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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 30.

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

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

Major Depressive Disorder

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

- Changes in sleep, appetite, and energy
- Feelings of guilt, hopelessness, emptiness, and worthlessness
- Recurrent thoughts of death or suicide
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 directly at 1 (855) 229-6848, 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.mhslpa.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

**If the situation is beyond your control, call 911.** Please notify the dispatcher that you are having a “mental health emergency” and officers will be dispatched to assist you.

You may be eligible for New Hope NOLA, a 5-day program for stabilizing, educating, and empowering persons experiencing a mental health crisis. You must have Medicaid and have seen a psychiatrist in the past 7 days. Call New Hope NOLA for other eligibility requirements.

**New Hope NOLA**

**Metropolitan Crisis Respite Program**

3303 Tulane Ave., New Orleans, LA 70119
(504) 826-5206
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 the following:

- What, if any, insurance you have, and
- 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:

**East Jefferson General Hospital**
4200 Houma Blvd., Metairie, LA 70006
(504) 454-4000

**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

**Tulane Medical Center**
1415 Tulane Ave., New Orleans, LA 70112
(504) 988-5263
A social worker at the hospital should be able to help you with discharge planning. You will need to find an outpatient psychiatrist to meet with every 1 to 3 months for medication management and possibly an outpatient therapist for counseling.

In order to obtain a list of in-network mental health treatment providers, contact your insurance agency or your Medicaid/Healthy Louisiana plan (page 6). If you have no insurance, contact JPHSA or MHSD (page 6). If you have Medicare, check with individual providers to see if they accept Medicare.

You may be eligible for **Assertive Community Treatment (ACT)**. ACT provides comprehensive, locally based treatment for people with serious and persistent mental illness. 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.
Self–Advocacy

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

**Mental Health Advocacy Service (MHAS)**
New Orleans Office
1450 Poydras St. #1105, New Orleans, LA 70112
(504) 568-8904

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

You can also contact:

**Southeast Louisiana Legal Services (SLLS)**

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

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.
Healthcare

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.

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. For more information, visit their website at http://www.dcsno.org.

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.
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. 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.
Fax: (225) 663-3164

Find your local offices below:

Orleans Parish
1630 Iberville St., Ste. 1000 1450 Poydras St.
New Orleans, LA 70112 New Orleans, LA 70112

Jefferson Parish
2150 Westbank Expy., Ste. 201 3229 36th St., 1st Fl.
Harvey, LA 70058 Metairie, LA 70001

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

Gretna United Methodist Church
Available Monday & Thursday, 10 a.m. - 1 p.m.
1309 Whitney Ave., Gretna, LA 70056
(504) 366-6685

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

St. John the Baptist
Open Monday - Friday, 10 a.m. - 12 p.m.
1920 Clio St., New Orleans, LA 70113
(504) 525-4413

Lantern Light at St. Joseph Church
Available Thursday & Friday, 8 a.m. - 9:45 a.m.
Lunch served Monday – Friday at 1 p.m.
1803 Gravier St., New Orleans, LA 70112
(504) 273-5573

Harvey Community Center
Available first & third Tuesdays, 10 a.m. - 3:30 p.m.
1501 Estalote Ave., Harvey, LA 70058
(504) 227-1227

Second Harvest Food Bank
700 Edwards Ave., New Orleans, LA 70123
(504) 734-1322 and www.no-hunger.org
**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
Provides employment and training services federally funded through the Workforce Innovation and Opportunity Act (WIOA).

**Labor Ready**
2339 Tchoupitoulas, New Orleans, LA 70130
(504) 539-5192
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
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 also call toll-free at 1 (800) 772-1213 to schedule an appointment with a Social Security representative. If you plan to apply for Social Security or SSI disability benefits, a good place to start is www.socialsecurity.gov/disability.
Arrest/Jail

To find out if someone is in jail and what the pending charges are, you can go to:

Orleans Parish          Jefferson Parish
Sherriff's Office       Sherriff’s Office
(504) 827-6777          (504) 368-5360
www.opcso.org and click  www.jpso.com/295/Online-Inmate-Search
Docket Master

In order to check for pending hearings you may contact the Clerk of Court at:

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

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 insurance may cover counseling services. If so, request a list of providers who are in-network for your plan. If you have full Medicaid coverage and know your Healthy Louisiana plan, see page 6. If you don’t know your Healthy Louisiana plan you can call this number: 1 (855) 229-6848.

If you do not have coverage, there are other resources available that offer low or no-cost counseling:

**Jewish Family Service of Greater New Orleans**
3300 W. Esplanade Ave. Ste., 603
Metairie, LA 70002
(504) 831-8475 and www.jfsneworleans.org

Counseling services available in Metairie, Uptown, and on the Northshore designed to provide guidance and psychotherapy for individuals, couples, families, and children of all faiths. Fees are on a sliding scale based on household income. Blue Cross Blue Shield PPO and HMO accepted.

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

**Trinity Counseling and Training Center**
2108 Coliseum St.
New Orleans, LA 70130
(504) 522-7557

**NAMI New Orleans (Uptown/Westbank)** offers counseling services and accepts Medicare, Medicaid, and Blue Cross Blue Shield PPO. See page 31 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:

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

Addiction Recovery Resources of New Orleans
1615 Canal St., Ste. A-1
New Orleans, LA 70112
(504) 522-7754

4933 Wabash St.
Metairie, LA 70001
(504) 780-2766

Addiction Counseling and Education Resources (ACER)
2901 Ridgelake Dr., Ste. 106, Metairie, LA 70002
(504) 941-7580 or Fax: (504) 941-7585

Odyssey House Louisiana
1125 N. Tonti St., New Orleans, LA 70119
(504) 821-9211 or Fax: (504) 324-8614

Responsibility House
1799 Stumpf Blvd., Terrytown, LA 70056
(504) 367-4426 or Fax: (504) 367-4486
www.responsibilityhouse.org

Bridge House/Grace House
4150 Earhart Blvd., New Orleans, LA 70125
(504) 821-7120
Recovery Support Groups

Below is a list of local support groups:

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**Alcoholics Anonymous**

638 Papworth Ave., Ste. A, Metairie, LA 70005  
Main Office Hours: Monday - Friday, 12 p.m. - 6 p.m.  
(504) 836-0507 and www.aaneworleans.org

Meeting locations include:

**Boulevard Club**

124 N. Jefferson Davis Pkwy., New Orleans, LA 70119  
Meetings held daily

**Redeemer Presbyterian Church**

6200 St. Charles Ave., New Orleans, LA 70118  
(504) 894-1204  
Meetings held daily

**New Orleans Lambda Center**

*Serving the LGBT+ Community*  
628 Elysian Fields Ave., New Orleans, LA 70112  
(504) 943-5566 and http://nolambda.org  
Meetings held daily

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**Narcotics Anonymous**

New Orleans Area Helpline  
(504) 899-6262

Unity Area Helpline (Metairie/Kenner)  
(504) 889-8840

Freedom Area Helpline (Westbank/Chalmette)  
(504) 883-8202
Support Groups, Cont.

Gambling Anonymous

United Methodist Church
1130 Nashville Ave., New Orleans, LA 70115
Thursday at 12:15 p.m.

St. Charles Avenue Christian Church
6200 St. Charles Ave., New Orleans, LA 70115
Sunday at 7 p.m.

Edgewater Baptist Church
5900 Paris Ave., New Orleans, LA 70122
Wednesday at 8 p.m.

Mental Health

Recovery International
Trinity Episcopal Church
Monday at 6 p.m.
1329 Jackson Ave., New Orleans, LA 70130
(504) 522-0276

Depression and Bipolar Support Alliance
Meetings are First and Third Tuesday each month
4700 S-I10 Service Road, Metairie, LA 70001
(504) 286-1916

See page 30 for more information on support groups offered by NAMI New Orleans.
Coping with mental illness can be one of the toughest experiences one can endure. **NAMI New Orleans** offers four monthly Family Support Groups that are open to anyone with a family member living with a mental illness.

**The 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.*

**The second Monday of each month - 5:30 p.m. - 7:00 p.m.**
**Sojourner Truth Neighborhood Center**
2200 Lafitte Ave., New Orleans, LA 70119
*Enter parking lot from N. Galvez St.*

**The 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.*

**The fourth Thursday of each month - 6:30 p.m. - 8:00 p.m.**
**Congregation Beth Israel**
4004 West Esplanade Ave., Metairie, LA 70002

For more information, please contact Shannon at (504) 896-2345
Medication

St. Vincent de Paul 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.

St. Vincent de Paul
Mondays & Wednesdays beginning at 8:00 a.m.
1995 Gentilly Blvd Ste. C18, New Orleans, LA 70119
(504) 940-5031 ext. 15 or ext. 17

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

NAMI maintains a list of Prescription Drug Patient Assistance Programs which 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, 10 a.m. - 6 p.m. ET

If you have Medicare Part D and need financial assistance you may be qualified for a federal benefit program called Extra Help. For more information please 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. 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 treatment programs that offer free, low-cost, or sliding scale services specifically for people who do not have health insurance. Call 211 (VIA LINK/2-1-1 Contact Center) or any of the numbers listed on page 11 to ask about these programs.
Safe, affordable, and permanent housing can be difficult to find. If you are currently homeless or at-risk of becoming homeless, there may be resources available to assist you.

**Unity of Greater New Orleans**
Provides housing and services to homeless individuals and families. Check out the “Homeless Resource Directory” on their website.

2407 Baronne St., New Orleans, LA 70113
(504) 899-4589 or www.unitygno.org

**Permanent Supportive Housing**
Louisiana Permanent Supportive Housing combines affordable rental housing with voluntary, flexible, and individualized community-based services. In order to qualify, an individual must have a significant, long-term disability, be receiving state services, need supportive housing, have full Medicaid coverage, and be low-income. To obtain an application, please contact:

1450 Poydras St., Ste. 1133, New Orleans, LA 70112
1 (844) 698-9075 (toll free) or Fax: (504) 568-3372
www.new.dhh.louisiana.gov/index.cfm/page/1732/n/388

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

1416 Dante St., New Orleans, LA 70118
(504) 524-8394 or (504) 861-0643
Exodus House
Shared living community program for a fee, offering residential services for adults with mental illness and/or substance use issues.

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

Last Hope
Residential housing program for adult men with chronic mental illness.

1533 St. Andrew St., New Orleans, LA 70130
(504) 885-0170

Voyage House
Congregate residential program with 3 persons per room in dorm style bedrooms or independent scattered site apartments for homeless unaccompanied women 40 years or older with mental illness.

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

Covenant House
Scattered site apartment program for homeless individuals/families under 25 years of age with a disability.

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

The Salvation Army
Emergency homeless shelter and transitional housing program for a fee with access to supportive services.

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

The New Orleans Mission
Emergency overnight homeless shelter with supportive services.

1134 Baronne St., New Orleans, LA 70113
(504) 523-2116

The Ozanam Inn
Emergency overnight men’s only shelter with supportive services.

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

New Orleans Women and Children’s Shelter
Provides emergency or transitional housing for women over the age of 18, including women with children and pregnant women who are dealing with homelessness.

2020 S. Liberty St., New Orleans, LA 70113
(504) 962-6697 or (504) 962-2020
info@nowcs.org
Metropolitan Center for Women & Children
Battered Women’s Program
Safe haven and temporary shelter for victims of domestic violence at a confidential location.

(504) 837-5400

Hagar’s House– First Grace Community Alliance
A sanctuary for women and children in New Orleans that provides an open and empowering residential community, resource coordination, and a safe space to transition into sustainable housing.

3401 Canal St., New Orleans, LA 70119
(504) 210-5064

CCANO Jefferson Care Center
Emergency shelter for families and some unaccompanied adults in Jefferson Parish.

1108 Barataria Blvd., Marrero, LA 70072
(504) 347-0772
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.

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

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

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

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

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

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

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NAMI Connection Recovery Support Groups

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

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

Uptown Friendship Club  
Westbank Friendship Club  
1538 Louisiana Avenue  
2051 8th Street  
New Orleans, LA 70115  
Harvey, LA 70058

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NAMI New Orleans Drop-In Centers

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

**Uptown Friendship Club Drop-In Center**

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

1538 Louisiana Avenue, New Orleans, LA 70115  
For more information call Deanna at (504) 896-2345.

**Westbank Friendship Club Drop-In Center**

Mondays and Tuesdays, 2:00 - 5:00 p.m.  
Fridays, 2:00 - 6:00 p.m.  
Saturdays, 10:00 a.m. - 4:00 p.m.

2051 8th Street, Harvey, LA 70058  
For more information call Susan at (504) 368-1944.

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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.
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

**Permanent Supportive Housing (PSH) Services**
- Case management assistance with housing placement services when a unit becomes available
- In-home and community-based skills training to maintain stable housing
- Referrals made by the Department of Health and Hospitals

**Family Support/Education Programs**
For family members of those living with mental illness, there are four monthly support groups in New Orleans, on the Westbank, and in Metairie. There is also NAMI Family-to-Family, a 12-week class to help family members better understand and support their loved one living with mental illness. Contact Shannon at (504) 896-2345 or education@namineworleans.org.
NAMI New Orleans

Uptown Friendship Club
1538 Louisiana Avenue
New Orleans, LA 70115
Phone: (504) 896-2345
Fax: (504) 896-2240

Westbank Friendship Club
2051 8th Street
Harvey, LA 70058
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Connect with us @namineworleans

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