Resource Guide

A Roadmap to Resources and Support for Persons Living With Mental Illness
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Frequently Asked Questions

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 believe that I may have a mental health condition. What now?
A: You 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 I am having a psychiatric crisis?
A: Seek mental health treatment immediately. Turn to page 7 for more information.

Q: Where can I find support?
A: You are not alone. For a list of supportive services offered by NAMI New Orleans, turn to page 28.

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 24 for more information.

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
- Hypervigilance (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 are:

- 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 you have a mental illness but have never had an assessment by a qualified mental health professional, this is the first step to take.

If you have private health insurance or a Medicaid/Healthy Louisiana Plan, contact the company for a list of professionals who accept your insurance. You can contact Healthy Louisiana helpline at 1 (888) 342-6207, or the plans are listed below:

- **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 Service 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.mhsdlal.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

When you have these symptoms, feeling scared is normal and to be expected during such a stressful time.

Seek mental health treatment immediately, whether from a medical/psychiatric provider, the local mental health agency, or hospital emergency room (ER). Let a family member or friend know so you don’t have to go through this alone. You can also call your local human service authority’s 24/7 crisis services:

- JPHSA After-Hours Crisis Services, (504) 832-5123
  Serving Jefferson Parish
- MHSD Crisis Response Team, (504) 826-2675
  Serving Orleans, Plaquemines, and St. Bernard Parishes

When in doubt, call 911. Tell them you are having a “mental health emergency” and officers will be sent to assist you. Ask for a Crisis Intervention Team (CIT) officer. CIT officers have specific training to assist someone during a psychiatric crisis.

Local Law Enforcement Agencies with CIT Officers

- Jefferson Parish Sherriff’s Office
- New Orleans Police Department

If you are in New Orleans you can also request Unit 6512, which is the Crisis Transportation Unit.

See page 31 for local and national crisis hotlines that you can call, text, or chat with when you are having a hard time, not just when you are in crisis.
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 that you may go to depends on:

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

The following is a brief list of local hospitals where you 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
A social worker at the hospital should be able to help you with discharge planning. You will need to find an outpatient professional to meet with for medication management, counseling, and/or other services.

You may be eligible for **Assertive Community Treatment (ACT)**. ACT recipients receive in-home, and community-based services from a multi-disciplinary team including a psychiatrist, nurse, social worker, and other mental health specialists. **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)

Other services you may be eligible for include **community psychiatric support and treatment (CPST)** and **psychosocial rehabilitation (PSR) skills training**. See pg. 29 for more information about these **NAMI New Orleans programs**.
Self–Advocacy

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 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. 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
Healthcare

Below is a list of organizations that provide free or low-cost primary healthcare services:

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**Health Care for the Homeless**

2222 Simon Bolivar Ave., New Orleans, LA 70113  
(504) 658-2785

Health Care for the Homeless provides primary healthcare to adults in the city of New Orleans and surrounding parishes, regardless of ability to pay. Health Care for the Homeless also offers dental services to adults and children on a sliding scale fee. Call to schedule an appointment.

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**Daughters of Charity**

3201 S. Carrolton Ave., New Orleans, LA 70118  
(504) 207-3060

Daughters of Charity provides primary and preventative care, pediatrics, women’s health (OB/GYN) and prenatal care, behavioral health, dental, and eye care. Accepts walk-ins from 8 a.m. - 5 p.m. For more information, visit their website at http://www.dcsno.org.

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**Common Ground Health Clinic & Latino Health Outreach**

1400 Teche St., Algiers, LA 70114  
(504) 361-9800

Provides free primary healthcare, immunizations, crisis counseling, and physical therapy on Monday, Tuesday, Wednesday, and Saturday. Starting in January of 2017, Common Ground Health Clinic will offer counseling in Spanish.
Food stamps, formally known as the Supplemental Nutrition Assistance Program (SNAP), provides monthly benefits that help eligible low-income households buy the food they need for good health. For expectant and current mothers and families, you may be eligible for the program assisting Woman, Infants, and Children (WIC) and the Family Independence Temporary Assistance Program (FITAP).

www.dss.louisiana.gov
1 (888) LAHELP-U (1-888-524-3578)
Monday - Friday 7:30 a.m. - 6 p.m.

Find your local offices below:

**Orleans Parish**

1630 Iberville St., Ste. 1000 1450 Poydras St.
New Orleans, LA 70112 17th & 18th Floors
1-888-524-3578 New Orleans, LA 70112
(504) 680-9100

**Jefferson Parish**

2150 Westbank Expy., Ste. 201 3229 36th St., 1st Floor
Harvey, LA 70058 Metairie, LA 70001
1-888-524-3578 1-888-524-3578

If you are in need of food now, call the Second Harvest Helpline
1 (855) 392-9338
Monday - Friday, 9 a.m. - 4 p.m.
Local Food Banks

Many food banks require a photo ID, proof of residency, latest award letter, or other proof of income.

Gretna United Methodist Church
Available Mondays & Thursdays, 10 a.m. - 1 p.m. and first Saturday of each month, 8:30 a.m. - 12 p.m.
1309 Whitney Ave., Gretna, LA 70056
(504) 366-6685

Harvey Community Center
Available first & third Tuesdays, 10 a.m. - 4 p.m.
1501 Estalote Ave., Harvey, LA 70058
(504) 227-1227

Hope House
Available Monday - Thursday, 9 a.m. - 4 p.m. and Friday, 9 a.m. - 1 p.m.
916 St. Andrew St., New Orleans, LA 70130
(504) 525-2561

Lantern Light at St. Joseph Church
Available Thursday & Friday, 8 a.m. - 10 a.m.
Lunch served Monday – Friday at 1 p.m.
1803 Gravier St., New Orleans, LA 70112
(504) 273-5573

Waymaker Ministries
Available Monday & Friday, 10 a.m. - 2 p.m.
804 1st Ave., Harvey, LA 70058
(504) 328-8794
Employment

To find employment and job training services, you can go to:

**Job1 Business and Career Solutions**

3400 Tulane Ave., New Orleans, LA 70119
(504) 658-4500

Monday, Tuesday, Wednesday, Friday 8 a.m. - 5 p.m.
Thursday 8 a.m. - 3 p.m.

Provides employment and training services, federally funded through the Workforce Innovation and Opportunity Act (WIOA).

**Labor Ready**

2339 Tchoupitoulas St., New Orleans, LA 70130
(504) 539-5192

Monday - Friday, 5:30 a.m. - 6:00 p.m.

Puts people to work in good jobs with great companies across the United States and Canada.

**Louisiana Rehabilitation Services**

6620 Riverside Dr. #101
Metairie, LA 70003
(504) 838-5180

2150 Westbank Expy., Ste. 701
Harvey, LA 70058
(504) 361-6816

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

Assists persons with disabilities in their desire to obtain or maintain employment and/or achieve independence in their communities by providing rehabilitation services and working cooperatively with businesses and other community resources.
Disability Income

Supplemental Security Income (SSI) makes monthly payments to people who have low income and few resources, and who are:

- Age 65 or older
- Blind, or
- Disabled

Social Security Disability Insurance (SSDI) pays benefits to people who can no longer work because they have a medical condition that’s expected to last at least one year or result in death. Federal law requires this very strict definition of disability. While some programs give money to people with partial disability or short-term disability, Social Security does not. In general, to get disability benefits, you must meet two different earnings tests:

- A recent work test, based on your age at the time you became disabled; and
- A duration of work test to show that you worked long enough under Social Security

You can call toll-free at 1 (800) 772-1213 to schedule an appointment with a Social Security representative, or you can visit www.socialsecurity.gov/disability to learn more.
Arrest/Jail

To find out if someone is in jail and what the pending charges are, call or go online:

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<thead>
<tr>
<th>Orleans Parish</th>
<th>Jefferson Parish</th>
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<tr>
<td>Sherriff's Office</td>
<td>Sherriff’s Office</td>
</tr>
<tr>
<td>(504) 202-9339</td>
<td>(504) 368-5360</td>
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<tr>
<td><a href="http://www.opcso.org">www.opcso.org</a> and click</td>
<td><a href="http://www.jpso.com/295/">www.jpso.com/295/</a></td>
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<td>Online-</td>
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<td>Inmate-Search</td>
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In order to check for pending hearings, you may contact the Clerk of Court at:

<table>
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<tr>
<th>Orleans Parish</th>
<th>Jefferson Parish</th>
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<tbody>
<tr>
<td>2700 Tulane Ave.</td>
<td>200 Derbigny St. #5600</td>
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<tr>
<td>New Orleans, LA 70119</td>
<td>Gretna, LA 70053</td>
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<tr>
<td>(504) 658-9000</td>
<td>(504) 364-2900</td>
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**Community Alternatives Program (CAP)**

You may be eligible for the Community Alternatives Program, a diversion program located in the Municipal Court of Orleans Parish. You 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 go to:

727 S. Broad St., New Orleans, LA 70119
(504) 658-9700
Counseling

Counseling is an important part of many treatment plans. Your health insurance may cover counseling services.

You may be eligible to receive counseling from your local human services authority regardless of your ability to pay. See page 6 for MHSD and JPHSA contact information.

If you do not have health insurance, there are other resources available that offer low or no-cost counseling based on income:

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**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 for individuals, couples, families, and children of all faiths.

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**Celebration Hope Center**

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

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

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**Trinity Counseling and Training Center**

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

Counseling services for individuals, couples, families, and children

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**NAMI New Orleans (Uptown/Westbank)** offers counseling services and accepts Medicare, Medicaid, and Blue Cross Blue Shield PPO. See page 29 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 you 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. 18.)
- **Odyssey House** (See pg. 18.)
- **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 you develop a plan for speaking to your loved one about their substance use.

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

Recovery Support Groups

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**Narcotics Anonymous (NA)**

A location with meetings everyday is:

**Volunteers of America**

1801 Canal St., New Orleans, LA 70112
(504) 299-1260

Find more meetings by visiting [www.na.org](http://www.na.org) or contacting the local NA helplines below:

- New Orleans Area Helpline: (504) 899-6262 or email nola.area@noana.org
- Unity Area Helpline (Metairie/Kenner): (504) 889-8840 or email unity.area@noana.org

(Continued)
Support Groups, Cont.

Alcoholics Anonymous (AA)

Some locations with meetings everyday include:

**Boulevard Club**
124 N. Jefferson Davis Pkwy., New Orleans, LA 70119
www.boulevardclub.org

**Redeemer Presbyterian Church**
6200 St. Charles Ave., New Orleans, LA 70118
(504) 894-1204

**New Orleans Lambda Center**
Serving the LGBT+ Community
628 Elysian Fields Ave., New Orleans, LA 70112
(504) 522 - 9771 and http://nolambda.org

Find more meetings by visiting www.aa.org or contacting the AA New Orleans Main Office:
638 Papworth Ave., Ste. A, Metairie, LA 70005
Monday - Friday, 12 p.m. - 6 p.m.
Saturday 10 a.m.– 1 p.m.
(504) 836-0507 and www.aaneworleans.org

24/7 Local AA Hotline: (504) 838-3399

Other 12-Step Groups

Twelve-step support groups other than NA and AA exist for many behavioral health issues. Some groups with local meetings are listed below:

**Gamblers Anonymous (GA):** for those who wish to stop gambling.

Sundays, 7 p.m., St. Charles Avenue Christian Church
6200 St. Charles Ave., New Orleans, LA 70118

Find more meetings at www.gamblersanonymous.org
Co-Dependents Anonymous (CoDA): for those who wish to develop healthy and loving relationships.

Mondays, 7 p.m., River Oaks Hospital
1525 River Oaks Rd. W, New Orleans, LA 70123

Find more meetings at http://coda.org

Overeaters Anonymous (OA): for those who wish to stop any kind of harmful/compulsive food behavior.

Wednesdays, 7:30 p.m., Rayne Methodist Church
3900 St. Charles Ave., New Orleans, LA 70115
Enter through Pitt St. doors.

Find more meetings at http://oa.org

Sex Addicts Anonymous (SAA): for those who wish to end their addiction to sex.

Tuesdays at 7 p.m. and Fridays at 6:30 p.m.
St. Anna’s Episcopal Church
1313 Esplanade Ave., New Orleans, LA 70116

Find more meetings at http://saa-recovery.org

Mental Health

See page 28 for information on weekly mental health support groups offered by NAMI New Orleans.

Depression and Bipolar Support Alliance (DBSA)
(For people living with depression/bipolar and their families)

First and Third Tuesdays of each month at 7:30 p.m.
4700 S-I10 Service Road, Metairie, LA 70001

For more information, call (504) 286-1916 or visit www.dbsaneworleans.org
Medication

There may be resources available if you cannot afford your medications:

**St. Vincent de Paul**

Mondays & Wednesdays beginning at 8 - 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. You may be eligible if you 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, 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:


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 you have **Medicare Part D** and can’t afford your medications, you may be qualified for a federal benefit program called **Extra Help**. For more information, call 1 (800) 333-4114.
Payment & Insurance

Medicaid/Healthy Louisiana is a state-run program administered by the Louisiana Department of Health and Hospitals (DHH). To be eligible for Medicaid, you must fall under certain income guidelines. Call the Healthy Louisiana plans directly (page 6) to see if you are eligible. To start the application process, go to:

1 (888) 342-6207
http://new.dhh.louisiana.gov/index.cfm/page/237

Medicare is a federally run program designed for the elderly and for persons with disabilities. For a person with a disability, you must be receiving Social Security Disability Insurance (SSDI) to be eligible for Medicare benefits. (More information on pg. 15.) To see if you are eligible for SSDI benefits and to start the application process, go to:

1 (800) 772-1213
www.ssa.gov/disability

Affordable Care Act (Obamacare) through the Health Insurance Marketplace is where you may be eligible to purchase health coverage, possibly with a subsidy. For more information or to apply, visit:

1 (800) 318-2596
www.healthcare.gov

There are healthcare programs that offer free or low-cost services for people who do not have health insurance. You can call 211 or 1 (800) 749-2673 (VIA Link) to ask about the programs in your area. You can also contact any of the organizations on page 11 for primary care or your local human services authority (pg. 6) for behavioral healthcare.
## Housing

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

### 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)

### Ciara Independent Living Program
Shared housing and independent living for adults living with mental illness.

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

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

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

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

**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**

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

(770) 674-7658

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

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

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<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Salvation Army</strong></td>
<td>4500 S. Claiborne Ave.</td>
<td>(504) 899-4569</td>
</tr>
<tr>
<td>Emergency and transitional housing,</td>
<td>New Orleans, LA 70125</td>
<td></td>
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<tr>
<td>access to supportive services</td>
<td></td>
<td></td>
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<tr>
<td>Intake: 4 p.m. - 6 p.m.</td>
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<tr>
<td><strong>The New Orleans Mission</strong></td>
<td>1130 Oretha Castle Haley</td>
<td>(504) 523-2116</td>
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<tr>
<td>Emergency overnight shelter,</td>
<td>New Orleans, LA 70113</td>
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<tr>
<td>access to supportive services</td>
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<td>Intake: 4 p.m. - 6 p.m.</td>
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<tr>
<td><strong>The Ozanam Inn</strong></td>
<td>843 Camp St.</td>
<td>(504) 523-1184</td>
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<tr>
<td>Emergency overnight men’s only</td>
<td>New Orleans, LA 70130</td>
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<td>shelter, access to supportive services</td>
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<tr>
<td>Intake: 8 a.m. - 4 p.m.</td>
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<td><strong>New Orleans Women and Children’s Shelter</strong></td>
<td>2020 S. Liberty St.</td>
<td>(504) 522-9340 or <a href="mailto:info@nowcs.org">info@nowcs.org</a></td>
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<tr>
<td>Emergency and transitional housing for</td>
<td>New Orleans, LA 70113</td>
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<td>women with children and pregnant women, access to</td>
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<td>supportive services</td>
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<tr>
<td>**Metropolitan Center for Women and Children:</td>
<td>Call 24/7</td>
<td>(504) 837-5400</td>
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<td>Battered Women’s Program**</td>
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<td>Temporary shelter for women survivors of</td>
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<td>domestic violence at a confidential location</td>
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<td><strong>Hagar’s House</strong></td>
<td>Call for an appointment</td>
<td>(504) 210-5064</td>
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<td>Shelter for women and children,</td>
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<td>access to supportive services</td>
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</table>
Homeless Care

The Rebuild Center
(Homeless Center/Triage Clinic)
1803 Gravier St., New Orleans, LA 70112
(504) 708-4422

Provides financial assistance, lunch, laundry, toiletries, showers, haircuts, legal aid, notary services, identification and birth certificates, medical clinic, and psychiatric services. Call for days and times of service.

Homeless Legal Clinic
First and Third Wednesday of each month, 1 p.m. - 3 p.m.
1010 Common St. Ste. 1400A, New Orleans, LA 70112
(504) 529-1000 ext. 255

Homeless Assistance Unit
(504) 259-9336 or (504) 658-6715

Works in conjunction with New Orleans Police Department (NOPD) and provides resource linkage and transportation services to homeless individuals in Orleans Parish.

Welcome Home Program
UNITY of Greater New Orleans
(504) 899-4589

Mobile outreach for homeless persons in Greater New Orleans.

Crescent City Vision
5128 Lapalco Blvd., Marrero, LA 70072
(504) 347-9988

Provides free or low-cost prescription eyeglasses to underserved populations. Verification of homelessness required.
Utility Assistance

Total Community Action, Inc.
Mondays & Thursdays at 8 a.m.
1420 South Jeff Davis Parkway, New Orleans, LA 70125
(504) 872-0334

Helps participating households in New Orleans maintain affordable, continuous, and safe home energy while lowering their energy burdens. Must have a disconnect notice from Entergy.

Internet Access

The public library provides free internet access and computer classes. There are several branches located around the parish. Information about the main branches in Orleans and Jefferson can be found below. Call to learn about other branches/locations.

<table>
<thead>
<tr>
<th>Orleans Parish</th>
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<tbody>
<tr>
<td><strong>Main Library</strong></td>
<td>219 Loyola Ave.</td>
<td>New Orleans, LA 70112</td>
<td>(504) 596-2560</td>
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<tr>
<td><strong>East Bank Regional Library</strong></td>
<td>4747 W. Napoleon Ave.</td>
<td>Metairie, LA 70001</td>
<td>(504) 838-1190</td>
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<tr>
<th>Jefferson Parish</th>
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<tr>
<td><strong>West Bank Regional Library</strong></td>
<td>2751 Manhattan Blvd.</td>
<td>Harvey, LA 70058</td>
<td>(504) 364-2660</td>
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</table>

Orleans Parish

Main Library
219 Loyola Ave.
New Orleans, LA 70112
(504) 596-2560

10 a.m. - 8 p.m.
Monday - Thursday
10 a.m. - 5 p.m.
Friday & Saturday
1 p.m. - 5 p.m. Sunday

East Bank Regional Library
4747 W. Napoleon Ave.
Metairie, LA 70001
(504) 838-1190

9 a.m. - 9 p.m.
Monday - Thursday
9 a.m. - 5 p.m.
Friday & Saturday
1 p.m. - 5 p.m. Sunday

West Bank Regional Library
2751 Manhattan Blvd.
Harvey, LA 70058
(504) 364-2660

9 a.m. - 9 p.m.
Monday - Thursday
9 a.m. - 5 p.m.
Friday & Saturday
1 p.m. - 5 p.m. Sunday
NAMI New Orleans

NAMI Connection Recovery Support Groups
A free 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.**
Uptown Friendship Club
1538 Louisiana Avenue
New Orleans, LA 70115

**Fridays 1:00 p.m. - 2:30 p.m.**
Westbank Friendship Club
2051 8th Street
Harvey, LA 70058

NAMI New Orleans Drop-In Center
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 Avenue, New Orleans, LA 70115
For more information call Deanna at (504) 896-2345.

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 Shannon at (504) 896-2345 or education@namineworleans.org.
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

Education Coordinator
If you have any questions or would like to sign up for any NAMI New Orleans programs, contact Shannon at (504) 896-2345 or at education@namineworleans.org.

(Continued)
For Family and Caregivers

NAMI New Orleans offers three monthly Family Support Groups for loved ones of those living with mental illness. For more information or to check for schedule changes, contact Shannon at (504) 896-2345 or education@namineworleans.org

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 up to three times per year.
To sign up, contact Shannon at (504) 896-2345 or education@namineworleans.org.

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
  24/7 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 you are having a “mental health emergency” and officers will be sent to assist you. Ask for a Crisis Intervention Team (CIT) officer. These officers have extra training to help you when you are in crisis.

Crisis hotlines to contact whenever you are having a hard time:

- **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 online with a crisis counselor 1 p.m.-1 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

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

Learn more about the National Alliance on Mental Illness by visiting www.nami.org

Funded by the generous gift of Elizabeth Boh and the Edward Wisner Grant