



LOUISVILLE STREET TIPS

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

Sponsored by



**Aetna Better Health®
of Kentucky**

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 at 502-637-2337 from 10am-1pm.

For online assistance, see <https://myky.info> 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.



TABLE OF CONTENTS

Common Assessment for housing/services.....	<u>4</u>
Shelters/centers.....	<u>4</u>
White Flag	<u>8</u>
Family & children resources.....	<u>9</u>
Outreach.....	<u>10</u>
Food	<u>12</u>
Healthcare	<u>14</u>
Jobs & education	<u>16</u>
Transitional housing & other resources	<u>17</u>
LGBTQ+ resources	<u>18</u>
Intimate partner violence & human trafficking ...	<u>19</u>
Veterans services	<u>20</u>
Getting identifying documents	<u>21</u>
Grievance procedures	<u>22</u>
Shelter map	<u>24</u>

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-1pm

 csa@louhomeless.org

 1300 S. 4th Street #250; open M-F* 10am-1pm

** CSA is closed on these holidays, so go directly to single emergency shelters (no walk-ins accepted in family shelters): New Year's Day, MLK Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, 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)

🏠 757 S. Brook St; open 7pm-6:30am

⚠️ *Men only; meals not provided*

Salvation Army Center of Hope

🏠 911 S. Brook St; check in: 5:30p women/6p men

⚠️ *Adults; meals*

St. Vincent de Paul Ozanam Inn (men)

🏠 1034 S. Jackson St.; 📞 (502) 301-8678

⚠️ *Men only; meals; check in times vary, call ahead*

Wayside Christian Mission (singles & low barrier)

🏠 432 E Jefferson St; check-in 4p (s), 3:30p (LB)

⚠️ *Men & women; meals provided*

The Healing Place

📞 (502) 585-4848; no reservations

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

⚠️ *First come, first served; check in 3:30pm*

SAFE OUTDOOR SPACE

The Hope Village (run by The Hope Buss)

🏠 212 E College St 📞 (502) 882-3900

For requirements and info, contact Hope Village

FAMILY OVERNIGHT EMERGENCY SHELTERS

📞 Call (502) 637-2337 for family shelter info (and waitlist)

Salvation Army Center of Hope

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

Volunteers of America Mid-States

🏠 1321 S. Preston St. ⚠️ *Families*

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 18-24yos; M-F 8:30a-2p*

TAYLRD (Youth Drop-In Center)

🏠 1020 East Broadway 📞 (502) 287-0602

⚠️ *Drop-in for 16-25yos; M-F 2-5pm*

RESOURCE CENTERS

VOCAL-KY

🏠 723 S. Brook St. 📞 (502) 676-0039

⚠️ *Drop-in center: MWF 10am-2pm*

Snacks, hygiene, harm reduction supplies, respite, leadership development, organizing, more

EMERGENCY DAY SHELTERS

Exodus Family Ministries (adults 18+)

 4205 Cane Run Rd  (502) 614-8544 x105
MWTh 10:30-2:30 (W women only; Th men only),
T 8:30-11:30 (walk-ups)

Re:Center Ministries (women & children only)

 757 S. Brook St, Mon-Fri, 8am-2pm
 (502) 584-6543, ext. 105

Salvation Army Day Center

 911 S. Brook St. (enter from Breckinridge)
Open M-F 9-3:30p;  (502) 671-4900
Ⓢ Adults only (18+); offers clothing closet,
toiletries, lunch

St. John Center (men* only)

 700 E Muhammad Ali; Daily 8a-4p, W 8a-12:30p
 (502) 568-6758
**gender diverse folx welcome*

UP for Women & Children (women*/children)

 425 S 2nd St; open MWF 9a-3pm;
 (502) 384-0001
**marginalized genders welcome*

See back cover for map of downtown 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, call (502) 637-2337 or go straight to one of the below shelters. You may remain indoors until the extreme weather passes.

Salvation Army Center of Hope

911 South Brook St. | (502) 671-4900

Wayside Christian Mission

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

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

RAVE ALERT SYSTEM

RAVE sends texts about shelter hours, White Flag, & other critical info. Sign up at louhomeless.org/rave.

PET NEEDS

My Dog Eats First

2640 Gleeson Lane Ste 2D | (502) 694-2746

Contact for vet care, other help 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 public housing or Section 8 (Housing Choice Voucher): (502) 569-6076 or lmha1.org.

BLM provides accompaniment and resources for Black femmes and families: (502) 509-2357.

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 overcome barriers to learning. Find your FRYSC at school.

GRASSROOTS STREET OUTREACH GROUPS

Volunteer groups working with unhoused people

- **BLM Lou:** 502-509-2357, @[blacklivesmatterlouisville](#)
- **ChangeU:** (502) 546-4502, @[changeufoundation](#)
- **Emmaus Ministries:** @[emmausministriesinc](#)
- **Exit 0:** 502-541-2353, @[jesuscaresatexit0](#)
- **Fern Creek UMC Street Reach:** 502-931-8529, @[metrostreetreach](#)
- **First Unitarian:** 502-585-5110, @[FirstUnitarianLouisville](#)
- **The Forgotten Louisville:** 502-345-9308, @[TFLoutreach](#)
- **Grace Crossings Church:** 502-882-2467, @[gracechurchlou](#)
- **Hip Hop Cares:** 502-457-5317, @[HipHopCares502](#)
- **Hope Buss:** @[thehopebuss](#)
- **Jacob's Ladder Outreach:** @[jacobs ladder outreach](#)
- **Lost Sheep:** 502-539-1378, [lostsheepoflouisville.org](#)
- **Louisville Outreach for the Unsheltered (L.O.U.):** 502-754-3464 ext. 3, @[LouOutreach](#)
- **LRCC:** 502-398-5258, 1700 S. 5th Street; @[LouisvilleRecoveryConnection](#)
- **RC Love Squad:** (502) 805-7747, @[RiverCityLoveSquad](#)
- **Share the Love Outreach:** 502-649-3998, @[stloutreach](#)
- **South End Street Angels:** 502-422-1923, @[southendstreetangels](#)
- **VOCAL-KY:** (502) 676-0039, @[vocalky](#)
- **Women of the Well:** 502-498-6018, @[WoWMinistry](#)

STREET OUTREACH ORGANIZATIONS

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

C.A.R.E.: Call (502) 636-3781 for outreach

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

Metro Homeless Engagement and Assessment Response Team (HEART): Call 502-574-5771

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

Seven Counties Services

Homeless Outreach Team: (502) 589-8926

24/7 Adult Crisis Line: 988 or (502) 589-4313

Schedule first appointment: (502) 589-1100

St. John Center: Contact the Outreach Manager at (502) 936-0173 for help at your location

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

MEALS

Beulah Presbyterian Church (Ramsey Building)

6704 Bardstown | 502-435-4313 | *Tu 5:30-6:15pm*

Cathedral of the Assumption

404 Cathedral Way (alley) | *Lunch daily 12:15-1pm*

Feed the City

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

Fourth Ave United Methodist Church

318 W St Catherine | (502) 585-2176 | *MTThFS 12p*

Franciscan Kitchen

748 South Preston St. | (502) 589-0140

Mon-Sat 10:30am-12:30pm (closed 1st Sat of mo)

Hip Hop Cares Outreach

First & Broadway | (502) 457-5317 | *Su 11:00am*

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*

Lost Sheep (serving at Green St. Baptist Church)

519 E. Gray Street | 502-539-1378 | *Thurs 6pm*

Salvation Army Red Kettle Cafe

911 S Brook St | (502) 671-4900 | *Daily, 11:30a, 5pm*

St. Augustine Catholic Church

1310 W. Broadway | (502) 584-4602

Sack lunches: Mon-Thurs 10am-12pm

St. Vincent de Paul Open Hand Kitchen

1026 S Jackson St. | (502) 584-2480 | *Daily, 5pm*

FOOD RESOURCES

Calvary Episcopal Church

821 S. 4th St | (502) 587-6011

Food Pantry MTTh 9:30-11:30a

Change Today, Change Tomorrow

502-512-2160, @[ChangeTodayChangeTomorrow](#)

Feed the West provides pop-up grocery pick-ups

Dare to Care Food Bank (food pantry listing)

(502) 966-3821 or daretocare.org/need-food/

Salvation Army Food Pantry

911 South Brook St. | (502) 671-4900

Food box pick-ups on Tuesdays, 1-2pm

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

Brightview Recovery Services

9702 Stonestreet Rd, Ste 120 | (866) 934-7450

M-F 8a-5p; Sat by appt only

DDM Behavioral Health Services

2210 Meadow Drive | (502) 384-6009

M-F 9a-5p; Sat by appt only

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 1-6pm; T 1-5pm; W/Th 9a-5pm; Fri 9a-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

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 | (800) 769-0045

MWThF 8am-4pm; Tues 10am-6pm

SAMHSA's National Helpline: 1-800-662-4357

For people facing mental or substance abuse crises

Seven Counties Services Crisis Line

988 or (502) 589-4313

UofL Hospital Emergency Room

530 S Jackson St | (502) 562-3015

UofL 550 Clinic (HIV clinic)

550 S Jackson St | (502) 561-8844

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

Wellspring (mental health/addiction)

Crisis: (502) 561-1072 | Services: (502) 637-4361

JOBS & EDUCATION

Blueprint 502 | (502) 290-6121

800 S Preston St | blueprint502.org

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

Family Scholar House | (502) 584-8090

403 Reg Smith | single parent academic support

Goodwill Opportunity Centers 1-844-495-9675 x0

- 909 E Broadway • 2820 W. Broadway
- 216 W. Chestnut (*The Spot*, young adults 16-24)
- 6201 Preston Hwy, Suite A (*bilingual center*)

Goodwill Industries of KY Excel Center

6203 Preston Hwy | 502-337-3322 | *free adult HS*

Louisville Urban League Workforce Development

1535 West Broadway | (502) 566-3371

Salvation Army Chefs for Success Program

(502) 671-4900 | *six week culinary training*

YMCA Safe Place & Youth Development Center

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

Serving young adults ages 16-22

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

Mission Sisters: 502-396-5094 | missionsisters.org

Rhonda's Another Chance: (502) 776-8830
Short-term housing for women | rhondashouse.org

OTHER RESOURCES

Catholic Charities: 502-637-9786

Community Ministries: louisvilleministries.org

Center for Accessible Living: (502) 589-6620

Eviction Help: www.stopmyeviction.org

KEPT Inc: payee services by appt: 502-465-5378

Legal Aid Society: (502) 584-1254; M-F 9a-5p
416 W. Muhammad Ali Blvd #300; yourlegalaid.org

Louisville Free Public Library: www.lfpl.org

Main Library: 301 York St., (502) 574-1781

Open Mon-Thu 9a-9p, Fri-Sat, 9a-5p, Sun 1-5p

2-1-1: Dial 2-1-1 for local referrals

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

LGBTQ+ RESOURCES

LTMA | loutransmascalliance.com

Monthly group on 4th Monday, 6-8pm | 18+ only

Louisville Youth Group

417 E Broadway | (502) 430-2016

Group meetings, support, clothing, more

Kentucky Health Justice Network

khjn.org | Assistance accessing affirming care

Sweet Evening Breeze

502-690-4003 | 801 Barrett Avenue #211

sweeteveningbreeze.org

Drop-in services for youth: MTThF 10a-4p

Services include consultations, housing assistance, affirming care, snacks, rest area, mental health, hygiene, HIV testing, more

Note: if you believe you're experiencing discrimination, 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.

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) 581-7222 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

M-F 9am-5pm | *support services for trafficked and exploited youth*

VETERANS SERVICES

(VA Homeless Services are open to veterans not eligible for VA healthcare.)

KDVA Homeless Veterans: (502) 782-5730

Louisville Metro Office for Veterans

Office of Social 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 | Homeless Program: (502) 287-4178

(502) 287-4000 | Mental health: (502) 287-6110

St. Vincent de Paul Louisville

Permanent housing for veterans Waypoint SRO.

(502) 272-2150 or svdplou.org/housing-shelter

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

VA Regional Office (Veterans Benefits Admin)

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

Veterans Crisis Line: Dial 988 or text 838255

Volunteers of America Mid-States

Supportive Services for Veteran Families (SSVF)

2820 W. Broadway, Suite 600 | (502) 384-0868

GETTING IDENTIFYING DOCUMENTS

Visit St. John Center, UP for Women and Children, or VOCAL-KY for help applying for and accessing free birth certificates and ID cards. View the map on the back of this booklet and see page 7 for hours.

BIRTH CERTIFICATE: If you were born in Kentucky, go to louhomeless.org/birthcert or 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: Unhoused Kentuckians are now eligible for free ID cards. To get a free ID, you must work with a shelter or other service provider, such as St. John Center, UP, or VOCAL-KY. They will help you apply for and access an ID card for free.

GRIEVANCE PROCEDURES

If any person experiencing homelessness has an issue, complaint, or concern about a Louisville shelter, agency, or staff member, they 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 person may contact Louisville Metro Office of Social Services (OSS) at (502) 574-5050. You may also come in to OSS at 701 W Ormsby Avenue, Suite 201, from 8am to 5pm Monday through Friday. Please describe what happened and provide any documentation you have. OSS 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, OSS might follow an alternative procedure to ensure safety and confidentiality.

Louisville Street Tips is 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: louhomeless.org/StreetTips





- 1** UP for Women & Children **2** Wayside Christian Mission
3 St. John Center **4** VOCAL-KY **5** Re:Center Ministries
6 Hope Village **7** Community Care Campus
8 Salvation Army **9** TAYLRD Youth Drop-In Center
10 Center for Women & Families **11** St. Vincent de Paul
12 Coordinated Shelter Access and Common Assessment
13 Volunteers of America Mid-States Unity House