

COORDINATED SHELTER ACCESS HOUR CHANGES

EFFECTIVE JULY 1, 2023

The Coordinated Shelter Access (CSA) team makes reservations at emergency overnight shelters via phone and in person at the Coalition for the Homeless.

Effective July 1, 2023, **the CSA hours are changing:**

- **Phone reservations** (502-637-2337) can be made **10am to 1pm** every day.
- **Walk-in reservations** (1300 S. Fourth St. #250) can be made **10am to 1pm** on weekdays (Monday through Friday).

FREQUENTLY ASKED QUESTIONS

Why is the Coalition making this change?

Unfortunately, there is a dramatic shortage of shelter beds in Louisville. For months, the Coalition for the Homeless has been tracking how long it takes for us to run out of beds every day. If beds are claimed, it usually happens within the first hour, and beds are almost always full by 1pm. Very few new reservations are made between 1 and 4pm. Additionally, our limited staff time needs to be prioritized for helping people facing homelessness with other resources, rather than just sharing the news that shelter beds are full. As a result of these reduced hours for shelter reservations, our staff will be able to focus more on diversion case management to keep people from entering the shelter system in the first place.

How will the CSA staff handle the increase of call volume in a shorter period of time?

The Coalition is increasing the number of staff members answering phone calls between 10-1 in order to meet the need and decrease wait times.

What happens when the CSA line closes at 1pm?

Every day at 1pm, the greeting message of the CSA phone line (502-637-2337) will be updated to reflect that the bed reservation line is closed and that beds are available on a first-come first-serve basis, and that the line will reopen the next day at 10am.

Is this permanent?

The Coalition will continue to track how quickly beds are filled, and we will reevaluate and update our hours again if there are changes or if overnight emergency shelter capacity increases through the creation of new shelter options.



Will the family shelter waitlist process change?

Because there is not enough overnight emergency shelter for families, the Coalition for the Homeless maintains a family shelter waitlist. To get on the family shelter waitlist, you need to speak directly with someone on the CSA team to be added during regular hours. However, to indicate your ongoing interest in staying on the family shelter waitlist, you can now either call in once a week and speak with someone, or email with your full name, a contact number where you can be reached, and where you are currently staying. This info will be shared with families when they get on the family waitlist.

How will unhoused people know that this is changing?

On June 9, we are announcing this to shelters, partner agencies, and case managers. We have designed and printed flyers and cards for day shelters, churches, and other organizations (which can also be printed online here). If you provide services to unhoused people, please post our flyers around your office or community spaces. Beginning in mid-June, we will also send regular updates via RAVE informing clients of this change. The change will go into effect on July 1.

Will Common Assessment's hours change?

While we share an office building with the Common Assessment team, they are operated by Family Health Centers, an independent organization than the Coalition. Family Health Centers independently sets a schedule for their staff, which is not changing at this time.

What is the role of RAVE?

RAVE will still send out important information for unhoused people via text and email. With this change, our CSA staff will send out a daily update each afternoon with any beds remaining. To sign up for RAVE alerts, go to louhomeless.org/RAVE.

What if I need to come to the Coalition for something else?

Our office remains open for other needs between 10am and 4pm. As a reminder, the Coalition for the Homeless no longer issues shelter ID cards. To meet with a specific staff member, we recommend calling our office line in advance at (502) 636-9550.

What if there is a weather emergency?

If there is an extreme weather event where additional shelter resources are available, such as the storm that occurred during December 2022, the CSA phone line will stay open for extended hours as needed to direct people to those resources.

What if I need to contact the CSA staff about something else after 1pm?

If you're a provider who needs to get in touch with someone from the Coordinated Shelter Access team, send an email to on-call staff at csa@louhomeless.org. Otherwise, the phone line and office will open back up again at 10am the next morning.

Other questions? Email Anna at aclayton@louhomeless.org.