



# LOUISVILLE STREET TIPS

*A quick reference guide for people in need of shelter, outreach services, food, healthcare, and other help in Louisville, KY*

Revised & printed by the Coalition for the Homeless  
1300 S. 4th St. #250, Louisville, KY 40208  
(502) 636-9550 | [csa@louhomeless.org](mailto:csa@louhomeless.org) | [louhomeless.org](http://louhomeless.org)

Get Street Tips online at [louhomeless.org/StreetTips](http://louhomeless.org/StreetTips)

Louisville Street Tips is a free quick reference guide for people in immediate need of shelter or services.

Some hours and services may have changed. If you're able, please call before you visit in person.

Need quick help or a place to sleep tonight? Call Coordinated Shelter Access (formerly called Single Point of Entry) at 502-637-2337 from 10am-4pm.

For online assistance, see <https://myky.info> (formerly known as Louie Connect) provided by Family Scholar House.

You can also dial 2-1-1 for help 24/7.

We hope this is a useful guide for service providers, too. For additional copies, call Marsha at the Coalition for the Homeless office at (502) 636-9550 or print some at [www.louhomeless.org/StreetTips](http://www.louhomeless.org/StreetTips).

If you're a service provider and your work is not correctly represented—or has been omitted—email [StreetTips@louhomeless.org](mailto:StreetTips@louhomeless.org) with details.



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## COMMON ASSESSMENT

**Common Assessment** (run by Family Health Centers Phoenix) identifies the needs of people experiencing homelessness through a short survey, and then connects you to the best resources to serve you, including housing or case management.

📞 Call (502) 637-2080, Mon-Fri, 10am-3pm

🏠 1300 S. 4th Street #200; walk-ins accepted  
Tuesday-Friday, 10am-3pm

## SHELTER REFERRALS AND RESOURCES

**Coordinated Shelter Access** (run by the Coalition for the Homeless) provides emergency shelter bed reservations and referrals to other social services.

📞 (502) 637-2337, daily\* 10am-4pm

✉️ [csa@louhomeless.org](mailto:csa@louhomeless.org)

🏠 1300 S. 4th Street #250; open M-F\* 10am-4pm

*\* CSA is closed on the following holidays, so go directly to single emergency shelters (no walk-ins accepted in family shelters): New Year's Day, MLK Day, Easter, Memorial Day, Juneteenth, Fourth of July, Thanksgiving, day after Thanksgiving, Christmas Eve, Christmas Day*

## SINGLE OVERNIGHT EMERGENCY SHELTERS

📞 Call (502) 637-2337 for a bed unless otherwise noted

### Re:Center Ministries (men)

🏠 733 E. Jefferson St., Mon-Sun, 7pm-6:30am

⚠️ Men only; meals not provided; check in 7pm

### Salvation Army Center of Hope

🏠 911 South Brook St.

⚠️ Adults (+young adult area); dinner; check in 6p

### St. Vincent de Paul Ozanam Inn (men)

🏠 1034 S. Jackson St.

⚠️ Men only; dinner served; check in 4pm

### Wayside Christian Mission (singles & low barrier)

🏠 432 East Jefferson St.

⚠️ Men & women; meals served; check in 4pm

### The Healing Place

📞 (502) 585-4848 to reserve a bed

🏠 Men: 1020 W Market St.; Women: 1503 15th St.

⚠️ Addiction recovery; dinner served

## SAFE OUTDOOR SPACE

### The Hope Village (run by The Hope Buss)

🏠 212 E College St 📞 (502) 882-3900

New residents need referral from approved agency

## FAMILY OVERNIGHT EMERGENCY SHELTERS

📞 Call (502) 637-2337 for family shelter reservations

### Center for Women and Families

🏠 927 S 2nd St.; 📞 (502) 581-7222 (24-hr hotline)

⚠️ Survivors of domestic violence/sexual assault

### Salvation Army Center of Hope

🏠 911 S. Brook St. ⚠️ Families; meals served

### Volunteers of America

🏠 1321 S. Preston St. ⚠️ Families; dinner served

### Wayside Christian Mission (family & low-barrier)

🏠 432 E. Jefferson St. ⚠️ Families; meals served

## YOUNG ADULT SHELTERS/CENTERS

### YMCA Shelter / Youth Development Center

🏠 2400 Crittenden Dr. 📞 (502) 635-5233

⚠️ 24/7 shelter for youth 12-17

⚠️ Drop-in center for youth 16-22; M-F 9am-2pm

### TAYLRD (Youth Drop-In Center)

🏠 1020 East Broadway 📞 (502) 690-4399

⚠️ Support for youth aged 16-25; Wed-Fri, 2-5pm

### Home of the Innocents Pathways HOME

⚠️ Housing for 18-24yo w/ referrals: (502) 637-2080

## EMERGENCY DAY SHELTERS

**Re:Center Ministries** (women & children only)

📍 733 E. Jefferson St., open Mon-Fri, 8am-2pm

📞 (502) 584-6543, ext. 105

⚠️ *Women & children only; offers free storage*

**Jeff Street Baptist Community at Liberty**

📍 800 E. Liberty St., open Mon-Fri, 7am-10am

📞 (502) 585-3787

⚠️ *Note: shelter sometimes closed due to COVID*

**Salvation Army Center of Hope**

📍 911 S. Brook St. (enter from Breckenridge)

Open MWF 9-3:15p; TTh 9a-4p 📞 (502) 671-4900

⚠️ *Adults only (18+), no children*

**St. John Center** (men\* only)

📍 700 E. Muhammad Ali, MTThF 8a-4p; W 8a-2p

📞 (502) 568-6758

*\*trans men welcome*

**UP for Women & Children** (women\*/children)

📍 425 S 2nd St; open M&F 9a-1pm, W 9a-12pm

📞 (502) 384-0001

*\*trans and gender diverse people welcome*

*\*See back cover for map of shelters!\**

## OPERATION: WHITE FLAG

The Coalition coordinates **Operation: White Flag** so you can go indoors during extreme weather: when the temperature is **35° or lower** (including windchill) or **95° or higher** (including heat index), or if an ozone alert has been called.

**On a White Flag day, go straight to one of the below shelters.** You may remain indoors until the extreme weather passes.

**Salvation Army Center of Hope (day only)**

911 South Brook St. | (502) 671-4904

**St. Vincent de Paul Center (men only)**

1034 South Jackson St. | (502) 584-2480, ext. 224 - overnight check in at 6

**Wayside Christian Mission (overnight only)**

432 East Jefferson St. | (502) 742-7019

*Call CSA at (502) 637-2337 for info & notifications.*

## PET NEEDS

**My Dog Eats First**

1800 Portland Ave | (502) 694-2746

*Pet food, supplies, vet care for houseless pets*

## FAMILY & CHILDREN RESOURCES

For overnight shelter, call (502) 637-2337.

For housing needs, call Common Assessment to schedule a needs assessment at (502) 637-2080.

To apply for Section 8 (Housing Choice Voucher), call Louisville Metro Housing Authority at (502) 569-6076 or see [www.lmha1.org](http://www.lmha1.org) for more info.

### JCPS Students

Students experiencing homelessness are protected under McKinney-Vento federal law and have a right to remain in the same school if they move; enroll in a new school; get transportation/services; and challenge decisions. For help, call (502) 485-3650.

Family Resource & Youth Service Centers help JCPS families solve problems and overcome barriers to learning, including clothing and other assistance. Call your school to find your FRYSC.

### Expectant parents

Zora's Cradle offers expectant mothers prenatal care, therapy, case management, and more. Call (502) 830-9460 for info or see [zorascradle.org](http://zorascradle.org).

## GRASSROOTS STREET OUTREACH GROUPS

*Volunteer groups working with unhoused people*

- **BLM Lou:** 502-509-2357, [@blacklivesmatterlouisville](https://twitter.com/blacklivesmatterlouisville)
- **Beulah Church:** 502-239-3231, [@beulah.church](https://www.beulah.church)
- **Change Today Change Tomorrow:** 502-709-8672, [@ChangeTodayChangeTomorrow](https://www.changetodaychangetomorrow.org)
- **ChangeU:** 502-685-1167, [@changeufoundation](https://www.changeufoundation.org)
- **Clothe the West:** 502-414-3155, [@clothethewest](https://www.clothethewest.org)
- **Douglass Blvd Church:** 502-452-2629 [@douglasschurch](https://www.douglasschurch.org)
- **Exit 0:** 502-541-2353, [@jesuscaresatexit0](https://www.jesuscaresatexit0.org)
- **Louisville Outreach for the Unsheltered (L.O.U.):** 502-754-3464, [@LouOutreach](https://www.lououtreach.org)
- **Fern Creek UMC Street Reach:** 502-931-8529, [@metrostreetreach](https://www.metrostreetreach.org)
- **First Unitarian:** 502-585-5110, [@FirstUnitarianLouisville](https://www.firstunitarianlouisville.org)
- **The Forgotten Louisville:** 502-345-9308, [@TFLoutreach](https://www.tfloutreach.org)
- **Grace Church:** 502-882-2467, [@gracechurchlou](https://www.gracechurchlou.org)
- **Hip Hop Cares:** 502-457-5317, [@HipHopCares502](https://www.hiphopcares502.org)
- **Hope Buss:** [@thehopebuss](https://www.thehopebuss.org), [thehopebuss.org/requestassistance](https://thehopebuss.org/requestassistance)
- **Jacob's Ladder Outreach:** [@jacobsladderoutreach](https://www.jacobsladderoutreach.org)
- **Lost Sheep:** 502 931-7418, [lostsheepoflouisville.org](https://www.lostsheepoflouisville.org)
- **LRCC:** 502-717-8321, [@LouisvilleRecoveryConnection](https://www.louisville-recovery-connection.org)
- **RC Love Squad:** 502-533-7257, [@RiverCityLoveSquad](https://www.rivercitylove.org)
- **Share the Love Outreach:** 502-649-3998, [@stloutreach](https://www.stloutreach.org)
- **South End Street Angels:** 502-422-1923, [@southendstreetangels](https://www.southendstreetangels.org)
- **Women of the Well:** 502-498-6018, [@WoWMinistry](https://www.wowministry.org)

## STREET OUTREACH ORGANIZATIONS

*Member organizations who assist unhoused people with mental health, addiction, and stabilization*

**Feed Louisville:** Call (502) 876-2287 for outreach, meals, water, camping supplies, hygiene needs

**Kentucky Harm Reduction Coalition:** Call (502) 537-6061 for access to naloxone, supplies, and medication for opioid use disorder

**NuLease:** Call 502-492-7455 for recovery, mobile medical unit, and primary care services

**Seven Counties Services:** Call the Homeless Outreach Team at (502) 589-8926; for 24/7 addiction help, call (502) 583-3951, and for the 24/7 adult crisis line, call (502) 589-4313

**St. John Center:** Contact the Outreach Manager at (502) 398-3491

**Wellspring:** For 24/7 crisis stabilization unit, call (502) 561-1072; for services, call (502) 637-4361

## MEALS

### **Beulah Presbyterian Church Open Table**

6704 Bardstown (Ramsey Building)  
502-435-4313 | *Tu 5:30-6:15pm*

### **Cathedral of the Assumption** (back alley)

433 S 5th St | (502) 582-2971 | *Lunch daily 12:15pm*

### **Feed the City**

1100 S. 26th St | (502) 772-5384 | *Mo-Sat 1:30-4pm*

### **Fourth Ave United Methodist Church**

318 W Saint Catherine St | (502) 585-2176  
*Lunch: Mo, Tu, Th, Fri, Sat, 12-1pm*

### **Franciscan Kitchen**

748 South Preston St. | (502) 589-0140  
*Mon-Sat 10:30am-12:30pm (closed 1st Sat of mo)*

### **Hip Hop Cares Outreach**

Overpass between Brook & First on Broadway  
(502) 457-5317 | *Sundays 11:00am*

### **Jeff Street Baptist Community at Liberty**

800 E Liberty St. | *Coffee/snacks: Mon-Fri, 7-10am*

### **Loaves & Fishes Inc**

500 E. Caldwell St. | (502) 718-5264 | *Sat 3-4pm*

**Lord's Kitchen**

1811 Standard Ave, 502-413-0198 | MTThF 12:15p

**Salvation Army Center of Hope**

911 South Brook St. | (502) 671-4904

*Breakfast: M-F 7:15–7:45am, Sat/Sun 9:30-10:15am*

*Dinner: daily 5:15–5:45pm*

**St. Vincent de Paul Open Hand Kitchen**

1026 South Jackson St. | (502) 584-2480

*Lunch daily, 12pm; dinner daily, 5pm*

**Wayside Christian Mission**

432 East Jefferson St. | (502) 742-6166

*Women meals: 6-7am, 11a-12pm, 4-5pm*

*Men meals: 7-8am, 12-1pm, 5-6pm*

**FOOD RESOURCES****Dare to Care Food Bank** (food pantry listing)

(502) 966-3821 or [daretocare.org/need-food/](http://daretocare.org/need-food/)

**Feed Louisville** (outreach meals)

(502) 876-2287 | [feedlouisville.org](http://feedlouisville.org)

**SNAP** (food stamps)

908 W Broadway, M-F 8a-4:30pm | (855) 306-8959

Get more info or enroll: [kynect.ky.gov/benefits](http://kynect.ky.gov/benefits)

**HEALTHCARE & RELATED SERVICES****FHC Phoenix Health Care for the Homeless**

712 East Muhammad Ali | (502) 568-6972

Mon-Fri, 7:30am - 4pm

*Free adult primary care, pharmacy, dental care, behavioral health, social services, TB testing*

**Family Community Clinic**

1406 E Washington St. | (502) 384-8444

M 9am-7pm; T-Th 9am-5pm; Fri 9am-12:30pm

*Free healthcare for uninsured*

**Kentucky Health Justice Network**

Hotline: 1-855-576-4576 | [info@khjn.org](mailto:info@khjn.org)

*Free inclusive help with reproductive health*

**Norton Children's Medical Group - Novak Center**

411 E Chestnut St, Level 1 | (502) 588-3440

*Pediatric primary care, M-F 8am-5pm*

**Norton Children's Hospital Emergency Dept**

231 East Chestnut St | (502) 629-6000

*Pediatric emergency care 24/7*

**Shawnee Christian Health Center**

234 Amy Ave | (502) 778-0001

MTWF 8:30am-5pm; Th 8:30am-7pm

**Louisville Metro Health Department TB Clinic**

400 East Gray St. | (502) 574-6617 to make appt

**Planned Parenthood**

842 S 7th St | (317) 205-8088

M W Th F 8am-4pm; Tues 10am-6pm

**SAMHSA's helpline:** 1-800-662-4357

*For people facing mental or substance abuse crises*

**Seven Counties (mental health/addiction)**

24/7 adult crisis line: (502) 589-4313

24/7 child crisis line: (502) 589-8070

24/7 addiction help: (502) 583-3951

**UofL Hospital Emergency Room**

530 S Jackson St | (502) 562-3015

*For emergencies only*

**UofL 550 Clinic (HIV clinic)**

550 S Jackson St | (502) 561-8844

Mon - Fri, 8:30am - 4:30pm

**Wellspring (mental health/addiction)**

24/7 crisis referral line: (502) 561-1072

For services: (502) 637-4361

**JOBS & EDUCATION****Family Scholar House**

403 Reg Smith Circle | (502) 584-8090

*college advising and support for single parents*

**Goodwill KY Education & Employment Center**

907 E Broadway | (502) 585-5221

**Kentucky Career Center (Nia Center)**

2900 W. Broadway #100 | (502) 388-3010

MWTh 8:30am-5pm; Tu 10am-6pm; F 8:30am-4pm

**The Spot: Young Adult Opportunity Campus**

800 W Chestnut St | (502) 574-4115 | [thespotky.org](http://thespotky.org)

*Offers free career resources for ages 16-24*

**Louisville Urban League Workforce Development**

1535 West Broadway | (502) 566-3371

**YMCA Safe Place & Youth Development Center**

2400 Crittenden Dr | (502) 635-5233 | M-F 9a-2pm

*Academic, employment counsel, case*

*management for young adults ages 16-22*

**YouthBuild Louisville**

800 S Preston St | (502) 290-6121 | [yblky.org](http://yblky.org)

*Full-time education/training for young adults 18-24*



## TRANSITIONAL HOUSING

**House of Ruth:** *Shelter (502-589-6605), housing, & support (502-587-5080) for people with HIV*

**Kristy Love Foundation:** (502) 408-3129  
*Recovery/housing for addiction/trafficking survivors*

**Rhonda's Another Chance:** (502) 776-8830  
*Short-term housing for single homeless women*

## RESOURCES

**Association of Community Ministries**  
[louisvilleministries.org](http://louisvilleministries.org): *social services/assistance*

**Center for Accessible Living:** (502) 589-6620  
*disability rights and resource center*

**Eviction Help:** [www.stopmyeviction.org](http://www.stopmyeviction.org)

**Legal Aid Society:** (502) 584-1254  
416 W. Muhammad Ali Blvd #300; [yourlegalaid.org](http://yourlegalaid.org)

**Louisville Free Public Library:** [www.lfpl.org](http://www.lfpl.org)  
Main Library: 301 York St., (502) 574-1781  
Open Mon-Thu 9am-6:30pm, Fri-Sat, 9am-4:30pm

**Metro United Way:** Dial 2-1-1 for local referrals

**988:** Dial 9-8-8 for National Suicide & Crisis Lifeline

## LESBIAN, GAY, BISEXUAL, TRANSGENDER, & QUEER (LGBTQ+) RESOURCES

**Louisville Transmasculine Alliance**  
[loutransmascalliance.com](http://loutransmascalliance.com)  
*Monthly group on 4th Monday, 6-8pm | 18+ only*

**Louisville Youth Group**  
417 E Broadway | (502) 430-2016  
*Group meetings, support, affirming clothing for queer youth, more*

**Kentucky Health Justice Network**  
[khjn.org/transhealth](http://khjn.org/transhealth) | [transhealth@khjn.org](mailto:transhealth@khjn.org)  
*Assistance accessing gender-affirming care*

**Sweet Evening Breeze**  
502-690-4003 | 801 Barrett Avenue #211  
[sweeteveningbreeze.org](http://sweeteveningbreeze.org)  
*Drop-in services Tuesday through Friday 10a-4pm*

**Trans Lifeline:** (877) 565-8860  
*Grassroots support of trans people in crisis by the trans community*

## COMBATTING LGBTQ+ DISCRIMINATION

If you have been refused shelter or have health or safety concerns in shelter due to your gender identity and/or sexual orientation, you may file a grievance in accordance with the agency's program policies and procedures.

If their response is insufficient, you may file a complaint through Louisville's Human Relations Commission (745 W. Main Street) via phone at (502) 574-3631 Mondays through Fridays from 8am-5pm.

Louisville's Fairness Ordinance protects LGBTQ+ people from discrimination based on gender identity and sexual orientation.

The federal Fair Housing Act does not specifically include sexual orientation and gender identity, but HUD assumes that any provider that makes decisions about eligibility will place any client into a shelter or facility that corresponds to the gender with which they identify, taking the client's health and safety concerns into consideration.

## VETERANS SERVICES

### **KDVA Homeless Veterans Program**

Program Administrator: (502) 782-5730

### **Louisville Metro Office for Veterans**

Office of Resilience & Community Services

Veteran Coordinator: (502) 574-5748

### **National Call Center for Homeless Veterans**

24/7 Hotline: 1-877-4AID-VET (1-877-424-3838)

### **Robley Rex VA Medical Center**

800 Zorn Ave | Main phone: (502) 287-4000

Mental health care: (502) 287-6110

*Provides 24/7 care, including help for homeless veterans; call to make an appointment in advance*

### **VA Healthcare Hotline: 1-877-222-VETS (8387)**

### **VA Louisville Regional Office**

321 W Main St, #390 | (800) 827-1000

**Veterans Crisis Line:** Dial 988, then press 1, or send a text to 838255

### **Volunteers of America**

Supportive Services for Veteran Families (SSVF)

832 S. 6th St | (502) 384-0868

## INTIMATE PARTNER & SEXUAL VIOLENCE

### Center for Women and Families

📞 927 S 2nd St.; 📞 (502) 581-7222 (24-hr hotline)  
[thecenteronline.org](http://thecenteronline.org)

If you're facing intimate partner violence and/or sexual violence, call the Center for Women and Families' 24/7 crisis line at (502) 581-7200 to receive supportive services, resources, crisis counseling, and safety planning. In addition to the crisis line, the Center provides community resources for survivors; emergency shelter for survivors of high lethality intimate partner abuse; and guidance on obtaining emergency protective orders and legal advocacy.

## HUMAN TRAFFICKING

**Kristy Love Foundation:** (502) 408-3129  
*women in recovery from trafficking/addiction*

**Safe Passage:** (502) 324-3013 | [safepassageky.org](http://safepassageky.org)  
*support services for trafficked and exploited youth*

## GETTING IDENTIFYING DOCUMENTS

**BIRTH CERTIFICATE:** If you were born in Kentucky, call the Office of Vital Statistics at (502) 564-4212. If you were born elsewhere, search the internet for "copy of birth certificate" with your state/country.

**SOCIAL SECURITY CARD:** See [www.ssa.gov/ssnumber](http://www.ssa.gov/ssnumber), call SSA at 1-800-772-1213, or go to the Louisville SSA office at 601 W Broadway. Bring a copy of your birth certificate and a state-issued ID.

**ID CARD:** Apply for an ID card at any driver's license office (such as the Nia Center, 2900 W Broadway, open M-F 8am-5pm). Cards cost \$11.50 if you're 15 or older and \$6 if you're 2-15 years old. Cash and debit/credit card are accepted.

Bring 1) your official birth certificate, 2) your social security card (not laminated), AND 3) mail addressed to you dated/postmarked within 30 days (or confirmation of homelessness from a shelter).

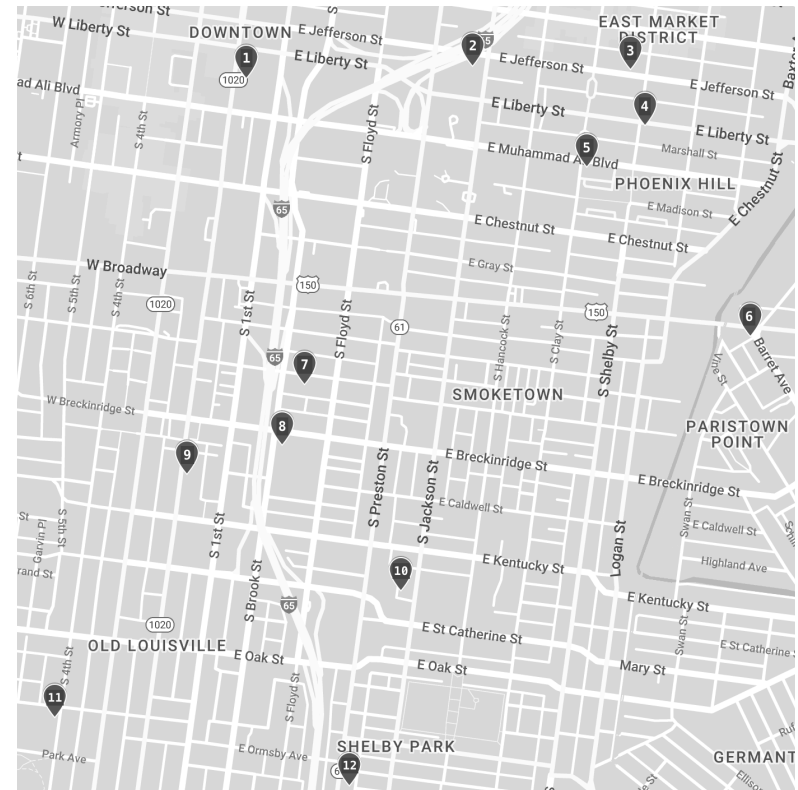
If you're under 18, you must bring a parent (with a valid form of ID) listed on your birth certificate OR a legal guardian with their guardianship documents.

Visit St. John Center or UP for help with ID cards.

## GRIEVANCE PROCEDURES

If any person experiencing homelessness (referred to as a “client”) has an issue, complaint, or concern about a Louisville shelter, agency, or staff member, the client should first follow that agency’s individual grievance procedure, which should be physically posted and/or available online.

If the agency’s response is not satisfactory, the client may contact Louisville Metro Office of Resilience and Community Services (RCS) at (502) 574-4377. You may also come in to RCS at 701 W Ormsby Avenue, Suite 201, from 8am to 5pm Monday through Friday. Please describe what happened and provide any documentation you have. RCS will contact the agency within five business days. After that, they will review the case and issue a response to the client and agency within five business days of receipt of agency response. If necessary, they may schedule a meeting or other type of mediation between the client and agency. In case of a threat to the client’s safety, RCS might follow an alternative procedure to ensure safety and confidentiality.



## SHELTER MAP KEY (SEE PAGES 4-7 FOR HOURS)

- 1 UP for Women & Children
- 2 Wayside Christian Mission
- 3 Re:Center Ministries
- 4 Jeff St Baptist at Liberty
- 5 St. John Center
- 6 TAYLRD Youth Drop-In Center
- 7 Hope Village (Safe Outdoor Space)
- 8 Salvation Army
- 9 Center for Women & Families
- 10 St. Vincent de Paul
- 11 Coordinated Shelter Access and Common Assessment
- 12 Volunteers of America Unity House