

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
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 748 South Preston Street (Mon - Fri 10:30 am - 12:30 pm)	589-0140
Green Street Baptist Church 519 East Gray Street (11:00 am – 12:00 pm)	582-3922
Lord's Kitchen 2732 South 5 th Street (Mon - Sun 11:30 am - 12:30 pm)	634-1665
Lord's Kitchen City of Hope Location 1410 Dixie Highway (Mon - Fri 12:00 – 1:00 pm)	413-0112
Wayside Christian Mission 432 East Jefferson Street 12:00 – 1:00 pm Men & Community 11:00 – 12:00 pm Women & families	742-6376
St. Vincent de Paul Open Hand Kitchen 1026 South Jackson Street (Mon - Sun Noon -12:30 pm)	584-2480
Feed the City 1100 South 26 th Street (Mon – Sat Noon – 3:00 pm)	772-5384

DINNER

Lord's Kitchen 2732 South 5 th Street (Tues & Wed 5:00 - 6:00 pm)	634-1665
Lord's Kitchen City of Hope Location 1410 Dixie Highway (Sun 4:00 – 6:00 pm)	413-0112
St. Vincent de Paul Open Hand Kitchen 1026 South Jackson Street (Mon - Fri 5:00 - 5:30 pm)	584-2480
Salvation Army Center of Hope 831 Brook Street (Women 4:45 – 5:15 pm & Men 5:15 – 5:45 pm)	671-4904
Wayside Christian Mission 432 East Jefferson Street 5:00 – 6:00 pm Men & Community 4:00 – 5:00 p.m. Women & Families	742-6166

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 (Mon - Fri 9:00 am - 11:45 am)
(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 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 Tuesday 5:00 – 9:00 pm Sat 8:00 am - Noon
	384-8444

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 (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 **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 **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 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 3rd Street

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**

510 West Broadway, Suite 701

Kentucky Office of Employment Services & Training **595-4762**

600 West Cedar Street

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 810 Barret Avenue	574-6638
Kentucky Refugee Ministries (Mon – Fri 8:30 am to 5:00 pm)	479-9180
24 Hour Hope Now Hotline (Crisis and Information Center) Deaf Relay TDD line, Kentucky Relay	589-4313 711
Adult Protective Services Hotline 908 West Broadway, 11 th floor	595-4803
American Red Cross (We Speak Your Language) 510 East Chestnut Street	589-4450
Bus Service (TARC) Hearing Impaired 1000 West Broadway	585-1234 587-8255
Fellowship with Christ Ministry Riverfront between Joe’s Crab Shack and Belle of Louisville (Breakfast, Clothes, & Toiletries)	(Sunday 7:30 – 10:30 am)
Child Abuse Hotline	1-877-595-2331 or 595-4550
Child Support Division 315 West Muhammad Ali Boulevard	574-8300 (Mon – Fri 9:00 am – 3:00 pm)
Crimes against Children 485 South 4 th Street	574-8300
Crimes Against Seniors 633 West Jefferson Street	574-2278
Deaf Relay Service	711 or 1-888-648-6056
River City Love Squad 645 East Breckinridge Street	533-7257 (Monday Nights 7:00 pm)
Center for Women and Families Crisis Hotline Southern Indiana Campus National Hotline	581-7222 1-877-803-7577 1-800-799-7233

SNAP (Food Stamps) (Mon - Fri 7:00 am - 5:00 pm)	595-3636
Medicaid (Adults & Children) 908 West Broadway (Mon – Fri 8:00 am – 4:30 pm)	595-4238
Phoenix Health Center Medicaid Service 712 East Muhammad (Mon - Fri 8:00 am - 3:30 pm)	568-6972
Kentucky Children’s Health Insurance Program (K-CHIP) Deaf & Hearing Impaired Spanish Language Services	1-877-524-4718 1-877-524-4719 1-800-662-5397
Social Security Office 601 West Broadway	1-866-716-9671
Temporary Assistance for Needy Families (TANF) 908 West Broadway	595-4238
Homeless Prevention Program 810 Barret Avenue	574-5050
ElderServe	587-8673
GuardiaCare Services, Inc. (Payee services) 215 W. Breckinridge Street	585-9949
Home of the Innocents – Aftercare Program Offering intensive case management (ages 18 – 24)	596-1320

FINDING LEGAL HELP

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

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 **595-4550**

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 PROCEDURE

Although The Coalition is not responsible for the day to day operations of the shelters below is the procedure for filing a grievance.

1. Each homeless agency is required to have a written grievance procedure. If you have a problem with an agency, please ask that agency to provide the process to you in writing and follow the steps to make your complaint.
2. If you are told that there is not a procedure or the agency does not follow the procedure that is provided to you, please contact The Coalition for the Homeless at 636-9550 and we will work to insure the procedure is followed as described.

A service provided by
COALITION  HOMELESS

Educate Advocate Coordinate

1300 South 4th Street, Suite 250
Louisville, KY 40208
502.636.9550
502.636.9950 fax

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