 10 am-1 pm & 3-5:30 pm, Thurs 10 am-1 pm)
(Provides life skills program.)

Kentuckiana Works Youth Career Center....... 574-4115
612 South 4th Street, 4th Floor

Kentucky Career Center at the Nia Center .... 574-4100
2900 West Broadway, Suite 100

Kentucky Health Career Center .................. 574-3344
746 South 5th Street (Corner of 5th and York Streets)

Kentucky Manufacturing Career Center ....... 276-9711
160 Rochester Drive, Building W, Suite 115B
Goodwill GTS Staffing Employment Services.. 581-0058
4200 Bishop Lane (Wed – Thurs 9:00 am – 3:00 pm)

Jefferson County Public Schools Adult Education
(GED, Literacy, Continuing Education) .......... 485-3400

Kentucky Vocational Rehabilitation .......... 595-4173
(Call for referral Mon – Fri 8:00 am – 4:30 pm)

Louisville Urban League.......................... 561-6830
1535 West Broadway

FINDING OTHER HELP

Emergency .................................................. 911

Metro Call.................................................. 311

Metro United Way...................................... 211

Neighborhood Place................................. 574-6638
810 Barret Avenue

Kentucky Refugee Ministries ..................... 479-9180
(Mon – Fri 8:30 am to 5:00 pm)

24 Hour Hope Now Hotline
(Crisis and Information Center) ............... 589-4313
Deaf Relay TDD line, Kentucky Relay ..................... 711

Adult Protective Services Hotline ..................... 595-4803
908 West Broadway, 6th Floor

American Red Cross
(We Speak Your Language) .............................. 589-4450
510 East Chestnut Street

Bus Service (TARC) ................................. 585-1234
Hearing Impaired ................................. 587-8255
1000 West Broadway

Fellowship with Christ Ministry
Riverfront between Joe’s Crab Shack & Belle of Louisville
(Breakfast, Clothes, & Toiletries) (Sun 7:30 – 10:30 am)

Child Abuse Hotline......1-800-752-6200 or 595-4550

Child Support Division ............................. 574-8300
315 West Muhammad Ali Boulevard
(Mon – Fri 9:00 am – 3:00 pm)

Crimes Against Children ............................. 574-7028
512 West Kentucky

Crimes Against Seniors ............................. 574-7724
635 Industry Road

Deaf Relay Service ...................... 711 or 1-888-648-6056
River City Love Squad ........................................ 533-7257
645 East Breckinridge Street   (Monday Nights 7:00 pm)

Center for Women & Families Crisis Hotline.. 581-7222
Southern Indiana Campus ...................... 1-877-803-7577
National Hotline........................................... 1-800-799-7233

SNAP (Food Stamps)................................. 1-855-306-8959
(Mon – Fri 7:00 am – 5:00 pm)

Medicaid (Adults & Children) ............ 1-855-306-8959
908 West Broadway   (Mon – Fri 8:00 am – 4:30 pm)

Phoenix Health Center Medicaid Service ...... 568-6972
712 East Muhammad   (Mon – Fri 8:00 am – 3:30 pm)

KYNECT..................................................... 1-855-306-8959
Deaf & Hearing Impaired...................... 1-877-524-4719
Spanish Language Services............... 1-800-662-5397

Social Security Office......................... 1-866-716-9671
601 West Broadway

Temporary Assistance for Needy Families
(TANF)...................................................... 1-855-306-8959
908 West Broadway

Homeless Prevention Program............... 574-5050
810 Barret Avenue
Elderservice (Payee services) ....................... 585-9949
215 W. Breckinridge Street

Home of the Innocents Aftercare Program ... 596-1320
Offering intensive case management (ages 18 – 24)

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FINDING LEGAL HELP

Legal Aid Society.............................................. 584-1254
416 West Muhammad Ali Boulevard

ACLU (American Civil Liberties Union of Kentucky)
................................................................. 581-1181
315 Guthrie Street, Suite 300
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................................................. 595-4803
Child Protective Services............................................... 595-4550
The caller does not have to reveal his/her name

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 by going to:

The Family Court Clerk
Judicial Center
701 West Jefferson Street, 1st floor
8:30 am – 3:30 pm

At any other time, you may go to the Warrant Desk on the first floor of the Hall of Justice. It is open 24 hours a day, weekends, and holidays. For more information, call the Emergency Protective Order Office at 595-4697.
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, 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. You must:

- Be 12 years of age or older;
- Present your official social security card;
- Have two items of identification:

  One of which must list your full name and date of birth, and...

A second supporting document such as:

  *birth certificate, school record stating date of birth, baptismal certificate, family bible record, passport, vehicle registration certificate, court order which includes legal name, voter registration card, marriage license or certificate, driver’s license, or military ID;*

- Pay a fee.
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 Community Services**  
502-574-5050

The consumer must submit a written copy of their grievance and the shelter/agency’s written response. Metro Community Services will contact the shelter within five (5) business days. Metro Community Services 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.

**PLEASE NOTE:** 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 Services**  
502-574-5050

**Local Lesbian, Gay, Bisexual, Transgender (LGBT) Resources**

**U.S. Department of Veterans Affairs**  
Robley Rex Louisville VA Medical Center  
Health Care for Lesbian, Gay, Bisexual, and Transgender Veterans  
LGBT Veteran Care Coordinator  
502-554-4550

**Fairness Campaign**  
2263 Frankfort Avenue  
502-893-0788

**Louisville Trans Man**  
Support group meetings held the 2nd Sunday of the month at 7:00 p.m. (ages 18+)  
loutransman@gmail.com

**Louisville Youth Group**  
417 E Broadway  
502-587-7755
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.
Key to Emergency Shelters

1. Center for Women & Families
   2nd Street between
   Breckinridge & Kentucky 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.