



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 | louhomeless.org

Get Street Tips online at 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.

If you're a service provider and your work is not correctly represented—or has been omitted—email 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

📍 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 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.

GRASSROOTS STREET OUTREACH GROUPS

Volunteer groups working with unhoused people

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

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/

Feed Louisville (outreach meals)

(502) 876-2287 | 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

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

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

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

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: *social services/assistance*

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

Eviction Help: www.stopmyeviction.org

Legal Aid Society: (502) 584-1254
416 W. Muhammad Ali Blvd #300; yourlegalaidsociety.org

Louisville Free Public Library: 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

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 | transhealth@khjn.org

Assistance accessing gender-affirming care

Sweet Evening Breeze

502-690-4003 | 801 Barrett Avenue #211

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

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

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, 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).

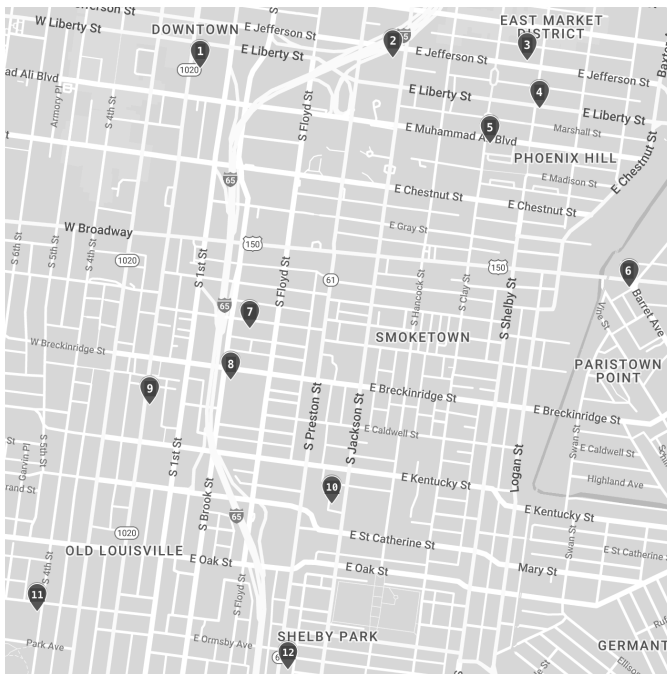
If you’re under 18, you must bring a parent (with a valid form of ID) listed on your birth certificate OR a legal guardian with their guardianship documents.

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