

## **2014 Louisville Street Tips**



### **Families – Singles – Teens**

---

#### **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](http://www.louhomeless.org).

#### **KEY TO SERVICES**

(F) = Family  
(S) = Single  
(T) = Teen  
(C) = Children

---

**WHERE ARE YOU SLEEPING TONIGHT?**  
**DO YOU NEED A PLACE TO STAY?**  
**DO YOU NEED COMMUNITY RESOURCE INFORMATION?**

The 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 4<sup>th</sup> Street, Suite 200**

Phone: **502 637-BEDS (2337)**  
**7 days a week 10:30 am – 3:00 pm**

Walk INS: **Monday thru Friday 10:00 am – 2:30 pm**

**Table of Contents**

	<b>Page</b>
<b>Emergency Shelters.....</b>	<b>3</b>
<b>Operation White Flag.....</b>	<b>4</b>
<b>Meals (breakfast, lunch, dinner).....</b>	<b>4 - 6</b>
<b>Nutrition.....</b>	<b>6</b>
<b>Clothing.....</b>	<b>7</b>
<b>Healthcare.....</b>	<b>7 - 8</b>
<b>Veteran Services.....</b>	<b>8</b>
<b>Dental Services.....</b>	<b>8</b>
<b>Family Health Services.....</b>	<b>9</b>
<b>Tuberculosis Testing.....</b>	<b>9</b>
<b>Mental Health Services.....</b>	<b>9</b>
<b>Sexually Transmitted Diseases &amp; HIV Services.....</b>	<b>10</b>
<b>Help with Children &amp; Child Care.....</b>	<b>10</b>
<b>Jobs &amp; Education.....</b>	<b>11</b>
<b>Finding Other Help.....</b>	<b>12 -16</b>

---

## 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 2<sup>nd</sup> 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 5:00 pm Men 5:30 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: 1:00 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) Jefferson Street Baptist Center** **584-6543**  
733 East Jefferson Street (Mon -Sun 7:00 am – noon)  
Light Breakfast only 7:00 – 8:00 am
- (F) Jefferson Street Baptist Center** **584-6543**  
733 East Jefferson Street Mon-Fri 1:00 – 4:00 pm Women's Shelter
- (S) St. John Center (Men)** **568-6758**  
700 East Muhammad Ali Boulevard (Daily 7:00 am-3:00 pm)

## NIGHT AND DAY SHELTERS FOR TEENS (12-17 YEARS OLD)

- (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

## 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**  
831 South Brook Street

**(F) (S) Wayside Christian Mission** **742-6166**  
432 East Jefferson Street (Men, Women, Families)

*To find out when Operation White Flag is in effect, call one of the shelters listed above or call the Crisis and Information Line 589-4313.*

---

## MEALS

### ***Breakfast or Early Lunch***

**Jefferson Street Baptist Center** **584-6543**  
733 East Jefferson Street (Mon-Thurs 7:00 am-9:00am)  
(Mon – Sun 7:00 – 8:00 am Light Breakfast only)

**Lord's Kitchen** **634-1665**  
2732 South 5<sup>th</sup> Street (Mon-Sat 8:00 – 9:00 am)

**Salvation Army Center of Hope** **671-4904**  
911 South Brook Street (7:00 – 7:30 am)

**St. Augustine Church** **584-4602**  
1310 West Broadway (Sandwiches; Mon-Wed, Fri 10:30 am-Noon)

**Wayside Christian Mission** **742-6376**  
432 East Jefferson 6:30 -7:15 am Men 6:30 – 7:15 am,  
7:30 - 8:00 am Women & families  
8:00 - 8:30 am Community

---

### **LUNCH**

**Cathedral of the Assumption** **582-2971**  
433 South 5<sup>th</sup> Street (12:15 - 1:00 pm)

**Fourth Avenue United Methodist Church** **585-2176**  
318 West St. Catherine Street  
(Mon Tues Thurs Fri Sat & Sun sack lunch 12:00 - 1:00 pm)

**Franciscan Shelter House** **589-0140**  
748 South Preston Street (Mon - Fri 10:30 am - 12:30 pm)

**Lord's Kitchen** **634-1665**  
2732 South 5<sup>th</sup> Street (Sat - 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 12:00 – 1:00 pm Men & Community  
11:00 – 12:00 pm Women & families

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

**T) YMCA Safe Place Services** **635-5233**  
2400 Crittenden Drive (Mon – Sat 11:00 am – 12:00pm)

**Feed the City** **772-5384**  
1100 South 26<sup>th</sup> Street (Mon – Sat Noon – 3:00 pm)

---

## DINNER

<b>Lord's Kitchen</b> 2732 South 5 <sup>th</sup> Street (Tues & Wed 5:00 - 6:00 pm)	<b>634-1665</b>
<b>Lord's Kitchen City of Hope Location</b> 1410 Dixie Highway (Sun 4:00 – 6:00 pm)	<b>413-0112</b>
<b>St. Vincent de Paul Open Hand Kitchen</b> 1026 South Jackson Street (Mon - Fri 5:00 - 5:30 pm)	<b>584-2480</b>
<b>Salvation Army Center of Hope</b> 911 Brook Street (5:00 - 6:00 pm)	<b>671-4904</b>
<b>Wayside Christian Mission</b> 432 East Jefferson Street 5:00 – 6:00 pm Men & Community 4:00 – 5:00 p.m. Women & Families	<b>742-6166</b>
<b>(T) Dare to Care Food Bank Kid's Café</b> 930 West Chestnut Street (Mon – Fri 4:00 – 5:00 pm)	<b>587-7405</b>

---

## GROCERIES

<b>Dare to Care Food Bank</b>	<b>966-3821</b>
<b>Sister Visitor Center</b> 2235 West Market Street ( <i>Helps west of 9<sup>th</sup> and north of Broadway Streets</i> )	<b>776-0155</b>

## COMMODITY SUPPLEMENTAL

<b>Food Program</b> 1616 Rowan Street ( <i>For those age 60 or over, children 0-6 years, pregnant, postpartum and breast-feeding women not on WIC. Call for income guidelines.</i> )	<b>595-3031</b>
<b>Louisville Health Department WIC</b> ( <i>For pregnant, postpartum, and breast-feeding women and children 0-5 years</i> ) <i>Call for site nearest you for an appointment.</i> )	<b>574-6676</b>

---

## **CLOTHING**

<b>Bethlehem Baptist Church</b> 5708 Preston Highway (Tue & Wed 9:30 am -12:30 pm) Tues - Wed 12:00 – 4:00 pm for 40213, 40219, 40229 zips	<b>964-4384</b>
<b>Cable Baptist Church (The Potter's House)</b> 315 Wenzel Avenue (Thurs 7:00 pm)	<b>494-8470</b>
<b>Feed the City</b> 1100 South 26 <sup>th</sup> Street (Mon – Sat)	<b>772-5384</b>
<b>Golden Arrow</b> 626 South Shelby Street (Mon - Fri 9:00 am - 11:45 am) (Children's and maternity clothes; diapers and baby food. Proof of children required)	<b>589-3537</b>
<b>Jefferson County Public Schools</b> 319 South 15 <sup>th</sup> Street (Tue & Thurs 9:30 - 11:30 am by appointment)	<b>485-7062</b>
<b>Schuhmann Center</b> 730 East Gray Street (Mon - Fri 9:00-11:45 am ID required)	<b>589-6696</b>
<b>Walnut Street Baptist Church</b> 220 West St Catherine Street (Mon & Thurs 9:30-11:15 am must have picture ID)	<b>589-3454</b>

---

## **HEALTHCARE**

<b>Emergency Room/University Hospital</b>	<b>562-3000</b>
<b>University C &amp; Y Health Clinic</b> 555 South Floyd Street (Mon – Thurs 8:30 am – 7:30 pm)	<b>852-5321</b>
<b>Kosair Children's Hospital</b> 231 East Chestnut Street	<b>629-6000</b>
<b>University of Louisville Physicians General Pediatrics</b> Broadway Office (Friday 8:00 am – 4:30 pm)	<b>629-8990</b>
<b>Park DuValle Community Health Center</b> 1015 West Chestnut (Mon – Fri 10:00 am -5:00 pm)	<b>584-2992</b>
<b>Family Health Center Phoenix</b> 712 East Muhammad Ali Boulevard (Mon, Wed, Thurs, Fri 7:30 am – 4:00pm)	<b>568-6972</b>

**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)

**Planned Parenthood** **584-2471**  
1025 South 2<sup>nd</sup> Street

**Portland Family Health Center** **774-8631**  
2215 Portland Avenue

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

**Family Community Clinic** **Adults Only** **384-8444**  
1406 East Washington Street Tuesday 5:00 – 9:00 pm Sat 8:00 am - Noon

---

### **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 3<sup>rd</sup> 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

---

### **DENTAL SERVICES**

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

---



**FAMILY HEALTH SERVICES  
CHILDREN & YOUTH SERVICES**

**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)

**Portland Family Health** **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)

**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)

**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** **24 Hour Helpline** **499-4423**

## **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)

**Volunteers of America Call or Text** 930-0222  
Free rapid response HIV testing and counseling (Mon – Fri 8:30 am – 4:30 pm)  
1436 South Shelby Street

**Volunteers of America West Louisville Location** 792-7520  
2500 West Broadway (Mon, Tues, Thurs, Fri 9:00 am – 4:30 pm)

**AIDS Interfaith Ministries** 794-2682

---

## **HELP WITH CHILDREN**

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

**Jefferson County Public Schools** 485-3001

---

## **CHILDCARE**

**Child Care Counsel of Kentucky** 636-1358  
1215 South 3<sup>rd</sup> Street

**Wayside Christian Mission Childcare** 742-6376  
432 E Jefferson St.

---

## **JOBS AND EDUCATION**

<b>Family Scholar House</b> 403 Reg Smith Circle (Located on the corner of 5 <sup>th</sup> & Lee Streets) (Mon – Fri 8:30 am – 5:00 pm) <i>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.</i>	<b>1877-677-9177 or 584-8090</b>
<b>Career Resources</b> 505 south 3 <sup>rd</sup> Street, Suite 201	<b>574-4780</b>
<b>Kentuckiana Works Youth Career Center</b> 510 West Broadway, Suite 701	<b>574-4115</b>
<b>Kentuckiana Works College Access Center</b> 200 West Broadway, 7 <sup>th</sup> Floor	<b>584-0475</b>
<b>Kentucky Office of Employment Services &amp; Training</b> 600 West Cedar Street	<b>595-4762</b>
<b>Goodwill GTS Staffing Employment Services</b> 4200 Bishop Lane (Wed – Thurs 9:00 am – 3:00 pm)	<b>581-0058</b>
<b>Jefferson County Public Schools Adult Education</b> (GED, Literacy, Continuing Education)	<b>485-3400</b>
<b>Kentucky Vocational Rehabilitation</b> (Call for referral Mon – Fri 8:00 am - 4:30 pm)	<b>595-4173</b>
<b>Louisville Urban League</b> 1535 West Broadway	<b>561-6830</b>
<b>Louisville Urban League</b> 1535 West Broadway	<b>561-6830</b>

---

## FINDING OTHER HELP

<b>Emergency</b>	<b>911</b>
<b>Metro Call</b>	<b>311</b>
<b>Metro United Way</b>	<b>211</b>
<b>Neighbor Place</b> 810 Barret Avenue	<b>574-6638</b>
<b>Help Ministries</b> Emergency financial assistance serving 40202, 40203, & part of 40208 Appt. only Mon 10:00 am – Noon, Tues – Thurs 9:30 – 11:30 am	<b>587-1999</b>
<b>Kentucky Refugee Ministries</b> (Mon – Fri 8:30 am to 5:00 pm)	<b>479-9180</b>
<b>24 Hour Hope Now Hotline (Crisis and Information Center)</b> <b>Deaf Relay TDD line, Kentucky Relay</b>	<b>589-4313</b> <b>711</b>
<b>Adult Protective Services Hotline</b> 908 West Broadway, 11 <sup>th</sup> floor	<b>595-4803</b>
<b>American Red Cross (We Speak Your Language)</b> 510 East Chestnut Street	<b>589-4450</b>
<b>Bus Service (TARC)</b> <b>Hearing Impaired</b> 1000 West Broadway	<b>585-1234</b> <b>587-8255</b>
<b>Fellowship with Christ Ministry</b> Riverfront between Joe's Crab Shack and Belle o Louisville (Breakfast, Clothes, & Toiletries)	<b>(Sunday 7:30 – 10:30 am)</b>
<b>Child Abuse Hotline</b>	<b>1-877-595-2331 or 595-4550</b>
<b>Child Support Division</b> 315 West Muhammad Ali Boulevard	<b>574-8300</b> (Mon – Fri 9:00 am – 3:00 pm)
<b>Crimes against Children</b> 485 South 4 <sup>th</sup> Street	<b>574-8300</b>
<b>Crimes against Seniors</b> 633 West Jefferson Street	<b>574-2278</b>

<b>Deaf Relay Service</b>	<b>711 or 1-888-648-6056</b>
<b>River City Love Squad</b> 645 East Breckinridge Street (Monday Nights 7:00 pm)	<b>533-7257</b>
<b>Center for Women and Families Crisis Hotline</b> <b>Southern Indiana Campus</b> <b>National Hotline</b>	<b>581-7222</b> <b>1-877-803-7577</b> <b>1-800-799-7233</b>
<b>SNAP (Food Stamps)</b> (Mon - Fri 7:00 am - 5:00 pm)	<b>595-3636</b>
<b>Medicaid (Adults &amp; Children)</b> 908 West Broadway (Mon – Fri 8:00 am – 4:30 pm)	<b>595-4238</b>
<b>Kentucky Children’s Health Insurance Program (K-CHIP)</b> Deaf & Hearing Impaired Spanish Language Services	<b>1-877-524-4718</b> <b>1-877-524-4719</b> <b>1-800-662-5397</b>
<b>Prodigal Ministries</b>	<b>749-9187</b>
<b>Social Security Office</b> 601 West Broadway	<b>1-866-716-9671</b>
<b>Temporary Assistance for Needy Families (TANF)</b> 908 West Broadway	<b>595-4238</b>
<b>Homeless Prevention Program</b> 810 Barret Avenue	<b>574-5050</b>
<b>ElderServe</b>	<b>587-8673</b>
<b>GuardiaCare Services, Inc.</b> (Payee services) 215 W. Breckinridge Street	<b>585-9949</b>
<b>Home of the Innocents – Aftercare Program</b> Offering intensive case management (ages 18 – 24)	<b>596-1320</b>

## FINDING LEGAL HELP

<b>Legal Aid Society</b> 416 West Muhammad Ali Boulevard	<b>584-1254</b>
<b>ACLU (American Civil Liberties Union of Kentucky)</b> 315 Guthrie Street, Suite 300	<b>581-1181</b>

---

## 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:

<b>Adult Protective Services</b>	<b>595-4550</b>
<b>Child Protective Services</b> <i>The caller does not have to reveal his/her name.</i>	<b>595-4550</b>

## 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, 1<sup>st</sup> 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.
-

## PROBLEM SOLVING PROCEDURE

1. If you have a complaint or a concern about an agency or a staff member of any agency, go through that agency's grievance procedure to deal with the concern.
2. If you aren't satisfied with the agency's response, THEN call The Coalition for the Homeless at 636-9550 to express the complaint or concern.
3. **The Coalition** will work with both the agency and you to try and resolve the concern.

A service provided by



1300 South 4<sup>th</sup> Street, Suite 250  
Louisville, KY 40208  
502.636.9550  
502.636.9950 fax  
Email: [admin@louhomeless.org](mailto:admin@louhomeless.org)  
Website: [www.louhomeless.org](http://www.louhomeless.org)