



National Alliance on Mental Illness

New Orleans

Family Guide

**A Roadmap to Resources
and Support**

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Caregiver FAQ

Q: What is a mental illness?

A: A medical condition that disrupts thinking, feeling, mood, daily functioning, and ability to relate to others.

Mental illness comes in different forms and ranges in severity. Turn to page 4 for more information on the most common illnesses.

Q: I think my loved one might have a mental health condition. What now?

A: They should receive an initial mental health assessment by a qualified mental health professional. See page 6 for more information.

Q: What do I do if my loved one is having a psychiatric crisis?

A: It is important to maintain a calm and soothing environment while helping them get the care that they need. Turn to page 7 for more information.

Q: What housing options are available for persons who are homeless?

A: Safe, affordable, and permanent housing is difficult but not impossible to find. Turn to page 22 for more information.

Q: What support is there for family members/caregivers?

A: You are not alone. For a list of supportive services offered by NAMI New Orleans for you and your loved one, turn to pages 24-26.

The good news about mental illness is that recovery is possible.

Common Mental Illnesses

Anxiety Disorder

Anxiety disorders are the most common mental illnesses in the United States. People with anxiety disorders may feel excessively frightened, distressed, or uneasy in situations in which most other people would not experience these same feelings. Anxiety disorders can cause low self-esteem, lead to substance use, and increase isolation from one's family and friends.

Obsessive-Compulsive Disorder (OCD)

Obsessions are intrusive, irrational thoughts. Compulsions are repetitive rituals such as hand washing, counting, checking, hoarding, and arranging. OCD occurs when an individual experiences obsessions and compulsions for more than an hour each day, in a way that interferes with their daily life.

Schizophrenia

Schizophrenia impairs a person's ability to think clearly, manage emotions, make decisions, and relate to others. Psychosis is a common symptom of schizophrenia and is defined as the experience of loss of contact with reality and may involve:

- Hallucinations (hearing, seeing, or feeling things that are not real)
- Delusions (having irrational beliefs)
- Disorganized speech and disorganized behavior

Co-Occurring Disorder

When someone experiences a mental illness and substance use problem simultaneously, it is called a co-occurring disorder. It is a very broad category that can range from someone developing mild depression because of binge drinking, to someone's symptoms of bipolar disorder becoming more severe when that person uses drugs during periods of mania. Either a substance use disorder or a mental illness can develop first.

Bipolar Disorder (BD)

People living with bipolar disorder often experience two intense emotional states. These two states are known as mania and depression. A person experiencing mania may have:

- Extreme irritability
- Surges of energy and reduced need for sleep
- Talkativeness
- Pleasure-seeking and increased risk-taking behavior

When an individual is experiencing symptoms of depression, they feel extreme sadness, hopelessness, and lack of energy.

Post-Traumatic Stress Disorder (PTSD)

It is normal to be distressed after experiencing or witnessing a traumatic event such as abuse, a natural disaster, or extreme violence. Symptoms of PTSD may include:

- Nightmares and/or flashbacks
- Hyper-vigilance (being easily startled or scared)
- Feeling numb, angry, irritable and/or distracted

Sometimes these symptoms last for weeks or months after the event. PTSD can impair daily functioning, working, or maintaining relationships.

Major Depressive Disorder

Major depression is a serious medical illness. Unlike normal emotional experiences of sadness or loss, major depression is persistent and can interfere with a person's thoughts, behavior, mood, activity, and physical health. Some symptoms of depression may include:

- Changes in sleep, appetite, and energy
- Feelings of guilt, hopelessness, emptiness, and worthlessness
- Recurrent thoughts of death or suicide

Initial Assessment and Treatment

If you think your loved one has a mental illness but they have never had an assessment by a qualified mental health professional, this is the first step to take.

If your loved one has private health insurance or a Medicaid/Healthy Louisiana Plan, contact the company for a list of in-network professionals. Find contact information for the Healthy Louisiana plans below, or call the helpline at 1 (888) 342-6207.

- **Aetna Better Health**
1 (855) 242-0802 and www.aetnabetterhealth.com
- **Amerigroup Real Solutions**
1 (800) 600-4441 and www.amerigroup.com
- **Amerihealth Caritas**
1 (888) 756-0004 and www.amerihealthcaritasla.com
- **Louisiana Healthcare Connections**
1 (866) 595-8133 and www.louisianahealthconnect.com
- **United Healthcare**
1 (866) 675-1607 and www.uhc.com

If you are uninsured or covered by Medicare, Medicaid, or some private insurances, your local human service authority can provide an assessment.

Human Services Authorities

Jefferson Parish Human Services Authority (JPHSA)

(504) 349-8833 and www.jphsa.org

JeffCare East Jefferson
3616 S. I-10 Service Road
Metairie, LA 70001
(504) 838-5257

JeffCare West Jefferson
5001 West Bank Expressway
Marrero, LA 70072
(504) 349-8833

Metropolitan Human Services District (MHSD)

(504) 568-3130 and www.mhsdla.org

Serving Orleans, Plaquemines, and St. Bernard Parishes

Psychiatric Crisis

A crisis is usually defined by one or more of the following:

- Suicidal, homicidal, and/or other violent thoughts or actions
- Psychosis: usually an inability to distinguish what is real from what is not (hallucinations, delusions, and/or paranoia)
- Inability to provide basic self-care due to symptoms of mental illness

Many families have found themselves witnessing these symptoms in their loved ones, and it can be scary. To create a safe environment during this “altered reality state,” you should:

- Avoid threatening, shouting, or criticizing.
- Speak softly and in simple sentences.
- Avoid standing over them or blocking the doorway. This can be intimidating and make them feel threatened.
- Avoid direct, continuous eye contact or touching them. Complying with their reasonable requests may help them feel somewhat in control.

You can call your human services authority’s **24/7 crisis services**:

- **Jefferson Mobile Crisis Team** (504) 832-5123
Serving Jefferson Parish
- **Metropolitan Crisis Response Team**, (504) 826-2675
Serving Orleans, Plaquemines, and St. Bernard Parishes

When in doubt, call 911. Tell them there is a “mental health emergency” and officers will be sent to assist you and your loved one. **Ask for a Crisis Intervention Team (CIT) officer.**

CIT officers have specific training to assist someone who is in crisis. CIT increases the likelihood that someone will receive psychiatric help and decreases the risk of injury and incarceration.

Local Law Enforcement Agencies with Crisis Intervention Team (CIT) Officers

- Orleans Parish: New Orleans Police Department
- Jefferson Parish: Jefferson Parish Sheriff's Office

During a psychiatric crisis, dial 911 and request a CIT officer. (Learn more about CIT on page 7.) If you are in Orleans you can also request Unit 6512, which is the Crisis Transportation Unit.

Hospitalization

Often when we hear the word “hospitalization”, we think about the emergency room (ER) or a medical hospital.

Usually, the ER is the first step in the process of handling a psychiatric crisis. The ER will do an evaluation or assessment and then possibly recommend another treatment center, which may be in a hospital psychiatric unit or a separate mental health hospital.

After the ER, the treatment center your loved one may go to depends on the following:

- What, if any, insurance they have, and
 - If there are any psychiatric hospital beds available

The following is a brief list of local hospitals where your loved one may be assessed and/or treated:

Beacon Behavioral Hospital

14500 Hayne Blvd., New Orleans, LA 70128
(504) 210-0460

East Jefferson General Hospital

4200 Houma Blvd., Metairie, LA 70006
(504) 454-4000

Ochsner Medical Center

1514 Jefferson Hwy., New Orleans, LA 70121
(504) 842-3000

River Oaks Hospital

1525 River Oaks Rd. West, New Orleans, LA 70123
(504) 734-1740 or 1 (800) 366-1740

Seaside Behavioral Center

4201 Woodland Dr., New Orleans, LA 70131
(504) 393-4223

Tulane Medical Center

1415 Tulane Ave., New Orleans, LA 70112
(504) 988-5263

University Medical Center

2000 Canal St., New Orleans, LA 70112
(504) 702-3000

West Jefferson Medical Center

1101 Medical Center Blvd., Marrero, LA 70072
(504) 347-5511

Know Your Rights!

The Health Insurance Portability and Accountability Act of 1996, otherwise known as HIPAA, are laws that protect the privacy of an individual's health information. HIPAA prevents treatment providers from sharing information with you as the family member without your loved one's permission. Sharing is only allowed when your loved one signs a Release of Information form authorizing discussion with specific people.

If your loved one refuses or is unable to sign this form, you can

still call the hospital or other treatment providers and give the staff members any information you believe is important to your loved one's treatment.

The staff members may say to you:

“I can neither confirm nor deny that this individual is in this hospital.”

Here is a helpful response:

“I know you cannot tell me anything, but as a family member I have important information to give the treatment team in case you are treating [name].”

(You can also email or fax this information to the hospital staff.)

Advance Directives

An advance directive is a legal document that allows your loved one to make decisions in advance about their treatment in the event of a psychiatric crisis. These decisions include but are not limited to medications, short-term admission to a treatment facility, electroshock therapy, and outpatient services. In the state of Louisiana, your loved one's treatment team must follow the advance directive unless the chosen treatments prove ineffective.

Creating an advance directive must be your loved one's choice, and a physician or psychologist must deem them capable of making reasoned decisions at the time of its creation.

You can find a copy of the state's advance directive packet at www.namineworleans.org/advance-directive.

Once this form has been completed, copies should be given to your loved one's mental healthcare providers, family members your loved one decides should have it, the person appointed to make decisions for them in the event of a crisis (if applicable), and anyone else involved in their healthcare.

Discharge Planning

A hospital social worker or case worker should help your loved one plan to leave the hospital and return home. Ask to participate.

Your loved one will need to find an outpatient professional to meet with for medication management, counseling, and/or other services. In order to obtain a list of mental health treatment providers, contact your loved one's insurance agency or Medicaid/Healthy Louisiana Plan (see pg. 6). For Medicare, contact individual providers. If your loved one has no insurance, contact their local human services authority (see pg. 6).

— Assertive Community Treatment (ACT) —

Your loved one may be eligible for Assertive Community Treatment. ACT recipients receive multi-disciplinary, round-the-clock staffing of a psychiatric unit within the comfort of their own home and community. Services are not time bound, and goals are to lessen or eliminate debilitating symptoms, prevent hospitalizations, and enhance quality of life. **Contact your local ACT Teams for eligibility requirements:**

- Jefferson Parish ACT Teams: (504) 455-2446 (Louisiana Family Preservation Services), (504) 247-9120 (Resources for Human Development)
- Orleans Parish ACT Teams: (504) 482-2735 (Louisiana Family Preservation Services), (504) 302-1323 (Northwestern Human Services), (504) 821-7085 (Resources for Human Development)

Your loved one must agree to receiving services. A good time to talk to them about ACT is during discharge planning.

Other services your loved one may be eligible for include **community psychiatric support and treatment (CPST)** and **psychosocial rehabilitation (PSR) skills training**. See page 25 for more information on these **NAMI New Orleans programs**.

Payment & Insurance

———— Medicaid and Medicaid Expansion ————

Medicaid/Healthy Louisiana is a state-run program administered by the Louisiana Department of Health and Hospitals (DHH). To be eligible, your loved one must be low income. Call the state Medicaid helpline (page 6) for more information.

Due to the complexity of the application and the number of documents required to complete it, we recommend that your loved one receive assistance with the process. Below is a brief list of places where your loved one can walk in and get help with their Medicaid application:

- All **Daughters of Charity Health Centers** throughout Orleans and Jefferson Parishes accept walk-ins from 8:00 a.m. to 5:00 p.m. Mon. - Fri. For appointments call 504-207-3060.
- **Odyssey House** accepts walk-ins from 8:00 a.m. to 5:00 p.m. Mon. - Fri. at 1125 N. Tonti St., New Orleans, LA 70119. For appointments call 504-383-8559.
- **Healthcare For the Homeless** prefers appointments for Medicaid application assistance. Call 504-658-2785. The office is located at 2222 Simon Bolivar Ave., New Orleans, LA 70113 and is open from 8:00 a.m. to 4:00 p.m. Mon. - Fri.

To start the application process individually, call or go online:

1 (888) 342-6207

<http://new.dhh.louisiana.gov/index.cfm/page/237>

As of July 1, 2016 Medicaid Expansion took effect in Louisiana. If your loved one previously had a Greater New Orleans Community Health Connection (GNOCHC) plan, they should have been automatically enrolled in full Medicaid coverage. You may call 1 (888) 342-6207 for more information.

Medicare

Medicare is a federally run program designed for the elderly and for persons with disabilities. For a person with a disability to be eligible, they must be receiving Social Security Disability Insurance (SSDI). If your loved one has limited income and resources, they may also be eligible to receive Supplemental Security Income (SSI). To see if your loved one is eligible for SSDI or SSI and to start the application process, call or visit:

1 (800) 772-1213

www.ssa.gov/disability

Local Office

400 Poydras St., Ste. 500

New Orleans, LA 70130

Affordable Care Act

The Affordable Care Act (Obamacare) created the Health Insurance Marketplace, where your loved one can purchase health coverage, possibly with a subsidy. For more information and to start the application process, call or go online:

1 (800) 318-2596

www.healthcare.gov

What if My Loved One is Refusing Treatment?

This is not uncommon, especially for those who are experiencing psychosis. They may be confused, disoriented, scared, and paranoid, among many other complex emotions.

Each parish has a coroner's office, which will grant an **Order of Protective Custody (OPC)** to a credible adult who has observed behavior in the person that falls under our earlier definition of psychiatric crisis (see pg. 7). The OPC will result in the person being taken by police officers to a hospital emergency room for a psychiatric evaluation. Contact information for local coroner's offices can be found below:

Orleans Parish 3001 Earhart Blvd. New Orleans, LA, 70125 (504) 658-9660	Jefferson Parish 2018 8th St. Harvey, LA, 70058 (504) 365-9100
Plaquemines Parish 333 F. Edward Hebert Blvd. Building 303 Belle Chasse, LA 70037 (504) 934-3740 24hr Line: (504) 564-2525	St. Bernard Parish 8050 W. Judge Perez Dr. Suite 3100 Chalmette, LA 70043 Emergency Services: (504) 304-2800

Let the person you speak to know that you are looking to obtain an Order of Protective Custody, and you will be directed accordingly.

Assistive Outpatient Treatment (AOT)

Someone may have great difficulty meeting their own needs for treatment and may reject outpatient treatment offered to them on a voluntary basis. Nicola's Law (pg. 15) may apply if they are a danger to themselves or others and they experience repeated incarceration or emergency room visits. If so, they may be court-ordered to comply with prescribed treatment plans to avoid incarceration or commitment to a psychiatric facility.

Nicola's Law

In response to the shooting death of NOPD officer Nicola Cotton by a mental health consumer, the Louisiana Legislature enacted Nicola's Law. This law outlines the criteria for court-ordered compliance with prescribed treatment plans, known as AOT (pg. 14). Any interested person may file a petition for AOT with the help of a lawyer and with written agreement from the coroner in the jurisdiction in which the individual is found.

Arrest and Jail

To find out if your loved one is in jail and what the pending charges are, you may contact:

- **Orleans Parish Sherriff's Office** (504) 202-9339
www.opcso.org and click *Docket Master*
- **Jefferson Parish Sherriff's Office** (504) 368-5360
www.jpso.com/295/Online-Inmate-Search

In order to check for pending hearings you may contact:

- **Orleans Parish Clerk of Court** (504) 658-9000
2700 Tulane Ave., New Orleans, LA 70119
- **Jefferson Parish Clerk of Court** (504) 364-2900
200 Derbigny St. #5600, Gretna, LA 70053

Community Alternatives Program (CAP)

Your loved one may be eligible for CAP, a diversion program located in the Municipal Court of Orleans Parish. They must have charges in Orleans Parish as a result of a non-violent crime that was committed due to mental illness. For more information, contact Byrne Sherwood at (504) 658-2568.

Mental Health Court

Orleans Parish has a designated court for persons living with mental illness. Court is held on the last Wednesday of every month. For more information, you can call (504) 658-9700 or go to 727 S. Broad St., New Orleans, LA 70119.

Services for Children and Youth

Crisis/Inpatient Providers

Children's Hospital 935 Calhoun St.
(Calhoun Campus) New Orleans, LA 70118

Acute inpatient treatments for ages 8-17 (504) 896-7200

River Oaks Hospital 1525 River Oaks Rd. W.
New Orleans, LA 70123

Acute inpatient and outpatient
treatments available for ages 6-17 1-800-366-1740

Non-crisis/Outpatient Providers

Check with your parish's **human services authority** about services they provide. See page 6 for contact information.

Children's Bureau 2626 Canal St.
New Orleans, LA 70119

Offers a range of counseling and
mental health services to children and
adolescents, specializing in trauma (504) 525-2366

Milestones Mental Health Agency 4919 Canal St., Ste. 203
New Orleans, LA 70119

Counseling for ages 5-17 and for the
adults that care for them (504) 483-9883

Family Service of Greater 2515 Canal St., Ste. 201
New Orleans New Orleans, LA 70119

An array of services to help children,
teens, adults, and couples (504) 822-0800

Plaquemines Community C.A.R.E. 115 Keating Dr.
Center Belle Chasse, LA 70037

Provides Counseling, Assessment/
Advocacy, Resources, Early Intervention (504) 393-5750

Advocating

Federal law requires that each state maintain an advocacy system to protect the rights of persons with physical and mental disabilities. Below is a list of organizations that can help you learn about your loved one's rights as a person with a disability.

Mental Health Advocacy Service (MHAS)

1450 Poydras St. #1105, New Orleans, LA 70112
(504) 568-8904

An executive agency under the Office of the Governor. MHAS attorneys represent both children and adults in competency, commitment, and other mental health matters. MHAS also helped create the state's advance directive document (see pg. 10). Call to schedule an appointment.

The Advocacy Center (AC)

8325 Oak St., New Orleans, LA 70118
1 (800) 960-7705 and www.advocacyla.org

The AC protects, empowers, and advocates for people with disabilities throughout the state, and for adults over age 60 in Orleans Parish. Services offered at no charge. Call to schedule an appointment.

Southeast Louisiana Legal Services (SLLS)

SLLS offers low-income people free legal aid for civil issues, income tax problems, custody, housing, employment, food stamps, Social Security, Medicaid, and others. For more information, visit their website at www.slls.org. Call to schedule an appointment.

New Orleans Office

1010 Common St.
Annex Building, Ste. 1400A
New Orleans, LA 70112
(504) 529-1000

Harvey Office

Manhattan Place Building
2439 Manhattan Blvd., Ste. 103
Harvey, LA 70058
(504) 374-0977

Medication

There may be resources available for your loved one if they cannot afford their medications:

St. Vincent de Paul

Mondays & Wednesdays beginning at 8 a.m. - 10 a.m.
1995 Gentilly Blvd Ste. C18, New Orleans, LA 70119
(504) 940-5031 ext. 15 or ext. 17

Offers free medications to underserved populations. Your loved one may be eligible if they have no insurance, a prescription from a physician, and can prove financial need. Call St. Vincent de Paul for other eligibility requirements.

Needy Meds helps people of all ages, (with and without insurance), locate patient assistance programs, free/low cost clinics, and state programs. They also offer a free Needy Meds Drug Discount Card. For more information, you may call their helpline at 1 (800) 503-6897.

The national NAMI office maintains a list of **Prescription Drug Patient Assistance Programs** that can help offset the cost of medications. See these programs on their website at:

<https://www.nami.org/Find-Support/Living-with-a-Mental-Health-Condition/Getting-Help-Paying-for-Medications>

You can also call the **NAMI HelpLine** at:

1 (800) 950-NAMI (1-800-950-6264)
Monday through Friday, 9 a.m. - 5 p.m.

If your loved one has **Medicare Part D** and can't afford their medications, they may be qualified for a federal benefit program called **Extra Help**. For more information, call 1 (800) 333-4114.

Counseling

Counseling is an important part of many treatment plans. If your loved one has private insurance or a Healthy Louisiana Plan/Medicaid, contact that plan (see pg. 6). For Medicare, contact individual providers. **If your loved one has no insurance, contact their local human services authority (see pg. 6).**

Below are some organizations that offer counseling for little or no cost based on a person's household income.

———— Jewish Family Service of Greater New Orleans ————

3300 W. Esplanade Ave. Ste., 603
Metairie, LA 70002
(504) 831-8475 and www.jfsneworleans.org

Counseling services available for individuals, couples, families, and children of all faiths.

———— Celebration Hope Center ————

1901-B Airline Dr.
Metairie, LA 70001
(504) 833-4673 and www.healingheartsnola.org/chc

Individual and family counseling services. Offers services to those who have experienced trauma and for those with co-occurring disorders (see pg. 4 for definition).

———— Trinity Counseling and Training Center ————

2108 Coliseum St.
New Orleans, LA 70130
(504) 522-7557

Counseling services for individuals, couples, families, and children.

NAMI New Orleans (Uptown/Westbank) offers counseling services and accepts Medicare, Medicaid, and Blue Cross Blue Shield PPO. See page 25 for more information.

Substance Use Disorders

Many people receive little or no help in dealing with their mental illness and its painful symptoms. It is very common for persons with mental illness to have a co-occurring substance use disorder. The following is a brief list of places where your loved one can receive help:

Addiction Counseling and Education Resources (ACER)

2321 N. Hullen St., Ste. B, Metairie, LA 70001
(504) 941-7580

Addiction Recovery Resources of New Orleans

1 (866) 399-HOPE (1-866-399-4673) or www.arrno.com

1615 Canal St., Ste. A-1

New Orleans, LA 70112

(504) 522-7754

4933 Wabash St.

Metairie, LA 70001

(504) 780-2766

Bridge House/Grace House

4150 Earhart Blvd., New Orleans, LA 70125

(504) 821-7120

Odyssey House Louisiana

1125 N. Tonti St., New Orleans, LA 70119

(504) 821-9211

Responsibility House

1799 Stumpf Blvd., Gretna, LA 70056

(504) 367-4426 or www.responsibilityhouse.org

River Oaks Hospital

1525 River Oaks Rd. West, New Orleans, LA 70123

(504) 734-1740 or 1 (800) 366-1740

www.riveroakshospital.com

IMPORTANT: Medical Detox

When stopping substance use, detoxification under appropriate medical supervision is important because withdrawal symptoms can be life threatening. The following is a brief list of places that provide medical detox services:

- **Addiction Recovery Resources of New Orleans** (See pg. 20.)
- **Odyssey House** (See pg. 20.)
- **Townsend Addiction Treatment Programs 1** (800) 504-1714

You can also contact **New Orleans Drug Treatment Centers**. An addiction specialist will help you find a treatment facility and will help develop a plan how to speak to your loved one about their substance use.

(504) 267-1580 or chat online at
www.neworleansdrugtreatmentcenters.com

Support for Family and Caregivers of Those with Substance Use Disorders

Al-Anon of Greater New Orleans

A support group for family members of those living with alcohol addiction. Find local meeting times and locations by calling the Al-Anon of Greater New Orleans Office at 504-888-1356 or visiting www.neworleansafg.org.

Find meetings anywhere or learn about phone and online meetings by calling 1-888-4AL-ANON (1-888-425-2666) or by visiting www.al-anon.org/find-a-meeting.

Nar-Anon

A support group for family members of those living with any kind of drug addiction. Find meeting times and locations by visiting www.nar-anon.org/find-a-meeting or call 1 (800) 477-6291.

Housing

Permanent Supportive Housing

Combines affordable housing with supportive services. Must have a significant, long-term disability, full Medicaid, and be low income.

Obtain an application:

1450 Poydras St., Ste. 1133
New Orleans, LA 70112
1 (844) 698-9075 (toll free)
www.ldh.louisiana.gov/psh

Unity of Greater New Orleans

Provides housing and services to homeless individuals and families. Check the **Homeless Resource Directory** on their website (www.unitygno.org/homeless-resource-directory)

Referral Line:
(504) 821-4496
Walk-ins accepted from
1:00 p.m. - 3:00 p.m. at
2475 Canal St., Ste. 300
New Orleans, LA 70119
www.unitygno.org

Ciara Independent Living Program

Shared housing and independent living for adults living with mental illness.

1416 Dante St.
New Orleans, LA 70118
(504) 524-8394 or
(504) 861-0643

Exodus House

Shared living for a fee for adults with mental illness and/or substance use issues.

6400 Haynes Blvd.
New Orleans, LA 70126
(504) 246-9537

Voyage House

Shared or independent living for women over 40 with mental illness.

2407 Baronne St.
New Orleans, LA 70113
(504) 269-3969

Covenant House

Independent living for individuals and families, one person must be under 25 and living with a disability.

611 N. Rampart St.
New Orleans, LA 70112
(504) 584-1111

Emergency Housing

The Salvation Army

Emergency and transitional housing,
access to supportive services

4500 S. Claiborne Ave.
New Orleans, LA 70125
(504) 899-4569

Intake: 4 p.m. - 6 p.m.

The New Orleans Mission

Emergency overnight shelter,
access to supportive services

1130 Oretha Castle Haley
New Orleans, LA 70113
(504) 523-2116

Intake: 4 p.m. - 6 p.m.

The Ozanam Inn

Emergency overnight men's only
shelter, access to supportive services

843 Camp St.
New Orleans, LA 70130
(504) 523-1184

Intake: 8 a.m. - 4 p.m.

New Orleans Women and Children's Shelter

Emergency and transitional housing for
women with children and pregnant
women, access to supportive services

2020 S. Liberty St.
New Orleans, LA 70113
(504) 522-9340 or
info@nowcs.org

Metropolitan Center for Women and Children: Battered Women's Program

Temporary shelter for women survivors
of domestic violence at a confidential
location

Call 24/7
(504) 837-5400

Hagar's House

Shelter for women and children,
access to supportive services

Call for an appointment
(504) 210-5064

NAMI New Orleans

NAMI Connection Recovery Support Groups

A weekly support group for adults living with mental illness facilitated by people living in recovery with their mental illness.

Thursdays 1:30 - 3:00 p.m. **Fridays 10:30 a.m. - 12:00 p.m.**

Uptown Friendship Club
1538 Louisiana Ave.
New Orleans, LA 70115

Westbank Friendship Club
2051 8th St.
Harvey, LA 70058

NAMI New Orleans Drop-In Centers

A place where adults living with mental illness can socialize, participate in activities, and learn how to access needed services.

Uptown Friendship Club Drop-In Center

Tuesdays and Thursdays, 1:30 - 4:30 p.m.

1538 Louisiana Ave., New Orleans, LA 70115

For more information call Deanna at (504) 896-2345.

Westbank Friendship Club Drop-In Center

Mondays and Tuesdays, 2:00 - 5:00 p.m.

Fridays, 3:00 - 7:00 p.m.

Saturdays, 10:00 a.m. - 4:00 p.m.

2051 8th St., Harvey, LA 70058

For more information call Susan at (504) 368-1944.

NAMI Peer-to-Peer Education Program

A 10-week class taught by people living in recovery with their mental illness for adults who are interested in establishing and maintaining their wellness. Held at each Drop-In Center once a year. For more information or to register for the class, contact Education Coordinator Shannon Williams (See pg. 25).

Mental Health Services

NAMI New Orleans offers services for adults 18 and over who are residents of Orleans, Plaquemines, St. Bernard, or Jefferson Parish with chronic mental illness. For more information about these programs and eligibility, please call (504) 896-2345 (Uptown) or (504) 368-1944 (Westbank).

Community Psychiatric Support and Treatment (CPST)

- Community and home-based case management services
- Linkage to resources, access to behavioral health and medical supports, and illness management skills training

Psychosocial Rehabilitation (PSR) Skills Training

- Adult day treatment program
- Daily living and socialization skills training
- Psychiatric symptoms management and coping skills

Counseling Services

- Therapeutic confidential counseling, provided by a licensed clinical social worker (LCSW)
- Illness management, problem-solving, and coping skills
- Takes Medicaid, Medicare, and Blue Cross Blue Shield PPO

Mental Health Navigation Team (MHNT)

The mental healthcare system can be hard to navigate. NAMI New Orleans is here to assist you. Contact MHNT Coordinator Debbie at (504) 896-2345 between 10 a.m. and 3 p.m. Monday through Friday or at debbie@namineworleans.org.

Mental Health First Aid (MHFA)

Similar to physical first aid, MHFA teaches people how to recognize a mental health problem or crisis and how to help. NAMI New Orleans offers Adult and Youth MHFA. Contact the Education Coordinator for cost and to sign up for trainings.

Education Coordinator

If you would like more information, contact Shannon at education@namineworleans.org or (504) 896-2345. **(Continued)**

For Family and Caregivers of those with Mental Illness

NAMI New Orleans offers three monthly Family Support Groups that are open to loved ones and caregivers.

Uptown: first Wednesday of each month - 6:30 p.m. - 8:00 p.m.

NAMI New Orleans Uptown Friendship Club
1538 Louisiana Ave., New Orleans, LA 70115

Parking on the ground floor, meeting room on the 2nd floor.

Westbank: third Tuesday of each month - 6:30 p.m. - 8:00 p.m.

NAMI New Orleans Westbank Friendship Club
2051 8th St., Harvey, LA 70058

Park in lot behind building and enter through rear door.

Metairie: fourth Thursday of each month - 6:30 p.m. - 8:00 p.m.

Congregation Beth Israel
4004 West Esplanade Ave., Metairie, LA 70002

Family-to-Family is a free 12-week class taught by family members of people living with mental illness. Topics include symptoms, treatment options, communication skills, self-care, and more. This class is offered two to three times per year. Contact Education Coordinator Shannon (pg. 25) to sign up.

———— **Depression and Bipolar Support Alliance (DBSA)** ————
(for those living with depression/bipolar disorder *and* their families)

First and third Tuesday of each month - 7:30 p.m. - 9:00 p.m.

Tulane-Lakeside Hospital
4700 S-I10 Service Road, Metairie, LA 70001

For more information, call (504) 286-1916 or go to
<http://www.dbsaneworleans.org>

Quick Reference

- **VIA Link** 211 or 1 (800) 749-2673
Call 24/7 for information and resources on health services

Local contacts for a psychiatric crisis:

- **Jefferson Mobile Crisis Team** (504) 832-5123
Serving Jefferson Parish
For youth and adults
- **Metropolitan Crisis Response Team** (504) 826-2675
Serving Orleans, Plaquemines, and St. Bernard Parishes
For youth and adults
- **When in doubt, call 911!** Tell them there is a “mental health emergency” and officers will be sent to assist you and your loved one. Ask for a Crisis Intervention Team (CIT) officer (see pg. 7). If your loved one is in crisis in New Orleans, ask for Unit 6512, which is the NOPD Crisis Transportation Unit.

Crisis hotlines to pass along to your loved one:

- **24/7 VIA Link Cope Line** (504) 269-COPE (504-269-2673)
or 1 (800) 749-2673
Or chat online with a crisis counselor 3 p.m. - 10 p.m. Mon.-Fri.
by going to www.vialink.org and opening the chat box.
- **24/7 National Suicide Prevention Lifeline** 1 (800) 273-8255
Deaf/hard of hearing: 1 (800) 799-4889 for TTY
En Español: 1 (888) 628-9454
Or chat with a crisis counselor 1:00 p.m.-1:00 a.m. Mon.-Fri.
www.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx
- **24/7 Crisis Text Line:** Text NAMI to 741741

NAMI New Orleans

Uptown Friendship Club

1538 Louisiana Avenue

New Orleans, LA 70115

Phone: (504) 896-2345

Fax: (504) 896-2240

namino@namineworleans.org

Monday - Friday

8:30 a.m. - 4:30 p.m.

Westbank Friendship Club

2051 8th Street

Harvey, LA 70058

Phone: (504) 368-1944

Fax: (504) 368-9784

westbank@namineworleans.org

Monday - Friday

8:30 a.m. - 4:30 p.m.

Learn more about NAMI New Orleans by visiting

www.namineworleans.org

Connect with us on social media [@namineworleans](https://www.instagram.com/namineworleans)



Learn more about the National Alliance on Mental Illness

by visiting www.nami.org

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