



nami

National Alliance on Mental Illness

New Orleans

Resource Guide

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

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Frequently Asked Questions

Q: What is a mental illness?

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

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

Q: I believe that I may have a mental health condition. What now?

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

Q: What do I do if I am having a psychiatric crisis?

A: Seek mental health treatment immediately. Turn to page 7 for more information.

Q: Where can I find support?

A: You are not alone. For a list of supportive services offered by NAMI New Orleans, turn to page 28.

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

A: Safe, affordable, and permanent housing is difficult but not impossible to find. Turn to page 24 for more information.

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

Common Mental Illnesses

Anxiety Disorder

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

Obsessive-Compulsive Disorder (OCD)

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

Schizophrenia

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

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

Co-Occurring Disorder

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

Bipolar Disorder (BD)

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

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

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

Post-Traumatic Stress Disorder (PTSD)

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

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

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

Major Depressive Disorder

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

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

Initial Assessment and Treatment

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

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

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

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

Human Service Authorities

Jefferson Parish Human Services Authority (JPHSA)
(504) 349-8833 and www.jphsa.org

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

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

Metropolitan Human Services District (MHSD)
(504) 568-3130 and www.mhsdla.org
Serving Orleans, Plaquemines, and St. Bernard Parishes

Psychiatric Crisis

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

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

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. Ask for a Crisis Intervention Team (CIT) Officer. CIT officers have specific training to help you during a mental health crisis.

You may be eligible for New Hope NOLA, a free 5-day program for stabilizing, educating, and empowering those experiencing a psychiatric crisis. Call for 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:

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

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

Beacon Behavioral Hospital

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

East Jefferson General Hospital

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

Ochsner Medical Center

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

River Oaks Hospital

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

Seaside Behavioral Center

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

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

Discharge Planning

A social worker at the hospital should be able to help you with discharge planning. You will need to find an outpatient professional to meet with for medication management, counseling, and/or other services.

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

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

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

Self-Advocacy

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

Mental Health Advocacy Service (MHAS)

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

An executive agency under the Office of the Governor. MHAS attorneys represent both children and adults in competency, commitment, and other mental health matters. Call to schedule an appointment.

The Advocacy Center (AC)

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

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

Southeast Louisiana Legal Services (SLLS)

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

New Orleans Office

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

Harvey Office

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

Healthcare

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

Health Care for the Homeless

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

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

Daughters of Charity

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

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

Common Ground Health Clinic & Latino Health Outreach

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

Provides free primary healthcare, immunizations, crisis counseling, and physical therapy on Monday, Tuesday, Wednesday, and Saturday. Starting in January of 2017, Common Ground Health Clinic will offer counseling in Spanish.

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.

Find your local offices below:

Orleans Parish

1630 Iberville St., Ste. 1000

New Orleans, LA 70112

1-888-524-3578

1450 Poydras St.

17th & 18th Floors

New Orleans, LA 70112

(504) 680-9100

Jefferson Parish

2150 Westbank Expy., Ste. 201

Harvey, LA 70058

1-888-524-3578

3229 36th St., 1st Floor

Metairie, LA 70001

1-888-524-3578

If you are in need of food *now*, call the **Second Harvest Helpline**

1 (855) 392-9338

Monday - Friday, 9 a.m. - 4 p.m.

Local Food Banks

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

Gretna United Methodist Church

Available Mondays & Thursdays, 10 a.m. - 1 p.m. and
first Saturday of each month, 8:30 a.m. - 12 p.m.

1309 Whitney Ave., Gretna, LA 70056
(504) 366-6685

Harvey Community Center

Available first & third Tuesdays, 10 a.m. - 4 p.m.

1501 Estalote Ave., Harvey, LA 70058
(504) 227-1227

Hope House

Available Monday - Thursday, 9 a.m. - 4 p.m. and
Friday, 9 a.m. - 1 p.m.

916 St. Andrew St., New Orleans, LA 70130
(504) 525-2561

Lantern Light at St. Joseph Church

Available Thursday & Friday, 8 a.m. - 10 a.m.

Lunch served Monday – Friday at 1 p.m.

1803 Gravier St., New Orleans, LA 70112
(504) 273-5573

Waymaker Ministries

Available Monday & Friday, 10 a.m. - 2 p.m.

804 1st Ave., Harvey, LA 70058
(504) 328-8794

Employment

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

Job1 Business and Career Solutions

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

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

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

Labor Ready

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

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

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

Louisiana Rehabilitation Services

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

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

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

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

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

Disability Income

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

- Age 65 or older
- Blind, or
- Disabled

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

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

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

Arrest/Jail

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

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

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 health insurance may cover counseling services.

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

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

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.healingheartsnola.org/chc

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

Trinity Counseling and Training Center

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

Counseling services for individuals, couples, families, and children

NAMI New Orleans (Uptown/Westbank) offers counseling services and accepts Medicare, Medicaid, and Blue Cross Blue Shield PPO. See page 29 for more information.

Substance Use Disorders

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

Addiction Counseling and Education Resources (ACER)

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

Addiction Recovery Resources of New Orleans

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

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

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

Bridge House/Grace House

4150 Earhart Blvd., New Orleans, LA 70125
(504) 821-7120

Odyssey House Louisiana

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

Responsibility House

1799 Stumpf Blvd., Gretna, LA 70056
(504) 367-4426 or www.responsibilityhouse.org

River Oaks Hospital

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

IMPORTANT: Medical Detox

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

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

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

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

Recovery Support Groups

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

(Continued)

Support Groups, Cont.

Alcoholics Anonymous (AA)

Some locations with meetings everyday include:

Boulevard Club

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

Redeemer Presbyterian Church

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

New Orleans Lambda Center

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

Find more meetings by visiting www.aa.org or contacting the AA New Orleans Main Office:

638 Papworth Ave., Ste. A, Metairie, LA 70005
Monday - Friday, 12 p.m. - 6 p.m.
Saturday 10 a.m.– 1 p.m.
(504) 836-0507 and www.aaneworleans.org

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

Other 12-Step Groups

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

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

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

Find more meetings at www.gamblersanonymous.org

Co-Dependents Anonymous (CoDA): for those who wish to develop healthy and loving relationships.

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

Find more meetings at <http://coda.org>

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

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

Find more meetings at <http://oa.org>

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

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

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

Mental Health

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

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

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

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

Medication

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

St. Vincent de Paul

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

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

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

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

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

Payment & Insurance

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

1 (888) 342-6207

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

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

1 (800) 772-1213

www.ssa.gov/disability

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

1 (800) 318-2596

www.healthcare.gov

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

Housing

Permanent Supportive Housing

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

Obtain an application:

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

Unity of Greater New Orleans

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

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

Ciara Independent Living Program

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

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

Exodus House

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

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

Voyage House

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

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

Covenant House

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

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

Emergency Housing

The Salvation Army

Emergency and transitional housing,
access to supportive services

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

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

The New Orleans Mission

Emergency overnight shelter,
access to supportive services

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

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

The Ozanam Inn

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

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

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

New Orleans Women and Children's Shelter

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

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

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

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

Call 24/7
(504) 837-5400

Hagar's House

Shelter for women and children,
access to supportive services

Call for an appointment
(504) 210-5064

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

Main Library

219 Loyola Ave.

New Orleans, LA 70112

(504) 596-2560

10 a.m. - 8 p.m.

Monday - Thursday

10 a.m. - 5 p.m.

Friday & Saturday

1 p.m. - 5 p.m. Sunday

Jefferson Parish

East Bank Regional Library

4747 W. Napoleon Ave.

Metairie, LA 70001

(504) 838-1190

9 a.m. - 9 p.m.

Monday - Thursday

9 a.m. - 5 p.m.

Friday & Saturday

1 p.m. - 5 p.m. Sunday

West Bank Regional Library

2751 Manhattan Blvd.

Harvey, LA 70058

(504) 364-2660

9 a.m. - 9 p.m.

Monday - Thursday

9 a.m. - 5 p.m.

Friday & Saturday

1 p.m. - 5 p.m. Sunday

NAMI New Orleans

NAMI Connection Recovery Support Groups

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

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

Uptown Friendship Club
1538 Louisiana Avenue
New Orleans, LA 70115

Westbank Friendship Club
2051 8th Street
Harvey, LA 70058

NAMI New Orleans Drop-In Centers

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

Uptown Friendship Club Drop-In Center

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

1538 Louisiana 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, 3:00 - 7:00 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.

NAMI Peer-to-Peer Education Program

A 10-week class taught by people living in recovery with their mental illness for adults who are interested in establishing and maintaining their wellness. Held at each Drop-In Center once a year. For more information or to register for the class, contact Shannon at (504) 896-2345 or education@namineworleans.org.

Mental Health Services

NAMI New Orleans offers services for adults 18 and over who are residents of Orleans, Plaquemines, St. Bernard, or Jefferson Parish with chronic mental illness.

For more information about these programs and eligibility, please call (504) 896-2345 (Uptown) or (504) 368-1944 (Westbank).

Community Psychiatric Support and Treatment (CPST)

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

Psychosocial Rehabilitation (PSR) Skills Training

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

Counseling Services

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

Mental Health Navigation Team (MHNT)

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

Education Coordinator

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

(Continued)

For Family and Caregivers

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

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

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

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

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

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

Park in lot behind building and enter through rear door.

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

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

Family-to-Family is a free 12-week class taught by family members of people living with mental illness. Topics include symptoms, treatment options, communication skills, self-care, and more. This class is offered up to three times per year.

To sign up, contact Shannon at (504) 896-2345 or education@namineworleans.org.

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

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

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

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

Quick Reference

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

Local contacts for a psychiatric crisis:

- **Jefferson Mobile Crisis Team** (504) 832-5123
Serving Jefferson Parish
For youth and adults
- **Metropolitan Crisis Response Team** (504) 826-2675
Serving Orleans, Plaquemines, and St. Bernard Parishes
For youth and adults
- **When in doubt, call 911!** Tell them you are having a “mental health emergency” and officers will be sent to assist you. Ask for a Crisis Intervention Team (CIT) officer. These officers have extra training to help you when you are in crisis.

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

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

NAMI New Orleans

Uptown Friendship Club

1538 Louisiana Avenue

New Orleans, LA 70115

Phone: (504) 896-2345

Fax: (504) 896-2240

namino@namineworleans.org

Monday - Friday

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

Westbank Friendship Club

2051 8th Street

Harvey, LA 70058

Phone: (504) 368-1944

Fax: (504) 368-9784

westbank@namineworleans.org

Monday - Friday

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

Learn more about NAMI New Orleans by visiting

www.namineworleans.org

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



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

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