

GENERAL RESOURCES				
Agency	Phone #	Address	Website	Services
Louisiana Rebuilds			www.louisianarebuilds.info	General services, including referrals for housing and financial assistance
Furnish NOLA	504-208-4829	731 South Solomon in Mid-City	http://www.furnishnola.com/	Furnish NOLA offers hospitality and resort furnishings to New Orleans residents for discounted prices, from \$8-\$29. The store is open Thursday-Saturday, 9am-4pm.
Emergency Interiors' New Orleans Furniture Bank	504-330-8820	3248 Chippewa New Orleans, LA		Emergency Interiors offers struggling families 10 pieces of furniture for \$350.
Urban League	504-620-2332	2322 Canal St. New Orleans, LA 70119	http://www.urbanleagueneorleans.org	Early Headstart, Women's Resource Center, College prep program, afterschool programs, GED program
Baptist Friendship House	504-949-4469	813 Elysian Fields Ave., 70117	www.bfh.lifewaylink.com	Provides community services for women & teen girls including training for GED, employment, life skills & computer skills. Also offers counseling and Bible study.
Community Service Center	504-897-6277	4000 Magazine St. New Orleans 70115		Provides community re-entry services to individuals who have been convicted of a felony , including case management, counseling, job placement, etc.
The Phoenix of New Orleans	504-322-3327	310 Broad St., New Orleans, LA 70119	www.pnola.org	rebuilds affordable housing in the Lower Mid-City area of New Orleans
LEGAL ASSISTANCE				
Agency	Phone #	Address	Website	Services
Southeast Louisiana Legal Services (Formerly NOLAC-New Orleans Legal Assistance)	504-529-1000 x223 or 504-340-1381	1010 common st. suite 1400A	www.slls.org	landlord-tenant legal assistance, Laura Tuggle

Capital Area Legal Services Corporation	225-387-5173	200 Third St. Baton Rouge, LA 70901	www.calcla.org	landlord-tenant legal assistance Baton Rouge
The Pro Bono Project	504-581-4043	615 Baronne St. Suite 201 New Orleans 70113	www.probono-no.org	Referral to private pro bono attorney for aid in civil matters (Orleans, Jefferson, St. Bernard, St. Tammany and Washington parishes)
Loyola Law Clinic	504-861-5590	526 Pine St. Room 121	www.law.loyno.edu/clinic/	pro bono legal aid for criminal issues, some housing and employment issues for indigent of New Orleans
Tulane Law Clinic	504-865-5153			legal aid, domestic violence
New Orleans Bar Association referral service	504-525-7453	228 St. Charles Ave. Suite 1223	www.neworleansbar.org	Non-profit referral service
Advocacy Center	504-522-2337 1-800-960-7705 (Span. & Vietnamese)	1010 Common St. Suite 2600 New Orleans 70112	www.advocacyla.org	Free legal services and advocacy for people with disabilities and seniors over 60 years in greater New Orleans area.
ACLU	504-522-0617		aclu.org	legal services for violation of civil rights, usually involving a government agency
STATE AND FEDERAL AGENCIES				
Agency	Phone #	Address	Website	Services
HANO (Housing Authority of New Orleans)	504-670-3300, 670-3333	4100 Touro St.	www.hano.org	Housing Authority; voucher program currently closed . Select option 2 for relocation assistance.
Jefferson Parish Housing Authority	504-347-4381	1718 Betty St. Marrero		
HUD-FHEO (Dept of Housing and Urban Development, Dept of Fair Housing and Equal Opportunity)	800-669-9777	500 Poydras St. New Orleans, LA 70130	http://www.hud.gov/complaints/housediscrim.cfm	File an administrative fair housing complaint with HUD

DHAP Program (Disaster Housing Assistance Program)	866-202-3487		www.hud.gov/news/dhap.cfm	THE DHAP Temporary Voucher Program will end August 31, 2009. If DHAP Voucher recipients have a disability, are elderly or are extremely low income, they can transfer their DHAP Voucher into a Section 8 Voucher. Refer these clients to HANO. For DHAP Voucher Holders that are not eligible for the Section 8 transfer but are not able to afford monthly rental payments, refer to: Catholic Charities (523-3755). Also, encourage clients to contact Amanda Guma (Health and Human Services Policy Director) , Louisiana Recovery Authority) at 504.556.9798 or amanda.guma@la.gov .
FEMA (Federal Emergency Management Agency)	800-621-3362			
FOR PEOPLE WITH DISABILITIES				
Agency	Phone #	Address	Website	Services
Resources for Independent Living	504-522-1956 877-505-2260	3616 S. I 10 Service Rd. W, Metairie, LA 70001	www.noril.org	People who have difficulties with accessibility and other disabilities can have their cases managed.
Families Helping Families	504-943-0343, 1-877-243-7352	4118 Franklin Avenue, New Orleans, LA 70122	http://www.fhfsela.org/	The Mission of Families Helping Families of Southeast Louisiana is to enable and empower families of individuals with disabilities through an effective coordinated network of Resources, Support, and Services.

Louisiana Permanent Supportive Housing Program	504-568-3369	1010 Common Street, Suite 505 New Orleans, LA 70112	http://www.mhsdla.org/home/OtherServices/PermanentSupportiveHousing/tabid/76/Default.aspx	
Citizens with Developmental Disabilities- Orleans	1-225-342-0095 1-866-783-5553	1010 Common St. 5th floor	http://www.dhh.louisiana.gov/offices/?ID=77; http://www.dhh.state.la.us/offices/page.asp?id=77&detail=3537	The Vision of Families Helping Families of Southeast Louisiana is to ensure all individuals with disabilities have the opportunity to attend school, live, work and recreate in
Citizens with Developmental Disabilities- Jefferson Parish	504-838-5357	3300 W. Esplanade Ave. #213, Metairie, LA 70002	www.jphsa.org	Governmental agency that provides support and services for the developmentally disabled. Focus includes promoting community participation and self-advocacy
Medicaid Application Assistance	888-342-6207			Assists individuals with a disability that prevents them from working in obtaining Medicaid , even if they have been previously denied or are awaiting SSI benefits.

FOR SENIORS

Agency	Phone #	Address	Website	Services
The New Orleans Council on Aging (NOCOA)	504- 821-4121 (main line)	2475 Canal St., Suite 400 P.O. Box 19067 New Orleans, LA 70179	www.nocoa.org	The Power To Care Utility Assistance Program- assists with utility bills; Retired & Senior Volunteer Program- seniors volunteer; Senior Companion Program- provides in-home assistance to the elderly and disabled. Volunteers receive a stipend. Medicare and Medicaid Enrollment
Senior Transitions	866-353-5337	Pratt-Stanton Manor, New Orleans, LA	http://www.senior-community.net	Referral service for senior living communities
AARP Information Center	504-826-1973	2427 Canal St.	www.aarp.org	AARP program courses, AARP publications, volunteer information, services for seniors (Medicare, etc.)

WORKPLACE DISCRIMINATION/ OPPORTUNITIES				
Agency	Phone #	Address	Website	Services
Equal Employment Opportunity Commission (EEOC)	1-800-669-4000; TTY: 504-595-2958	1555 Poydras St. Suite 900 New Orleans, LA 70112	www.eeoc.gov/neworleans/index.html	Provide services if you have been discriminated against in your work place. Walk-in from 8:00 AM-3:00 PM. Call 8:00 AM-4:30 PM.
United States Census 2010	1-866-861-2010		www.2010censusjobs.gov	available positions for the 2010 census with the census bureau
CONSUMER COMPLAINTS				
Agency	Phone #	Address	Website	Services
Better Business Bureau	504-581-6222	710 Baronne St. Suite C	www.neworleans.bbb.org	consumer complaints
Louisiana Attorney General	800-351-4889	PO Box 94005, Baton Rouge LA 70804	www.ag.state.la.us	consumer protection complaints hotline
LA Workforce Commission	504-838-5678- Metairie		www.laworks.net	Employment agency with 3 locations: Metairie, Gretna, Algiers, Orleans. They will put a resume on file and assist with job hunt.
Total Community Action: Job Development Center	504-872-0348	1424 S. Jefferson Davis Parkway, New Orleans, LA 70125	http://www.tca-nola.org/programs/job-development.php	We offer services through our partner agencies in soft skills training, on-the-job training, case management and transportation.
FINANCIAL ASSISTANCE				
Agency	Phone #	Address	Website	Services
Catholic Charities	504-523-3755; case manager: 504-371-7747	1000 Howard Ave. Suite 1000 New Orleans, LA 70113	www.ccano.org	Call 371-7747 on the first of the month at 9 AM to speak to a case manager. No financial assistance available at this time, only taking new clients for case management.

JeffCAP (Jefferson Community Action Program)	504-736-6900	7 field offices in Jeff parish	www.jeffparish.net	mortgage counseling, rental and utility assistance in Jefferson parish; *call field office, funds are allocated on the first come first served basis each month as of 11/2/09 - no financial assistance. Waiting for \$ for utility assistance.
(LIHEAP) Low Income Housing Energy Assistance Program (through JeffCAP)	1800-ENTERGY, 504-736-6900			Can provide referrals to community centers who may have \$. Allows elderly, disabled, and low income families to defer payment of their electricity bills.
Modest Needs	Call GNOFHAC 504-208-5079		www.modestneeds.org	One-time grants available for rental and other types of assistance through charitable donations
Family Resources of New Orleans	504-822-8519 (Orleans); 985-785-0570 (St. Charles)	817 n. Claiborne (also St. Charles parish location)	www.familyresourcesofno.org	referrals for financial assistance (no actual funding), pre and post home purchase counseling, credit rehabilitation, default and foreclosure counseling, homebuyer
Salvation Army	Kayla Clark: 899-4569 x301; Carol: 835-7220	4500 South Claiborne Ave. New Orleans, LA	www.salvationarmyusa.org	10/1/09 - only utility assistance available.
Desire Community Housing Corp.	504-944-2727	817 North Claiborne Ave New Orleans, LA 70116	www.gno211.org	Financial assistance, affordable housing, rental housing, mortgage assistance, utility deposits. As of 11/2/09 no financial assistance

GNO Fair Housing Action Center
Referral List

Updated 11/3/09

HOPE House	504-525-2561	916 St. Andrew St. New Orleans LA 70130		Services include emergency food, rental assistance, and utility assistance. (Must live in 70130 and have received utility cut-off notice or eviction to receive \$). As of 11/2/09 no financial assistance
Total Community Action	504-872-0334 1-866-273-6942 504-324-8609	1420 Jeff Davis Pkwy	www.tca-nola.org	Energy assistance. Waiting for funding. May have for utilities after 11/9/09
Finance Authority of New Orleans	504-524-5533	618 Baronne St. New Orleans, LA 70113	www.financeauthority.org	Home loans to purchase or renovate. 5.625% 30 year fixed rate mortgage.
Louisiana Spirit	1-800-273-8255.			Call this toll free number with crisis counselors that can make over-the-phone referrals for services and counseling help.
Sweet Home New Orleans	504-948-1809			Sweet Home New Orleans is a non-profit agency that offers social services, financial assistance, and relocation assistance to the city's musicians, Mardi Gras Indians, and Social Aid & Pleasure Club members . Services include financial assistance to help pay for medical or utility bills, referrals for mental health care and legal assistance, rental assistance, and more.
United Way	504-822-5540	2515 Canal St. New Orleans, LA 70119	unitedwaynola.org	Provides informational series to help those with financial troubles get back on track. Provides resources, tools, and skills to assist those in need.

ViaLink COPE line (aka LA211)	800-749-2673, 211		www.vialink.org	Information, crisis counseling, suicide prevention, referrals for rental assistance
HOMES TO RENT/RENTAL COUNSELING				
Agency	Phone #	Address	Website	Services
Louisiana Housing Search	877-428-8844		www.lahousingsearch.org	Locate affordable housing and special-needs housing through out the state of Louisiana. Call 9 AM-8 PM
Unity Housing Search	504-899-4539 Ext. 111 or 114	2407 Baronne St. New Orleans, LA 70113	www.unityhousinglink.org	A housing search engine designed specifically for renters and home buyers in southern Louisiana
NOLA Housing Search			http://realestate.nola.com/	A housing search engine designed specifically for renters and home buyers in New Orleans, launched by nola.com
National Accessible Apt. Clearinghouse	800-421-1221	201 N. Union St. Suite 200, Alexandria, VA 22314	www.accessibleapartments.org	Online national database of accessible apts. for people with disabilities.
Renaissance Realty Services	985-624-2900	1835 N. Rampart St. New Orleans, LA 70116		Helps renters with section 8 vouchers find an apartment.
HOMES TO BUY/HOMEOWNERSHIP COUNSELING				
Agency	Phone #	Address	Website	Services
Neighborhood Housing Services	504-899-5900	4700 Freret St.	www.nhsnola.org	Homeownership counseling, first time homebuyer trainings, some homes for sale.
Family Resources of New Orleans	504-822-8519 (Orleans); 985-785-0570 (St. Charles)	817 n. Claiborne (also St. Charles parish location)	www.familyresourcesofno.org	Referrals for financial, pre and post home purchase counseling, credit rehabilitation, default and foreclosure counseling, homebuyer training, construction (USDA self-help and modulars)

ACORN Housing	504-301-3064	1024 Elysian Fields	www.acornhousing.org	First-time homebuyer classes, Foreclosure counseling, Consumer credit classes. They are also in the process of developing housing in the Lower 9th Ward and New Orleans East for lower income families.
National Accessible Apt. Clearinghouse	800-421-1221	201 N. Union St. Suite 200, Alexandria, VA 22314	www.accessibleapartments.org	Online national database of accessible apts. for the disabled
Louisiana Housing Finance Agency	225-763-8700 (Baton Rouge) 888-454-2001 (toll free)	2415 Quail Dr. Baton Rouge LA 70808	www.lhfa.state.la.us	Offers low and moderate income Louisiana families first time home owner loans
Social Serve	704.334.8722		http://www.socialserve.com/index.html	Housing search with advanced options.
FINANCIAL/CREDIT COUNSELING				
Agency	Phone #	Address	Website	Services
ACORN Housing	504-301-3064	1024 Elysian Fields	www.acornhousing.org	First-time homebuyer classes, Foreclosure counseling, Consumer credit classes. They are also in the process of developing housing in the Lower 9th Ward and New Orleans East for lower income families.

Consumer Credit Counseling	504-529-2396		www.ccssno.org	Certified counselors review your financial situation, determine if you need a payment arrangement with creditors. Review credit reports. Housing Dept. does first-time homebuyer trainings and mortgage counseling.
Family Resources of New Orleans	504-822-8519 (Orleans); 985-785-0570 (St. Charles)	817 N. Claiborne (also St. Charles location)	www.familyresourcesofno.org	Referrals for financial, pre and post home purchase counseling, credit rehabilitation, default and foreclosure counseling, homebuyer training, construction (USDA self-help and modulars)
HOMELESSNESS				
Agency	Phone #	Address	Website	Services
AIDS Housing/Shelter	310-6931			AIDS Housing / Shelter program promotes public-private partnerships in the development of housing for persons living with AIDS. We also provide limited rental and utility assistance to eligible persons to prevent homelessness. Not accepting apps for housing.
Baptist Friendship House	504-949-4469	813 Elysian Fields		Transitional housing for women with children. Open at 9 AM, application process. Provides GED classes, sewing classes, job training. Teen girls program on Fridays after school (12-18 years)

Baronne St. Transitional Housing	504-269-9311	2407 Baronne St.		18- to 24-month shelter for working intact or single-parent families, which provides counseling, advocacy, and referrals - call for appointment
Beyond Shelter	361-5087			A transitional housing program in Orleans Parish for homeless women and children. Provides counseling, case management, advocacy, referrals and educational meetings.
Bridges to Self-Sufficiency	(504) 347-0772			Bridges to Self Sufficiency is an 18- to 24-month transitional housing program for homeless families and children in Jefferson Parish .
Covenant House	504-584-1111; toll free: 800-999-9999	611 N. Rampart St.	www.covenanthouseno.org	Job and housing counseling for youth (Jane Hamilton- education vocational services); shelter and transitional living for youth; addiction management, health services, take boys over 12yrs
Harry Thompson/Rebuild Center @ St. Joseph Church	273-5577	1803 Gravier St.	www.sthosephchurch-no.org/rebuild.htm	Provides services to homeless population including showers, laundry, food, mail service, telephones, legal and medical assistance and immigration services.
Jefferson & Orleans Parish CARE Center	Orleans: 269-9311; Jefferson: 347-0772	1108 Baratavia Blvd. Marrero, LA		unaccompanied adults. The CARE Centers (Crisis and Residential Emergency Centers) are emergency/temporary shelters. Our shelters provide counseling, advocacy and referrals.
Liberty House	504-412-3914	2020 S. Liberty St.		Residency program for homeless women ages 18-25 with children or pregnant.
Lindy's Place	269-0184	2407 Baronne St.		Shelter for females only.

New Orleans Mission	504-523-2116	1130 Oretha C. Haley Blvd.		Evening shelter 8 PM-7 AM. First come first serve. Temporary housing for men or women ages 20-65 with jobs. Call and make appointment (T or Th for women, 9-11:30 M thru F for men.)
New Orleans Women's Shelter	504-442-1683		http://www.nolawomenshelter.org/	The New Orleans Women's Shelter (NOWS) provides transitional housing for homeless women and children - maintain updated resource guide on website. - Contact: Yaeli Bronstein/Avodah Corps Member
Ozanam Inn	504-523-1184	843 Camp St.		Call 8-4 PM. Meals at 6 AM, 2 PM and 6 PM. Showers at 6 AM, men only. Overnight shelter. Women's clothing M-F 10:30 AM-12:30 PM, men's clothing T, W, Th. 10 AM
Salvation Army Shelter for Women and Children	504-895-6727	1125-B Inca Court, Harvey, LA 70058		Shelter for women and children.
Salvation Army Shelter for Women South Claiborne	504-599-4569	4500 South Claiborne		Emergency shelter for women and children. Line-up begins 4pm, first 3 nights free, then \$8/night.
St. Bernard Battered Women's Program	504-277-3177	P.O Box 645 Arabi, LA 70032		Our facility offers a 30-45 day residential program for women and their children who are leaving an abusive home. We provide shelter, food, clothing, personal care items, etc. Offer counseling, legal information and advocacy.
St. Jude	504-522-8290 or 504-525-1551	400 N. Rampart		30 day shelter for women. Food bank, job listings, pre-employment services. Ask for Sister Beht, Mr. John (social worker), Ms. Mary (apt. list, intake).

Total Community Action	504-872-0347 or 0349	1420 South Jefferson Davis Pkwy New Orleans LA, 70125	www.tcanola.org	Homelessness prevention; talk to case manager Wilfred McKee
UNITY of Greater New Orleans	504-821-4496	2475 Canal Street, Suite 300 New Orleans, LA 70119	www.unityhousinglink.org	Provides housing and services to homeless children and adults.
UNITY Welcome Home	504-899-4589	2475 Canal St.	www.unityhousinglink.org	Services for the homeless, referrals to shelters. Open M-F 8 AM-4 PM
Waymakers	504-328-8794	804 First Ave. Harvey, LA 70058		30 day temporary shelter for women and children. 9 AM-4 PM. Need driver's license.
DOMESTIC VIOLENCE				
Agency	Phone #	Address	Website	Services
St. Bernard Battered Women's Program	504-277-3177	P.O Box 645 Arabi, LA 70032		24 hour crisis line- makes referrals to appropriate agencies for rental and utility assistance, schools, counselors, and other organizations.
Crescent House (Catholic Charities)	504-866-7481, Crisis line: 504-866-9554	2814 S. Carrollton	www.ccano.org	and their children. Emergency shelter and access to safe houses. Offers empowerment counseling, case management, intervention services for children including art
Metropolitan Center for Women and Children	504-837-5400		www.metrobatteredwomen.com	24 hour hotline. Legal advocacy, free counseling, 30 bed transitional shelter. Group and individual counseling for survivors of domestic violence and sexual assault. Court representation for restraining orders.

SUBSTANCE ABUSE, MENTAL ILLNESS				
Agency	Phone #	Address	Website	Services
Voyage House	504-269-3969	2407 Baronne St. New Orleans, LA 70113	ccano.org/housing-homelessness.htm	Residential facility for women 40 plus years of age that experience substance abuse or mental health issues. Housing, clinical services, case management.
RHD Family House	504-367-7600	1125 Inca Ct Harvey La, 70058	www.ccano.org/mental_health.html	Substance abusing women with children under 12.
Catholic Charities - CCANO Ciara House	504-524-8394			Shelter for men and women with mental illnesses.
Odyssey House	504-821-9211	1125 N. Tornti New Orleans, LA 70119	ohlinc.org	Six month residential substance abuse treatment program for men and women. Also program for women with children, pregnant women.
Options Foundation	225-293-6774 (BR)		optionsfoundation.net	Call Angie. Housing for homeless, mentally ill adults.
Pathways	504-227-8700	1013 Manhattan Blvd. Harvey, LA 70058		Shelter for men and women with mental illness or substance abuse problems.
Responsibility House	504-366-6217 or 504-261-5226	401 Whitney Ave. Suite 205		Housing program for people with addictions or mental illness. Addicts must have completed a treatment program and be clean and sober. Portion of income used to pay rent. Call Shirley Gray.
Grace House	504-899-2423; copeline: 504-523 6273	1401 Delachaise New Orleans, LA 70115	gracehouseneworleans.org	Transitional housing center for women with substance abuse problems. Office hours 8 AM - 4:30 PM M-F. Must be 18 years old, single, no children.
Chartres-Pontchartrain Mental Health	504-942-8101	719 Elysian Fields New Orleans, 700119		30 day outpatient drug rehab program. M-F 9 AM-12 PM. Group therapy. Walk-in or make appt.

Metropolitan Human Services District	504-568-3130; cope line: 800-749-2673	400 Poydras ST. Suite 1800	www.mhsdla.org	Publicly funded mental health and addiction treatment services for residents of Orleans, St. Bernard, and Plaquemines Parishes. Ex. Free medication program, day treatment programs, crisis transportation, resource center. Shelter/housing referrals for homeless people with mental illness. Job readiness. Youth services.
Abstract Last Hope	504-522-2665 504-595-6758	1302 Magazine St. New Orleans, LA 70115	theabstractlasthope.org	Apartments for homeless men who are chemically dependent or mentally ill. 18+
Bridge House	504-522-4475	1160 Camp St.	www.bridgehouse.org	Program for men with substance abuse issues.
Living Witness	504-524-2959	1528 Oretha C. Haley Blvd.	lwcss.org/programs.html	Apts. For men who are medically chemically dependent. 18+
JPHSA - Division of Community Support	349-8720		Contact: Sheryl Celestine	one-time rental or utility assistance to clients currently
Adolescent Drop-In Day Center	504-948-6701	1428 N. Rampart, 70116	www.tulane.edu/~dropin/day_center.html	Offers case management, food, clothing, mail and message retrieval, mental health & substance abuse counseling, and interactive groups for adolescents ages 14-23 on Monday, Wednesday, Thursday & Friday 9:30-11am; Tuesday 3-7pm