



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/or ability to relate to others. (Also called a mental disorder or mental health condition.)

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. Turn to 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 pages 22-23 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 Disorders

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 and depression, lead to substance misuse, and increase isolation from 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 loss of contact with reality. An episode of psychosis 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, they are called co-occurring disorders. 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. The mental illness or the substance use disorder may develop first, or they may develop together. Regardless, it is important to treat both at the same time.

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 or extreme happiness
- Racing thoughts, racing speech, talkativeness
- Psychosis (for symptoms see Schizophrenia on pg. 4)
- Surges of energy and reduced need for sleep
- Increased pleasure-seeking and risk-taking behavior

When an individual is experiencing depression, they feel extreme sadness, hopelessness, and lack of energy (for more symptoms see Major Depressive Disorder below).

Post-Traumatic Stress Disorder (PTSD)

Some people develop PTSD after experiencing or witnessing a traumatic event such as abuse, assault, a natural disaster, or extreme violence. People with PTSD may experience:

- Nightmares, flashbacks, and/or involuntary, distressing thoughts about the trauma
- Hyper-vigilance, being easily startled or scared
- Feeling numb, angry, irritable and/or distracted

Someone may have PTSD if these symptoms last for weeks or months after the trauma. PTSD often coexists with substance use disorders, depression, and anxiety.

Major Depressive Disorder

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 that people with depression may experience are:

- Changes in sleep, appetite, and/or weight
- Lack of energy and loss of interest in favorite activities
- Feelings of guilt, hopelessness, emptiness, and worthlessness
- Thoughts of death or suicide

Initial Assessment and Treatment

If your loved one has 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
- **Amerihealth Caritas**
1 (888) 756-0004 and www.amerihealthcaritasla.com
- **Healthy Blue (formerly Amerigroup Louisiana)**
1 (844) 521-6941 and www.healthybluela.com
- **Louisiana Healthcare Connections**
1 (866) 595-8133 and www.louisianahealthconnect.com
- **United Healthcare**
1 (866) 675-1607 and www.uhc.com

Your parish human services authority may be able to provide an assessment to those who are uninsured or who have insurance.

Human Services Authorities

Jefferson Parish Human Services Authority (JPHSA)

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

(Uninsured, Medicaid, Medicare, and some private insurances)

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)

Contact for locations: (504) 568-3130 or www.mhsdla.org
(Uninsured and Medicaid)

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 or substance use

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. **Ask for a Crisis Intervention Team (CIT) officer.** They have specific training to help with mental health crises. CIT increases the likelihood that someone will receive help and decreases the risk of injury.

In Orleans you can also request Unit 6512, which is the Crisis Transportation Unit.

Hospitalization

When we hear the word “hospitalization” we often 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

Oceans Behavioral Hospital

(Ages 55 and older only)

| | |
|-------------------------------------------------------|-------------------------------------------------------|
| 716 Village Rd. Kenner, LA 70065 (504) 464-8895 | 3201 Wall Blvd. Gretna, LA 70056 (504) 207-4905 |
|-------------------------------------------------------|-------------------------------------------------------|

Ochsner Medical Center

1514 Jefferson Hwy., Jefferson, 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 health professionals to talk with you or other specific people. (One will need to be filled out at each treatment facility.)

If your loved one refuses or is unable to sign this form, you can still call the hospital or other treatment facility with information you believe is important to your loved one's treatment.

Find an example of what to say on the next page.

The staff members may say to you:

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

A helpful response would be:

“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, a treatment facility that receives a person’s advance directive must make it a part of their medical records. They must also follow the instructions in the advance directive unless your loved one’s 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 there is one), 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 the 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

- Family Preservation Services: (504) 455-2446
- Resources for Human Development (RHD): (504) 247-9120

Orleans Parish ACT Teams

- Family Preservation Services: (504) 482-2735
- Marakey: (504) 302-1323
- Resources for Human Development (RHD): (504) 821-7085

Your loved one must agree to receiving these services.

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**.

First-Episode Psychosis (FEP) Programs

FEP programs are for those who have recently begun experiencing psychosis, typically occurring in the late teens to mid-twenties. A multi-disciplinary team helps participants and their families learn more about their condition and achieve their recovery goals.

- **Jefferson Parish Human Services Authority (JPHSA) FEP Program**, call (504) 439-4904 or email sdabrowski@jphsa.org.
- **Metropolitan Human Services District (MHSD) FEP Program**, call the MHSD Care Center at (504) 568-3130.
- **Tulane Doctors Specialty Psychiatry Clinic - Mid-City**, call (504) 988-0301 or fax (504) 988-0302

Payment & Insurance

Medicaid

Medicaid/Healthy Louisiana is a state-run program administered by the Louisiana Department of Health (LDH). To be eligible, your loved one must be low income. Call the state Medicaid helpline (see pg. 6) for more information. Due to its complexity, we recommend that your loved one receive assistance with the process. **Below is a brief list of places where your loved one can get help with their Medicaid application with or without an appointment:**

- **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 locations/appointments call 504-207-3060 ext. 0.
- **Odyssey House** accepts walk-ins from 8:00 a.m. to 3:30 p.m. Mon. - Fri. at 1125 N. Tonti St., New Orleans, LA 70119. For appointments call 504-383-8559 ext. 2, then press 1.
- **Healthcare For the Homeless** takes appointments from 8:00 a.m. to 4:00 p.m. Mon. - Thurs. at 2222 Simon Bolivar Ave., New Orleans, LA 70113. Call 504-658-2785.

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

1 (888) 342-6207
www.ldh.la.gov/MyMedicaid

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

There are healthcare programs that offer free or low-cost services for those who do not have health insurance. You can call **VIA Link** at 211 or 1 (800) 749-2673 to ask about programs in your area.

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.

Assisted 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 incarcerations 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 someone who had recently been discharged from a psychiatric facility, 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.opcsso.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.

As part of CAP, a person can receive case management, treatment for mental health and substance use disorders, and even help finding a home. If a person successfully completes the program, their charges will be dropped.

To learn more, contact Byrne Sherwood at (504) 658-2568.

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 6-18 (504) 896-7200

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

Acute inpatient and outpatient
treatments available for ages 12 and up 1-800-366-1740

Non-crisis/Outpatient Providers

Your child may be eligible for services from your parish’s
human services authority. See page 6 for more information.

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

Offers a range of counseling and
mental health services to ages 6-18,
specializing in trauma. (504) 525-2366

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

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

Counseling for ages 4-17 (and for
their caregivers based on availability) (504) 483-9883

Plaquemines Community CARE Centers 115 Keating Dr.
Belle Chasse, LA 70037

Provides Counseling, Assessment/
Advocacy, Resources, and Early
Intervention (CARE) for ages 3 and up (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 | www.mhas.louisiana.gov

An executive agency under the Office of the Governor. MHAS attorneys are court appointed, representing children and adults. They handle patient rights in hospital cases and other mental health matters. MHAS also helped create the state's advance directive document (see pg. 10). Call to find out if they may be able to help your loved one.

The Advocacy Center (AC)

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

The AC protects, empowers, and advocates for people with disabilities throughout the state and for adults over 60 in Orleans Parish. Services free of 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.

Eastbank Office

Orleans Tower
1340 Poydras St., Ste. 600
New Orleans, LA 70112
(504) 529-1000

Westbank 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 Community Pharmacy

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, go to www.needymeds.org or 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 or visit www.socialsecurity.gov/extrahelp.

Counseling

Counseling is an important part of many treatment plans. Your loved one's health insurance should cover counseling services.

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

Celebration Hope Center

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

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

Loyola Center for Counseling and Education (LCCE)

Loyola University, Mercy Hall, Second Floor
2020 Calhoun St., New Orleans, LA 70118
(504) 864-7858 or LCCE@loyno.edu

Counseling services for individuals, couples, families, and children

Family Service of Greater New Orleans

2515 Canal St., New Orleans, LA 70119
(504) 822-0800 and www.fsgno.org

Counseling services for individuals, couples, families, and children

NAMI New Orleans (Uptown/Westbank) offers counseling for adults with mental illness and accepts Medicare, Medicaid, and Blue Cross Blue Shield PPO. See pg. 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 or www.acercanhelp.com

Avenues Recovery Center

4933 Wabash St., Metairie, LA 70001
(504) 780-2766 or www.avenuesrecovery.com

Bridge House/Grace House

4150 Earhart Blvd., New Orleans, LA 70125
(504) 821-7120 or clinical@bridgehouse.org
www.bridgehouse.org

Odyssey House Louisiana

1125 N. Tonti St., New Orleans, LA 70119
(504) 821-9211 or www.ohlinc.org

Responsibility House

1799 Stumpf Blvd., Bldg. 1, Ste. 2, Terrytown, LA 70056
(504) 367-4234 or www.responsibilityhouse.org

River Oaks Hospital

1525 River Oaks Rd. West, Harahan, 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.

Emergency Housing

The Salvation Army 4500 S. Claiborne Ave.
New Orleans, LA 70125
Emergency and transitional housing,
access to supportive services (504) 899-4569
Intake: 4 p.m. - 6 p.m.

The New Orleans Mission 1130 Oretha Castle Haley
New Orleans, LA 70113
Emergency overnight shelter,
access to supportive services (504) 523-2116
Intake: 4 p.m. - 6 p.m.

The Ozanam Inn 843 Camp St.
New Orleans, LA 70130
Emergency overnight men's only
shelter, access to supportive services (504) 523-1184
Intake: 8 a.m. - 4 p.m.

**New Orleans Women and
Children's Shelter** 2020 S. Liberty St.
New Orleans, LA 70113
Emergency and transitional housing for
women with children and pregnant
women, access to supportive services (504) 522-9340 or
info@nowcs.org

**Metro Centers for Community
Advocacy** 24/7 Crisis Hotline
(504) 837-5400
Emergency and transitional housing for
victims of domestic violence, (location
confidential), access to supportive services

Hagar's House Call for an appointment
Shelter for women and children, access
to supportive services. Trans inclusive. (504) 210-5064

Covenant House 611 N. Rampart St.
New Orleans, LA 70112
Shelter for youth 16-22 years old
(504) 584-1111

City of New Orleans Shelter and Engagement Center

1530 Gravier St.
New Orleans, LA 70112
(Old VA Hospital)

Low barrier shelter for adults (no need to have ID, be sober, or arrive/leave by a certain time) with access to supportive services. Limited space for pets.

(504) 517-1815

Housing

Permanent Supportive Housing

Obtain an application:

Affordable housing with supportive services. Must be low income and have chronic disability with MHR/ACT services, an eligible OAS/OCDD waiver, or Ryan White services.

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

UNITY of Greater New Orleans

(504) 821-4496 ext. 0
www.unitygno.org

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

Walk-ins welcome at Travelers Aid Society (see below)

7:30 a.m.-3:00 p.m. Mon-Fri

UNITY's Welcome Home Program (504) 899-4589

Mobile outreach for homeless persons in Greater New Orleans.

Travelers Aid Society

Immediate assistance/crisis counseling, housing assistance, access to supportive services

1530 Gravier St.
New Orleans, LA 70112
(Old VA Hospital)
(504) 412-3700 ext. 153952

Assuring Destinations

Shared living for adults.

1 (844) 932-7787 ext. 4
www.assuringdestinations.com

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

NAMI New Orleans

NAMI Connection Recovery Support Groups

For adults living with mental illness facilitated by people living in recovery with mental illness. To check for schedule changes visit namineworleans.org/calendar.

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.

Tuesdays and Thursdays, 1:30 - 4:30 p.m.
1538 Louisiana Avenue, New Orleans, LA 70115

NAMI Peer-to-Peer Education Program

A 10-week class taught by people living in recovery with their mental illness for adults who wish to establish and maintain wellness. Contact Education Coordinator Shannon (see pg. 25).

Mental Health First Aid (MHFA)

Similar to physical first aid, MHFA teaches anyone 18 years and older how to recognize a mental health problem or crisis and then know how to help. Topics include anxiety, depression, suicide, psychosis, addictions, and more. NAMI New Orleans offers Adult and Youth MHFA trainings throughout the year. For more information, contact our Education Coordinator (page 25).

Mental Healthcare Navigation Team (MHNT)

The mental healthcare system can be hard to navigate. The MHNT is a free service that provides information and support for people living with a mental health condition, as well as their loved ones, caregivers, and healthcare providers. Contact MHNT Coordinator Gladys at gladys@namineworleans.org or (504) 896-2345
9 a.m.—3 p.m. Mon. through Thurs. and 9 a.m.—2 p.m. on Fri.

Mental Health Services

NAMI New Orleans offers services for adults 18 and over with chronic mental illness. For more information, please call the Mental Healthcare Navigation Team at (504) 896-2345.

Community Psychiatric Support and Treatment (CPST)

- For those with Medicaid or those receiving services at a human services authority like MHSD or JPHSA (see pg. 6)
- 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

- For adults with Medicaid or those receiving services at a human services authority like MHSD or JPHSA (see pg. 6)
- Available 1-3 days a week once authorized by insurance/human services authority
- Daily living and socialization skills training
- Psychiatric symptoms management and coping skills

Counseling Services

- For those with Medicaid, Medicare, or Blue Cross Blue Shield PPO
- Therapeutic confidential counseling, provided by a licensed clinical social worker (LCSW) or a Licensed Professional Counselor (LPC)
- Illness management, problem-solving, and coping skills

Bereavement Counseling for Survivors of Suicide Loss

Made possible by the Human Fund NOLA

- For adults who have lost a loved one to suicide
- Multiple sessions with a licensed clinical social worker (LCSW) or a Licensed Professional Counselor (LPC)

Education Coordinator

If you have questions about any of these programs, contact Shannon at education@namineworleans.org or (504) 896-2345.

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For Family and Caregivers

Family Support Groups

Call (504) 896-2345 to check for schedule changes.

Uptown: 1st 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: 3rd 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: 4th 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 Education Course

Family-to-Family is a 12-week class taught by family members of people living with mental illness. Topics include symptoms, treatment, communication skills, self-care, and more. Contact Education Coordinator Shannon (p. 25) to sign up.

NOLA Survivors of Suicide Loss

A support group for adults whose lives have been impacted by the loss of someone to suicide. Please contact facilitators at (504) 410-7025 or survivors.nola@gmail.com before attending.

2nd and 4th Wednesdays 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.

Depression & Bipolar Support Alliance (DBSA)

A support group adults living with depression or bipolar disorder *and* their loved ones. Learn more at www.dbsaneworleans.org.

1st and 3rd Tuesdays of each month - 7:30 p.m. - 9:00 p.m.

Tulane-Lakeside Hospital Cafeteria

4700 S I-10 Service Rd. W, Metairie, LA 70001

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.

Hotlines for your loved one who is in crisis or just having a hard time

- **24/7 VIA Link Cope Line** (504) 269-COPE (504-269-2673)
or 1 (800) 749-2673 | www.vialink.org
Or chat with a crisis counselor 3:00 p.m. - 10:00 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
Veterans press 1 | En Español: 1 (888) 628-9454
Deaf/hard of hearing: 1 (800) 799-4889 for TTY
www.suicidepreventionlifeline.org
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
- **Trans Lifeline:** 1 (877) 565-8860 | www.translifeline.org
For those who are transgender or gender questioning.
Available 10:00 a.m. - 4:00 a.m. everyday.

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 [@namineworleans](https://www.instagram.com/namineworleans)



Learn more about the National Alliance on Mental Illness

by visiting www.nami.org

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