

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 – 2:00 pm except holidays

Walk Ins:

Monday thru Friday 10:00 am – 1:30 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 2 nd 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) 831 South Brook Street (check-in: Women 5:15 pm Men 6:00 pm)	
 (F) Volunteers of America	 636-0816
Family Emergency Shelter (Check-in Mon – Fri 9:00pm) 1321 South Preston Street (Weekends 11:30 pm)	
 (F) (S) Wayside Christian Mission	 742-6166
432 East Jefferson Street (check-in: 3:45 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** 584-6543
733 East Jefferson Street (Mon -Fri 7:00 am – noon)
- (S) Louisville Rescue Mission** 584-6543
733 East Jefferson Street (Mon – Fri 1:00 – 3:00pm) Women’s Shelter
- (S) Jefferson Street Baptist at Liberty** 585-3787
800 East Liberty Street (men & women 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 7:00am – 3:00 Wed 7:00 am -2:00 pm)
- (YA) YMCA Safe Place Services** 635-5233
2400 Crittenden Drive
9am-1pm Mon., Thurs., Fri. and 5pm-9pm Tues.
Provides basic needs support, meals and life skills to young adults, ages 16-22.

NIGHT AND DAY SHELTERS FOR TEENS

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

- EMERGENCY CHILDREN’S SHELTERS** 596-1000
(C) Home of the Innocents
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 Bed-One Stop: (502) 637-2337**

MEALS

Breakfast or Early Lunch

Jefferson Street Baptist Center **584-6543**
733 East Jefferson Street (Mon-Thurs 7:00 am-9:00am)
(Mon - Fri 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 (Mon-Thurs 10:00 am-Noon)

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

LUNCH

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

Fourth Avenue United Methodist Church **585-2176**

318 West St. Catherine Street
(Mon Tues Thurs Fri Sat 12:00 – 12:45 pm)

Franciscan Shelter House 589-0140
748 South Preston Street (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 Street (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 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)

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 5:00 – 6:00 pm Men & Community
4:00 – 5:00 p.m. Women & Families

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

Food Program 772-2011
3360 Commerce Center Place

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 zips

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 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 - Thur 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 555 South Floyd Street (Mon – Thurs 8:30 am – 7:30 pm)	852-5321
Kosair Children’s Hospital 231 East Chestnut Street	629-6000
University of Louisville Physicians General Pediatrics Broadway Office (Friday 8:00 am – 4:30 pm)	629-8990
Park DuValle Community Health Center 1015 West Chestnut (Mon – Fri 10:00 am -5:00 pm)	584-2992
Family Health Center Phoenix 712 East Muhammad Ali Boulevard (Mon, Wed, Thurs, Fri 7:30 am – 4:00pm)	568-6972
Family Health East Broadway Center 914 East Broadway (Mon - Thurs 8:00 am - 9:00 pm; Fri. 8:00 am - 4:30 pm)	583-1981
Portland Family Health Center 2215 Portland Avenue	774-8631
Shawnee Christian Health Center 234 Amy Avenue (Corner of Amy & Market Streets) Mon – Fri 9:00 am – 5:00 pm	778-0001
Iroquois Family Health Center 4100 Taylor Boulevard (Mon Wed Thurs & Fri 8:00 am - 4:30 pm Tues 8:00 am - 8:30 pm)	366-4747
Portland Family Health 2215 Portland Avenue (Mon & Thurs 8:00 am - 9:00 pm Fri. 8:00 am - 4:30 pm Sat 8:00 am - Noon)	774-8631
Family Health East Broadway Center 914 East Broadway (Mon – Thurs 8:00 am -9:00 pm Fri 8:00 am - 4:30 pm)	583-1981
Family Community Clinic 1406 East Washington Street	Adults Only 384-8444 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 sites, call for daily outreach site locations)	
Robley Rex VA Medical Center	287-4000
800 Zorn Avenue	
Veterans Center	634-1916
1347 South 3 rd Street	(Outreach) (Mon - Fri 9:00 am - 5:00 pm)
Interlink Counseling	964-7147
8311 Preston Highway	(Veterans only) (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	409-6298
2500 West Broadway (Mon - Fri 8:00 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 (Mon - Fri 8:30 am - 8:30 pm)	893-3900 ext 275
Seven Counties Services Crisis & Info Line 101 West Muhammad Ali Boulevard	589-1100
Al-Anon and Alateen 4400 Bishop Lane, #104 (Mon - Fri 10:00 am - 2:00 pm)	458-1234
Alcoholics Anonymous 24 hour answering service 332 West Broadway, Room 620 (Mon - Fri 8:00 am - 1:00 pm & 2:00 - 4:00 pm)	582-1849
Jefferson Alcohol Drug Abuse Center (JADAC) 600 South Preston Street	583-3951
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 810 Barret Avenue (Mon - Fri 9:00 am - 5:00 pm)	589-4259
University of Louisville 550 Clinic (Mon - Fri 8:30 am - 4:30 pm)	561-8844
House of Ruth 607 East Saint Catherine Street (Mon-Fri 8:45 am -4:45 pm)	587-5080
AIDS Interfaith Ministries	794-2682

HELP WITH CHILDREN

Office of Homeless Education (pre-school & school) 911 South Floyd Street, Room 211	485-3650 Dawson Orman Education Center
Jefferson County Public Schools	485-3001

CHILDCARE

Child Care Counsel of Kentucky
1215 South 3rd Street

636-1358

Wayside Christian Mission Childcare
432 E Jefferson St.

742-6376

JOBS AND EDUCATION

Family Scholar House

1877-677-9177 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

9am-1pm Mon., Thurs., Fri. and 5pm-9pm Tues.

Provides academic and employment counsel and case management support to young adults, ages 16-22.

Kentuckiana Works Youth Career Center

574-4115

612 South 4th Street, 4th Floor

Kentucky Career Center

595-4762

600 West Cedar Street

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 485-3400
(GED, Literacy, Continuing Education)

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 595-4803
Hotline 800-752-6200
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 (Sunday 7:30 – 10:30 am)
Riverfront between Joe’s Crab Shack and Belle of Louisville
(Breakfast, Clothes, & Toiletries)

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

Child Support Division 315 West Muhammad Ali Boulevard (Mon – Fri 9:00 am – 3:00 pm)	574-8300
Crimes against Children 512 West Kentucky	574-7028
Crimes Against Seniors 635 Industry Road	574-7724
Deaf Relay Service	711 or 1-888-648-6056
River City Love Squad 645 East Breckinridge Street (Monday Nights 7:00 pm)	533-7257
Center for Women and Families Crisis Hotline Southern Indiana Campus National Hotline	581-7222 877-803-7577 800-799-7233
SNAP (Food Stamps) (Mon - Fri 7:00 am - 5:00 pm)	855-306-8959
Medicaid (Adults & Children) 908 West Broadway (Mon – Fri 8:00 am – 4:30 pm)	855-306-8959
Phoenix Health Center Medicaid Service 712 East Muhammad (Mon - Fri 8:00 am - 3:30 pm)	568-6972
KYNECT Deaf & Hearing Impaired Spanish Language Services	855-306-8959 877-524-4719 800-662-5397
Social Security Office 601 West Broadway	866-716-9671
Temporary Assistance for Needy Families (TANF) 908 West Broadway	855-306-8959
Homeless Prevention Program 810 Barret Avenue	574-5050
ElderServe	587-8673

GuardiaCare Services, Inc. (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
Phone: 502-554-4550

Fairness Campaign
2263 Frankfort Avenue
Phone: 502-893-0788

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

Louisville Youth Group
417 E Broadway
Phone: 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.

A service provided by



COALITION
FOR THE
HOMELESS

1300 South 4th Street, Suite 250

Louisville, KY 40208

Reserve a bed: 502.637.2337

Admin office: 502.636.9550

Fax: 502.636.9950

Email: admin@louhomeless.org

Website: www.louhomeless.org

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