

Louisville Street Tips



COALITION
FOR THE
HOMELESS

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 thur Friday 10:00 am – 3:00

Walk Ins: 10:00 am – 3:00 pm

Table of Contents

	Page
Emergency Shelters	1-2
Operation White Flag	3-4
Meals (breakfast, lunch, dinner)	4-6
Nutrition	6-7
Clothing	7-8
Healthcare	8-9
Veteran Services	10
Dental Services	10
Tuberculosis Testing	11
Mental Health Services.....	11-12
Sexually Transmitted Diseases & HIV Services	12
Help with Children & Child Care.....	13
Jobs & Education	14-15
Finding Other Help & Legal Help.....	15-18
Reporting Adult & Child Abuse	19
Getting Identification	20-21
Homeless Consumer Grievance Procedure.....	22-24
Emergency Shelters Map	25-26

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**

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 available. 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)

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.

PROBLEM SOLVING PROCEDURES

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**

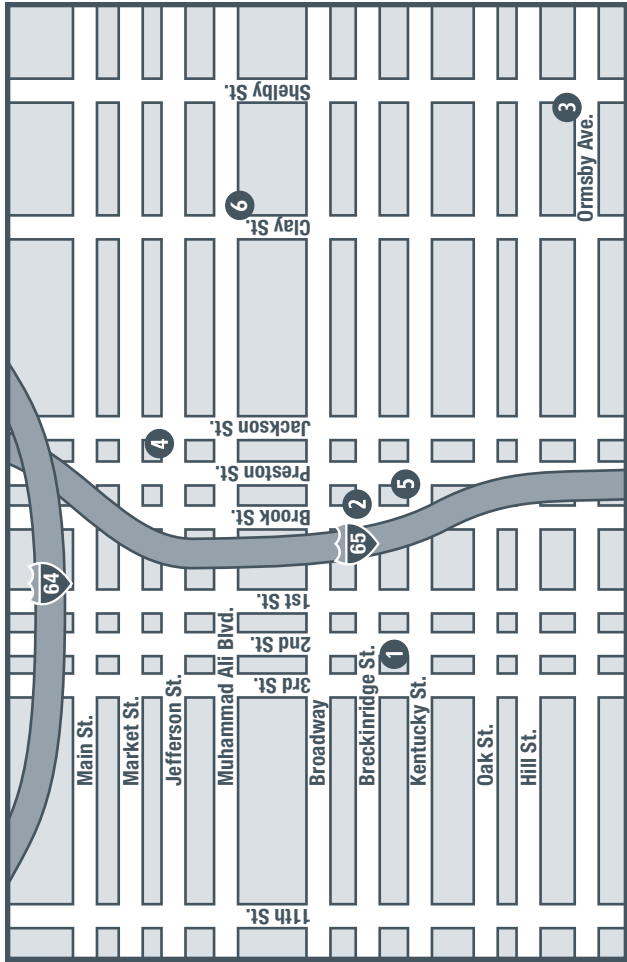
U.S. Department of Veterans Affairs
Robley Rex Louisville VA Medical Center
Health Care for Lesbian, Gay, Bisexual, and
Transgender Veterans
LGBT Veteran Care Coordinator
502-554-4550

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.

A service provided by



COALITION
FOR THE
HOMELESS

1300 South 4th Street, Suite 250
Louisville, KY 40208

502.636.9550

502.636.9950 fax

Email: admin@louhomeless.org

Website: www.louhomeless.org

PRINTED 2018