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Updated December 2019
Q: What is a mental illness?
A: A medical condition that disrupts thinking, feeling, mood, daily functioning, and/or 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 pages 28-29.

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.

The good news about mental illness is that recovery is possible.
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 page 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 you 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 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.mhslal.org
(Uninsured and Medicaid)

*Serving Orleans, Plaquemines, and St. Bernard Parishes*
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

A mental health crisis is a serious situation. Feeling scared is normal and to be expected during such a stressful time.

Seek out mental health treatment immediately, whether from a medical/psychiatric provider, a 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 this kind of 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 when you are in crisis. The ER will do an assessment and possibly recommend another treatment center, which could be a hospital psychiatric unit or a separate mental health hospital. Where you may be sent depends on:

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

Here is a brief list of hospitals where your may be assessed /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. 3201 Wall Blvd.
Kenner, LA 70065 Gretna, LA 70056
(504) 464-8895 (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
Discharge Planning

When it is time for you to leave the hospital, a social worker or case manager on staff can help you find an outpatient professional to meet with for medication management, counseling, and more.

**Assertive Community Treatment (ACT):** ACT teams provide in-home and community-based mental health services. Team members include a psychiatrist, nurse, social worker, and other mental health specialists. **Contact your local ACT Teams for eligibility requirements:**

**Jefferson Parish ACT Teams**
- Resources for Human Development (RHD): (504) 247-9120

**Orleans Parish ACT Teams**
- Marakey: (504) 302-1323
- Resources for Human Development (RHD): (504) 821-7085

Other services you may be eligible for include community psychiatric support and treatment (CPST) and psychosocial rehabilitation (PSR) skills training. See page 29 for more 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 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

**Arrest and Jail**

To find out if someone 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)**

If you are facing charges, you may be eligible for CAP, 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. If a person successfully completes the program, their charges will be dropped. To learn more, contact Byrne Sherwood at (504) 658-2568.
Self-Advocacy

Federal law requires that each state maintain an advocacy system to protect the rights of people 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 | 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. Call to find out if they may be able to help you.

Disability Rights Louisiana
8325 Oak St., New Orleans, LA 70118
1 (800) 960-7705 | www.advocacyla.org
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. (Formerly known as the Advocacy Center.)

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
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 page 6) for more information. Due to its complexity, we recommend that you receive assistance with the process. Below is a brief list of places where you can get help with your Medicaid application:

- All DePaul Community 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 application process individually, call 1 (888) 342-6207 or visit www.ldh.la.gov/MyMedicaid.

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 you have limited income and resources, you may also be eligible to receive Supplemental Security Income (SSI). For more information on SSDI or SSI, see page 13.
The Affordable Care Act (Obamacare) created the Health Insurance Marketplace, where you can purchase health coverage, possibly with a subsidy. Learn more by calling the number or visiting the website above.

There are healthcare programs that offer free or low-cost services for those who do not have health insurance. Call VIA Link at 211 or 1 (800) 749-2673 or go to www.vialink.org to find out about programs in your area.

Disability Income

Supplemental Security Income (SSI) & Social Security Disability Insurance (SSDI)

Local Office: 400 Poydras St., Ste. 500, New Orleans, LA 70130
1 (800) 772-1213 | www.ssa.gov/disability

Supplemental Security Income (SSI) is monthly payments to people who have low income and few resources, and who are age 65+, blind, and/or otherwise disabled.

Social Security Disability Insurance (SSDI) pays benefits to people who can no longer work because they have a medical condition that is 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
Employment

Career Path NOLA
Visit one of the Orleans Parish Opportunity Centers listed below Monday through Friday, 8:00 a.m. to 5:00 p.m. to meet with a career coach for free. They will help you find the right job, connect to trainings, or locate financial resources. Learn more at www.careerpathnola.com.

- Total Community Action (504) 872-0334
  1424 S. Jefferson Davis Pkwy.
- Urban League (504) 324-4444
  3252 N. Galvez St.
- Goodwill (504) 456-3933
  3400 Tulane Ave., 1st Floor
- Job1 (504) 658-4500
  3400 Tulane Ave., 2nd Floor
- STRIVE (504) 658-4201
  1340 Poydras St., Ste. 100

PeopleReady
2339 Tchoupitoulas St., New Orleans, LA 70130 | (504) 539-5192
Monday - Friday, 5:30 a.m. - 6:00 p.m.
Saturday, 6:00 a.m. - 9:00 a.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
Monday - Friday
8:00 a.m. - 4:30 p.m.

2150 Westbank Expy., Ste. 701
Harvey, LA 70058
(504) 361-6816
Monday - Friday
8:00 a.m. - 4:00 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.
Healthcare

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

---

**Health Care for the Homeless**

2222 Simon Bolivar Ave. 2nd Floor, New Orleans, LA 70113  
(504) 658-2585 | www.nola.gov/health/homeless

Provides primary care to adults regardless of ability to pay. Also offers dental services to adults and children on a sliding scale fee. Accepts appointments or walk-ins. For more information and locations, visit the website listed above.

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**DePaul Community Health Centers**

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

Provides primary care, pediatrics, women’s health (OB/GYN) and prenatal care, behavioral health, dental, and eye care. Accepts appointments or walk-ins from 8:00 a.m. to 5:00 p.m. For more information and locations, visit the website listed above.

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**Common Ground Health Clinic**

1400 Teche St., Algiers, LA 70114  
(504) 361-9800 | www.cghcnola.org

Provides free primary care, pediatrics, lab work, behavioral health, and women’s health (OB/GYN). For more information, visit the website listed above. Services available in Spanish.

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**JeffCare**


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<th><strong>East Jefferson</strong></th>
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<tr>
<td>3616 S. I-10 Service Rd. W.</td>
<td>5001 W. Bank Expressway</td>
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<tr>
<td>Suite 100, Metairie, LA 70001</td>
<td>Suite 100, Marrero, LA 70072</td>
</tr>
<tr>
<td>(504) 838-5257</td>
<td>(504) 349-8833</td>
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Counseling

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

Below are some organizations that offer counseling for the uninsured, those with Medicaid or Medicare, and/or 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 adults, 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.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).

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**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 adults, couples, families, and children

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**Your Parish Human Services Authority**

Provides counseling and other services to children and adults with mental illness. See pg. 6 for contact information.

**NAMI New Orleans (Uptown/Westbank)** offers counseling for adults with mental illness and accepts Medicare, Medicaid, and Blue Cross Blue Shield PPO. See pg. 29 for more information.
Medication

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

**St. Vincent de Paul Community Pharmacy**
Mondays & Wednesdays from 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. 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, 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:


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

info@nami.org or 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 or visit www.socialsecurity.gov/exTRAHelp.
Substance Use Disorders

It is very common for those 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 or www.acercanhelp.com

Addiction Recovery Resources of New Orleans
4933 Wabash St., Metairie, LA 70001
(504) 780-2766 or www.arrno.com

Bridge House/Grace House
4150 Earhart Blvd., New Orleans, LA 70125
(504) 821-7120 or 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. 7, Ste. 4, Terrytown, LA 70056
(504) 367-4426 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

You can also contact New Orleans Drug Treatment Centers. An addiction specialist can help you find a local treatment facility.

(504) 267-1580 or chat online at www.neworleansdrugtreatmentcenters.com
IMPORTANT: Medical Detox

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

- **Addiction Recovery Resources of New Orleans** (Page 18)
- **Odyssey House** (Page 18)
- **Townsend Addiction Treatment Programs** 1 (800) 504-1714

### Recovery Support Groups

**Alcoholics Anonymous (AA)**

Some locations with meetings everyday include:

**Boulevard Club**

124 N. Jefferson Davis Pkwy., New Orleans, LA 70119
www.aaneworleans.org/locations/boulevard-club

**St. Charles Avenue Christian Church**

*Enter side door on Henry Clay Ave., meetings upstairs*

6200 St. Charles Ave., New Orleans, LA 70118
(504) 899-6301

**New Orleans Lambda Center**

*Serving the LGBT+ Community*

628 Elysian Fields Ave., New Orleans, LA 70112
info@nolambda.org and http://nolambda.org

Find more meetings by visiting [www.aa.org](http://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
Support Groups, Cont.

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 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

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., Aurora United Methodist Church
3300 Eton Street, New Orleans, LA 70131
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://oaneworleans.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

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**Mental Health**

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

**Depression and Bipolar Support Alliance (DBSA)**: for people living with depression or bipolar disorder *and* their families.

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

For more information, call (504) 286-1916. (Please do not call on nights or weekends.) You can also visit www.dbsaneworleans.org.

**Recovery International (RI)**: for people living with mental illness

   Mondays at 6 p.m., Trinity Episcopal Church
   1329 Jackson Ave., New Orleans, LA 70130

Find more meetings at http://recoveryinternational.org
# Emergency Housing

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<th>Address</th>
<th>Contact Information</th>
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<tr>
<td><strong>The Salvation Army</strong></td>
<td>4500 S. Claiborne Ave.</td>
<td>(504) 899-4569</td>
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<td>Emergency and transitional housing,</td>
<td>New Orleans, LA 70125</td>
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<tr>
<td>access to supportive services</td>
<td>Intake: 4:00 p.m. - 6:00 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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<td>Emergency overnight shelter,</td>
<td>New Orleans, LA 70113</td>
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<td>access to supportive services</td>
<td>Intake: 4:00 p.m. - 6:00 p.m.</td>
<td></td>
</tr>
<tr>
<td><strong>The Ozanam Inn</strong></td>
<td>843 Camp St.</td>
<td>(504) 523-1184</td>
</tr>
<tr>
<td>Emergency overnight men’s only shelter,</td>
<td>New Orleans, LA 70130</td>
<td></td>
</tr>
<tr>
<td>access to supportive services</td>
<td>Intake: 8:00 a.m. - 4:00 p.m.</td>
<td></td>
</tr>
<tr>
<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>
</tr>
<tr>
<td>Emergency and transitional housing for</td>
<td>New Orleans, LA 70113</td>
<td></td>
</tr>
<tr>
<td>women with children and pregnant women,</td>
<td>Intake: 4:00 p.m. - 6:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>access to supportive services</td>
<td>(504) 522-9340 or <a href="mailto:info@nowcs.org">info@nowcs.org</a></td>
<td></td>
</tr>
<tr>
<td><strong>Metro Centers for Community Advocacy</strong></td>
<td>24/7 Crisis Hotline</td>
<td>(504) 837-5400</td>
</tr>
<tr>
<td>Emergency and transitional housing for</td>
<td>New Orleans, LA 70113</td>
<td></td>
</tr>
<tr>
<td>victims of domestic violence, (location</td>
<td>Intake: 4:00 p.m. - 6:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>confidential), access to supportive</td>
<td>(504) 522-9340 or <a href="mailto:info@nowcs.org">info@nowcs.org</a></td>
<td></td>
</tr>
<tr>
<td>services</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hagar’s House</strong></td>
<td>Call for an appointment</td>
<td>(504) 210-5064</td>
</tr>
<tr>
<td>Shelter for women and children, access</td>
<td>611 N. Rampart St.</td>
<td></td>
</tr>
<tr>
<td>to supportive services. Trans inclusive.</td>
<td>New Orleans, LA 70112</td>
<td></td>
</tr>
<tr>
<td><strong>Covenant House</strong></td>
<td>611 N. Rampart St.</td>
<td>(504) 584-1111</td>
</tr>
<tr>
<td>Shelter for youth 16-22 years old</td>
<td>New Orleans, LA 70112</td>
<td></td>
</tr>
</tbody>
</table>
City of New Orleans Shelter and Engagement Center
1530 Gravier St.
New Orleans, LA 70112
(Old VA Hospital)
(504) 517-1815

Housing

Permanent Supportive Housing

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

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

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)

UNITY’s Welcome Home Program (504) 899-4589
Mobile outreach for homeless persons in Greater New Orleans.

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

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

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

Shared living for adults.

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

Shared housing and independent living for adults living with mental illness.
Access to Food

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. Families may be eligible for the Family Independence Temporary Assistance Program (FITAP) as well.

cafe-cp.dcfsl.gov/selfservice
1 (888) LAHELP-U (1-888-524-3578)
Monday - Friday 8:00 a.m. - 6:00 p.m.

Find your local office below:

<table>
<thead>
<tr>
<th>Orleans Parish</th>
<th>Jefferson Parish Westbank</th>
<th>Jefferson Parish Eastbank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1630 Iberville St. Ste. 1000</td>
<td>2150 Westbank Expy. Ste. 201</td>
<td>3229 36th St. 1st Floor</td>
</tr>
<tr>
<td>New Orleans, LA 70112</td>
<td>Harvey, LA 70058</td>
<td>Metairie, LA 70001</td>
</tr>
</tbody>
</table>

Pregnant/current mothers and young children may be eligible for the special supplemental nutrition program Women, Infants, and Children (WIC). Some clinics with extended hours include:

<table>
<thead>
<tr>
<th>Daughters of Charity WIC Clinic</th>
<th>Ultimate Health WIC Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>3201 South Carrollton Ave.</td>
<td>1347 Westbank Expy.</td>
</tr>
<tr>
<td>New Orleans, LA 70118</td>
<td>Westwego, LA 70094</td>
</tr>
<tr>
<td>(504) 207-3060</td>
<td>(504) 613-0921</td>
</tr>
</tbody>
</table>

For more information and additional WIC clinic locations, call

1 (800) 251-BABY (1-800-251-2229)

or visit louisianawic.org

If you are in need of food now, contact the WhyHunger Hotline

1 (800) 5-HUNGRY (1-800-548-6479)
Call the number above or text your zip code to the number above
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**
Groceries available Mon. & Thurs., 10:00 a.m. - 1:00 p.m. and first Sat. of each month, 8:30 a.m. - 12:00 p.m.
1309 Whitney Ave., Gretna, LA 70056
(504) 366-6685

**Hope House**
Groceries available Mon., 9:00 a.m. - 4:30 p.m., Tues. - Thurs., 9:00 a.m. - 4:30 p.m. and Fri., 9:00 a.m. - 1:00 p.m.
916 St. Andrew St., New Orleans, LA 70130
(504) 525-2561

**Lantern Light at St. Joseph Church**
Groceries available Thurs. & Fri., 8:00 a.m. - 10:00 a.m.
Meals also served Mon. - Fri. at 1:00 p.m.
1803 Gravier St., New Orleans, LA 70112
(504) 273-5573

**Giving Hope: The New Orleans Food Pantry**
Groceries available Tues. - Fri., 12:00 p.m. - 5:00 p.m. and Sat., 9:00 a.m. - 1:00 p.m.
13040 I-10 Service Road, New Orleans, LA 70128
(504) 940-1654

**Sankofa NOLA**
Groceries available Wed., 1:00 p.m. - 4:00 p.m. (by appointment)
5200 Dauphine St., New Orleans, LA 70117
(504) 872-9214
Homeless Care

City of New Orleans Shelter and Engagement Center
1530 Gravier Street, New Orleans, LA 70112 | (504) 517-1815
Located on second floor. 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.

The Rebuild Center
1803 Gravier St., New Orleans, LA 70112 | (504) 708-4422
Provides lunch, laundry, showers, haircuts, legal aid, notary services, help obtaining IDs and birth certificates, medical aid, and psychiatric services. Call for days and times of service.

Travelers Aid Society
1530 Gravier St., New Orleans, LA 70112
(504) 412-3700 ext. 153952
Immediate emergency assistance and crisis counseling on a walk-in basis, case management, day shelter, and assistance with finding permanent housing and full-time employment.

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.

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. LIHEAP Assistance Program
1410 South Jefferson Davis Pkwy, New Orleans, LA 70125
(504) 872-0334 | Appointment Line: (504) 324-8609

Non-crisis assistance available by appointment.
Crisis Assistance (must have disconnect notice from Entergy):
Mon & Thurs 8:00 a.m. - 1:30 p.m.

LIHEAP helps eligible households maintain affordable, continuous, and safe home energy while lowering their energy burdens.

Internet Access

The public library provides free internet access, computer classes, and more. Information about the main branches in Orleans and Jefferson can be found below. Call to learn about other branches.

<table>
<thead>
<tr>
<th>Orleans Parish</th>
<th>Jefferson Parish</th>
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</thead>
<tbody>
<tr>
<td><strong>Main Library</strong></td>
<td></td>
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<tr>
<td>219 Loyola Ave.</td>
<td></td>
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<tr>
<td>New Orleans, LA 70112</td>
<td></td>
</tr>
<tr>
<td>(504) 596-2560</td>
<td></td>
</tr>
<tr>
<td>10 a.m. - 8 p.m.</td>
<td>9 a.m. - 9 p.m.</td>
</tr>
<tr>
<td>Monday - Thursday</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>10 a.m. - 5 p.m.</td>
<td>9 a.m. - 5 p.m.</td>
</tr>
<tr>
<td>Friday &amp; Saturday</td>
<td>Friday &amp; Saturday</td>
</tr>
<tr>
<td>1 p.m. - 5 p.m. Sunday</td>
<td>1 p.m. - 5 p.m. Sunday</td>
</tr>
<tr>
<td>East Bank Regional Library</td>
<td>9 a.m. - 9 p.m.</td>
</tr>
<tr>
<td>4747 W. Napoleon Ave.</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>Metairie, LA 70001</td>
<td>9 a.m. - 5 p.m.</td>
</tr>
<tr>
<td>(504) 838-1190</td>
<td>Friday &amp; Saturday</td>
</tr>
<tr>
<td>West Bank Regional Library</td>
<td>9 a.m. - 9 p.m.</td>
</tr>
<tr>
<td>2751 Manhattan Blvd.</td>
<td>Monday - Thursday</td>
</tr>
<tr>
<td>Harvey, LA 70058</td>
<td>9 a.m. - 5 p.m.</td>
</tr>
<tr>
<td>(504) 364-2660</td>
<td>Friday &amp; Saturday</td>
</tr>
<tr>
<td></td>
<td>1 p.m. - 5 p.m. Sunday</td>
</tr>
</tbody>
</table>
NAMI New Orleans

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### NAMI Connection Recovery Support Groups

For adults living with mental illness facilitated by trained adults living in recovery. You are welcome to attend either or both groups. To check for schedule changes, call (504) 896-2345.

**Thursdays**
**1:30 p.m. - 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

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### 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. Free phone and internet access along with free snacks.

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

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### NAMI Peer-to-Peer Education Program

A 10-week class for adults living with mental illness who wish to establish/maintain wellness. Taught by people living with mental illness who are in recovery. For more information, contact our Education Coordinator (page 29).

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### Mental Health First Aid (MHFA)

Similar to physical first aid, MHFA teaches people how to recognize a mental health problem or crisis and then know how to help. NAMI New Orleans offers Adult and Youth MHFA trainings throughout the year. For more information, contact our Education Coordinator (page 29).

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### Mental Healthcare Navigation Team (MHNT)

The mental healthcare system can be hard to navigate. We are here to assist you. Contact MHNT Coordinator Gladys at (504) 896-2345 or at gladys@namineworleans.org 9 a.m. - 3 p.m. Mon. through Thurs. and 9 a.m. - 2 p.m. on Fri.
NAMI New Orleans offers services for adults with chronic mental illness. For more information, please contact our Mental Healthcare Navigation Team Coordinator (see page 28).

**Community Psychiatric Support and Treatment (CPST)**
- For adults with Medicaid or those receiving services at a human services authority like MHSD or JPHSA (see page 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 page 6)
- Available 1-4 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*
- Free 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 the free programs on pages 28-30, you may contact Education Coordinator Shannon at (504) 896-2345 or education@namineworleans.org.
For Family and Caregivers

Family Support Groups

For adult loved ones of people living with mental illness facilitated by trained loved ones of people living with mental illness. To check for schedule changes due to holidays or weather, call (504) 896-2345.

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

A 12-week class for adult loved ones of people living with mental illness taught by trained loved ones of people living with mental illness. Topics include symptoms, treatment options, self-care, communication skills, crisis planning, and more. Contact our Education Coordinator (see page 29) to sign up for the next class.

NOLA Survivors of Suicide Loss

A group for adults who have lost someone to suicide. Before attending contact facilitators at (504) 410-7025 or survivors.nola@gmail.com.

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 and Bipolar Support Alliance (DBSA)
See page 21 for information on this support group for people living with depression or bipolar disorder and their loved ones.
Quick Reference

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

Local contacts for a mental health crisis

- **24/7 Jefferson Mobile Crisis Team** (504) 832-5123
  Serving Jefferson Parish  ||  For youth and adults

- **24/7 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. Ask for a Crisis Intervention Team (CIT) officer (see pg. 7). If you are in crisis in New Orleans, ask for Unit 6512, which is the NOPD Crisis Transportation Unit.

Hotlines for when you are 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/help-yourself
  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

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

Funded by:

MHSD
METROPOLITAN HUMAN SERVICES DISTRICT

Updated December 2019