

# COMMUNITY RESOURCE DIRECTORY

**For Persons with Developmental Disabilities and  
Their Families**

**2009**



*Jefferson Parish*  
Human Services Authority

**JPHSA/CSPDD**  
**3300 West Esplanade Avenue**  
**Suite 213**  
**Metairie, LA 70002**  
**Main: 504-838-5357**  
**Fax: 504-838-5400**

# Table of Contents

<b>Community Resource</b>	<b>Page Number</b>
What is a Developmental Disability?	4
What are Developmental Disability Services?	5
JPHSA Board of Directors	7
JPHSA Mission and Priorities	7
JPHSA Staff and Consultants	8
JPHSA Services	10
<b>JPHSA Community Service Provider Agencies:</b>	
AAA Care, LLC	11
A+ People Services	12
Able Life Care Services, Inc	13
Access to Meaningful Employment (AcME)	14
Action Resources Total Care, Inc	15
Advanced Personal Care	16
AGAPE'	17
A Home Care Alternative of Greater New Orleans	18
Alternatives Living, Inc	19
Arc of GNO	
• Children's Services	20
• Employment Services	21
• Individual Options	22
• Project H.E.L.P.	23
Authentic Community Living, Inc	24
Bethesda Community Programs, Inc	25
Community Living Alternatives, Inc	26
DreamTeam of LA	27
Exceeds Their Needs, Inc	28
Family Helpers of GNO	29
Family Resources Unlimited, Inc	30
Gulf Coast Teaching Family Services	31
Helping Hands of New Orleans	32
Human Service Management & Investment, LLC (HSMI)	33
Institute for Networking Community Services (I.N.C.S.)	34
JobLink, Inc	35
L & D Family Support Services, Inc.	36
Lifeworks	37
New Life Care Services, LLC	38
Reliable Community Alternatives, Inc	39
S and C Total Living, Inc	40
Serenity Homes	41
Shalom Home Care Services, LLC	42
Strive, Inc	43
Superior Options of LA, Inc	44
Tailored Care, Inc	45
Terras's Total Care, Inc	46
Total Assurance, Inc	47
United Cerebral Palsy of GNO (UCP)	48
Volunteers of America of GNO (VOA)	49
West Bank ARC, Inc	50

# Table of Contents

<b>JPHSA Community Partners: Community Homes</b>	<b>Page Number</b>
Allied Health Care, Inc	51
Catholic Charities of New Orleans-Padua Community Services	52
Crossroads of Louisiana, Inc	53
Magnolia, Inc	54
Progressive Healthcare Providers (PHP)	55
ResCare, Inc	56
Viola Community Program	57

<b>JPHSA Community Partners: Case Management</b>	<b>Page Number</b>
Children’s Hospital (VACP)	58
Easter Seals of New Orleans	59
Quality Independent Service Coordinators of LA, Inc	60

## **Community Resources:**

Advocacy Center	61
• Ombudsmen Programs	
Down Syndrome Association	61
Early Steps Program	61
East bank Community Healthcare Center	61
Families Helping Families	62
FEMA Disaster Assistance	62
Food Stamp Office	62
Home of My Own Program & Consultants	62
JPHSA Mental Health, Addictive Disorders & Developmental Disabilities	63
Jefferson Parish Public School System (JPPSS)	63
Louisiana for Action Now (LaCAN)	63
Louisiana Rehabilitation Services	64
LSU Health Sciences Center Human Development Center	64
Medicaid Office	64
Metropolitan Human Services District	65
Social Security Administration	65
Waiver Help Line	65
West Bank Community Healthcare Center	65

## **Brochures:**

How Do I Choose the Service Providers that Are Best For Me?	66
-------------------------------------------------------------	----

## **What is a Developmental Disability?**

A Severe chronic disability which is due to an intellectual or physical disability or combination of intellectual and physical disabilities, occurs before age 22, is likely to continue indefinitely, and results in substantial functional limitations in 3 or more of the following major life areas:

Self care

Receptive (e.g. understanding of language) and expressive language

Learning

Mobility

Self-direction

Capacity for independent living

Economic self-sufficiency

\*Children 3 to 9 years of age may be eligible with only 2 of 6 substantial limitations (economic self sufficiency is not considered for children).

\*Children 10 through 17 years of age must have 3 of 6 substantial limitations (economic self sufficiency is not considered for children).

\*Adults 18 years of age and older must have 3 or more substantial limitations in any of the 7 major life areas.

The disability is not attributed solely to mental illness, and reflects the need for a combination and sequence of care, treatment, or other services which are of lifelong or extended duration and are individually planned and coordinated. Or

A substantial developmental delay or specific congenital (I.e., affecting the person at birth) or acquired condition in a person from birth through age nine which, without services and support, has a high probability of resulting in the above criteria being met later in life may be considered to be a developmental disability.

If you think that you or your family member may have a developmental disability, mental health needs or an addictive disorder please call **East Bank @ 504-838-5257** or **West Bank Access @ 504-349-8833** to apply for developmental disabilities services.

## **Jefferson Parish Human Services Authority (JPHSA) provides the following Developmental Disabilities Services:**

### **PERSONAL SUPPORT COORDINATION**

A Social Services Professional provides assistance to individuals and families to develop a plan of support, identify your short term and long term goals and obtain natural and community resources (along with needed JPHSA services) to help you achieve your goals.

### **INDIVIDUAL and FAMILY SUPPORT SERVICES**

Individualized funding to obtain services and assistance needed for home and community living. Funding may be used to purchase supports in the home (e.g. respite and personal care assistance), purchase supplies, or offset disability-related expenses. Funding may be short-term to resolve a crisis or long-term to meet on-going needs.

### **RESPITE SERVICES**

Planned and emergency support to provide relief to care givers and to provide individuals training, support and supervision. Support can be provided in or outside your home.

### **SUPPORTED LIVING**

Assistance to adults 18 years and older to live in homes of their own with necessary supports and resources to maintain their health and safety and to reach the greatest possible independence, participation, and productivity. Individuals live in settings such as apartments, rented homes, their own homes, or with elderly parents in their family homes.

### **CASH SUBSIDY**

Cash payment to assist with the costs for support or supplies for a child from birth to age 18 with severe and profound disabilities.

### **JUVENILE/YOUTH SERVICES**

A Personal Support Coordinator serves as a court advocate for youth and their families involved with the Jefferson Parish Juvenile Court System. The youth and family are assisted to develop a Plan of Support, short term and long term goals and community resources (along with JPHSA services) to meet their goals. Services between JPHSA, juvenile services, school and other child services agencies are mobilized and coordinated to promote youth and family functioning and maintain living at home and participating effectively in school and community life.

### **PSYCHOLOGICAL SERVICES**

Psychologists assist families and individuals to address challenging behaviors that present difficulties in their lives and help individuals and families function effectively and obtain their desired quality of life.

### **CRISIS INTERVENTION SERVICES**

24-hour assistance available to individuals and families experiencing a psychiatric or behavioral crisis. For 24 hour emergency assistance please call the Crisis Team at 504-832-5123.

### **VOCATIONAL SERVICES**

A variety of support options to adults 18 years or older to make meaningful contributions to their community through paid employment, volunteer work, and participating in community activities.

### **HOME OF MY OWN PROGRAM**

JPHSA and Jefferson Parish Community Development offer a program to assist adults with developmental disabilities to make a plan to purchase a home and to obtain financing for home ownership. A Personal Support Coordinator serves as a liaison with Jefferson Parish Community Development, financial institutions and realtors to provide the needed assistance during the process of buying a home.

## **COMMUNITY HOME SERVICES**

Staff assist individuals and families to obtain community home services when 24 hour assistance and supervision is needed, because it is not available in their home.

## **JPHSA COMMUNITY SUPPORT TEAM (CST)**

JPHSA Developmental Services staff coordinate and facilitate this special team for individuals in crisis or who are facing highly challenging situations which jeopardize their participation in school or work &/or living in the community. The CST is composed of the person, their family, friends, their chosen service providers, JPHSA/CSPDD Personal Support Coordinator & Psychologist.

If the person is experiencing mental health &/or addictive disorder problems, then staff from the JPHSA Mental Health/Addictive Disorders Clinics also become part of that person's CST. The CST identifies problems, explores solutions, mobilizes resources and implements short term/long term services needed to resolve the crisis and to support recovery and healthy functioning in the community.

## **COMMUNITY EDUCATION**

Building capacity within Jefferson Parish through training and education events to support individuals with disabilities and their families to have independence, participation, and productivity in the community and to support service providers to deliver high quality services.

## **EARLY STEPS— A New Service for Infants and Toddlers and Their Families**

Assistance through the eligibility process, development of a services plan and to obtain Early Intervention Services. These services are available to children and families residing in the parishes of Jefferson, New Orleans, Plaquemines, and St. Bernard Parishes. Early Steps is provided through collaboration among Families Helping Families of Greater New Orleans, Jefferson Parish Human Services Authority, and Metropolitan Human Services District. Funding for this program is provided by the Louisiana Department of Health and Human Services, Office of Public Health.

If there is a concern that a child-birth to three years of age- may have a disability, please contact the EARLY STEPS Single Point of Entry for Early Intervention Services Office at 504-888-7530.

## **Jefferson Parish Human Services Authority (JPHSA) Board of Directors**

- Kevin J. Centanni
- Kerry Kissel, Vice-Chairman
- Louise Landry
- Joseph Lentini
- Albert F. Majeau, Jr.
- Carol Mancuso
- John Neal
- Nancy Pearson
- Sal Scalia, Chairman

### **Board Assistant**

- Tammy A. Valenti, Executive Administrator  
Office~504-838-5583  
Fax~504-838-5714  
Email: [tvalenti@jphsa.org](mailto:tvalenti@jphsa.org)

### **JPHSA Mission and Priorities:**

#### **Mission Statement**

*“The Mission of Jefferson Parish Human Services Authority is to help individuals and families in Jefferson Parish, who are affected by mental illness, addictive disorders or developmental disabilities, live full, independent lives to the greatest extent possible with available resources.”*

#### **Priorities:**

##### **Priority One:**

Individuals and their families in crisis situations related to mental illness, addictive disorders or developmental disabilities shall have their crisis resolved and a safe environment restored.

##### **Priority Two:**

Individuals with serious and disabling mental illness, addictive disorders or developmental disabilities shall make use of natural supports and community resources and shall participate in the community.

##### **Priority Three:**

Individuals with mild to moderate needs related to mental illness, addictive disorders or developmental disabilities shall make use of natural supports and community resources and shall participate in the community.

##### **Priority Four:**

Persons not yet identified with specific serious or moderate mental illness, addictive disorders or developmental disabilities but, who are at significant risk of such disorders due to the presence of empirically established risk factors or the absence of the empirically protective factors; do not develop the problems for which they are at risk.

# **JPHSA/Community Services for Persons with Developmental Disabilities and Their Families**

## **Executive Director, JPHSA**

Michael Teague

## **JPHSA Developmental Disabilities Staff and Consultants**

### **Director**

Stephanie Campo, Ph.D.

### **Assistant Director**

Ramona McKendall, MHA

### **Information Coordination & Hospitality**

Sean Randall

Nicole Hymel

Penny Martin

Bradley Tullos

### **Individual/Family Support Services**

Denise Oguinn, MSW, GSW, Supervisor

Karen Stringer, BA, Supervisor

Keiasha Gipson, BSW, RSW

Faye Livas, MSW

Pamela Plaisance, MHSRC

Naz Rahman, MSW

Judi Sullivan, MSW

Toya Bradley

Sharla Hart, MS, Families Helping Families

Helen Stone, Families Helping Families

### **Psychological Services and Consultants**

Dr. Marc Hendler 504-669-5470

Nicole Sullivan Green, LPC 504-444-4241

Dr. Lynn Adams, Consultant 504-251-6671

Dr. Patricia Blackwell, Consultant 504-433-2428

Dr. J. Michael Bradley, Consultant 504-813-2842

Dr. Betty Brown, Consultant 504-816-4532

Dr. Charles Burchell, Consultant 504-392-3498

Dr. Rebecca Mandal, Consultant 225-567-7372

Dr. Christine Powanda, Consultant 504-460-4889

Dr. Cornelius Schutte, Consultant 504-362-8046

Dr. Victoria Witt, Consultant 985-502-3452

### **Certified Applied Behavior Analyst**

Joan Fischer, M.A., LPC, Consultant 504-368-8932

Miriam Paiz-Wahl, LCSW, Consultant 504-722-4490

Melissa Thibodaux, M.A., LPC, Consultant 504-304-8653

Jacquelyn Washington, LCSW, Consultant 504-427-1582

### **Juvenile Judicial & Youth Services**

Faye Livas, MSW

**Home of My Own Program**

Susan Smith, Families Helping Families

**Vocational, Housing and Supported Living Services**

Derrick Williams, MEd

**Community Home Services**

Denise Oguinn, MSW, GSW

**Public Relations & Contract Services**

Ramona McKendall, MHA

**Community Education**

Brenda Gremillion, BSRS

Nicholas Gilbert

**JPHSA/CSPDD Staff Contact Information**

<b>Name:</b>	<b>Cell:</b>
Toya Bradley	504-838-5357
Stephanie Campo, Director	504-473-3217
Nicholas Gilbert	504-838-5357
Keiasha Gipson	504-220-5615
Nicole Sullivan Green	504-444-4241
Brenda Gremillion	504-957-0061
Sharla Hart	504-444-5075
Dr. Marc Hendler	504-669-5470
Nicole Hymel	504-838-5357
Faye Livas	504-957-0273
Penny Martin	504-838-5357
Ramona McKendall, Asst Dir	504-251-3096
Denise Oguinn	504-717-7054
Pamela Plaisance	504-717-5367
Naz Rahman	504-210-9746
Sean Randall	504-838-5357
Susan Smith	504-669-3699
Helen Stone	504-838-5357
Karen Stringer	504-669-3877
Judi Sullivan	504-259-8909
Bradley Tullos	504-838-5357
Derrick Williams	504-717-3971

## **JPHSA Services**

3300 West Esplanade Avenue Suite 213  
Metairie, LA 70002

5001 WestBank Expressway  
Marrero, LA 70072

### **Access Division**

The Access Division serves as the gateway to JPHSA services and coordinates the admission process through a single point of entry. The Access Division offers screening and evaluates to determine eligibility for services, both through JPHSA and other community programs.

### **Adult Services**

The Adult Services Division provides comprehensive and coordinated outpatient services to eligible individuals with a serious mental illness or addictive disorder, including addiction to gambling. Adult services also offer prevention and support services to individuals with HIV or AIDS living in an eight parish region.

### **Child and Family Services**

The Child and Family Services Division provide mental health and substance abuse evaluation, treatment and prevention services to children, adolescents and their families. Additionally, professional staff provides parenting groups, anger management groups and other services.

### **Community Support**

Community Support provides 24 hour mobile crisis intervention to adults and children with mental illness, an additive disorder or developmental disability. The Community Support Division offers an array of other programs including housing services for the homeless, employment coordination, residential substance abuse programs, respite care and peer support services.

## Community Services Provider Contact Information

**Community Service Provider Name:** AAA Care, LLC

**Mission:**

**Accredited:** State License

**Director:** Stephanie Jackson

**Address:** 410 South Rampart Street Suite A  
New Orleans, LA 70112

**Landline Number:** 504-527-0866

**Cell Number:** 504-228-8766

**Fax Number:** 504-527-0867

Email: [aaa\\_care@bellsouth.net](mailto:aaa_care@bellsouth.net)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2003

**Number of Persons Served:** 45

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Stephanie Jackson

**Landline Number:** 504-527-0866

**Cell Number:** 504-228-8766

Email: [aaa\\_care@bellsouth.net](mailto:aaa_care@bellsouth.net)

## Community Services Provider Contact Information

**Community Service Provider Name:** A+ People Services

**Mission:** To provide professional quality caring and individualized services to persons with disabilities. To enable persons to live to their full potential in their home, at work and in the community.

**Accredited:** State License

**Director:** Micole Washington, MSW and Eric Matthews

**Address:** 12A Westbank Expressway Suite 204  
Gretna, LA 70053

**Landline Number:** 504-362-4866

**Cell Number:** 504-610-5154 (Micole) or 504-319-3103 (Eric)

**Fax Number:** 504-362-4868

**Email:** [apps@bellsouth.net](mailto:apps@bellsouth.net)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2005

**Number of Persons Served:** 12

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** We provide services to individuals with disabilities and elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** as soon as possible

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Back up staff will be available immediately

**For Information About Obtaining Services Contact:**

**Name:** Micole Wasington

**Landline Number:** 504-362-4866

**Cell Number:** 504-610-5154

## Community Services Provider Contact Information

**Community Service Provider Name:** Able Life Care Services, Inc

**Mission:** Provide comprehensive, high quality supportive care services to individuals with disabilities and the elderly.

**Accredited:** State License

**Director:** Alan Tucker

**Address:** 252 Hector Avenue  
Gretna, LA 70056

**Landline Number:** 504-367-5511

**Cell Number:** 504-261-6801

**Fax Number:** 504-367-5512

Email: [atucker@actshomehealth.com](mailto:atucker@actshomehealth.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** Geriatric care and support services for individuals with disabilities

**Year Originated:** 1999

**Number of Persons Served:** 42

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** All individuals with disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 48 hours

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available within 1 hour

**For Information About Obtaining Services Contact:**

**Name:** Carla Doak

**Landline Number:** 504-367-5511

**Cell Number:** 504-234-8589

Email: [ablelife.cdoak@yahoo.com](mailto:ablelife.cdoak@yahoo.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Access to Meaningful Employment (AcME)

**Mission:** To obtain employment that enhances the lives, personal choice, increased economic independence and opportunities for personal and professional growth for persons with severe disabilities.

**Accredited:** State License

**Director:** Eva Belcas, MHS, CRC

**Address:** 3801 North Causeway Suite 204  
Metairie, LA 70002

**Landline Number:** 504-833-7291 or 833-7292

**Cell Number:** 504-329-4548 (Eva)

**Fax Number:** 504-833-7295

**Email:** [evabelcas@nocoxmail.com](mailto:evabelcas@nocoxmail.com)

**Community Provider Website:** [www.acmeemployment.com](http://www.acmeemployment.com)

**Medicaid and Waiver Programs enrolled in:** NOW, Adults Supports Waiver, Vendor of LRS, Ticket to Work and PASS (Plan for Achieving Self Supports)

**Services Provided:** Vocational Assessment; Job Site Accommodations; Job Coaching;  
Social Security Impact on Benefits Counseling; Community Resource Counseling;  
Employment Retention and Follow-Along Supports

**Expertise within agency:** Community based competitive employment, SSA Counsel

**Year Originated:** 1988

**Number of Persons Served:** Since 1988, 1000+ Now: 95

**Age Groups Served:** Teenagers (depends on school status), Adults

**Description of persons served:** All disability population

**Does your agency have an evacuation plan?** Yes

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** Yes

**Participates in Employment Specialist Certification:** Yes

**Average length of time from request for services to start of services:** Assessment and planning within 2 weeks of referral-Job Development within 3 weeks

**For Information About Obtaining Services Contact:**

**Name:** Eva Belcas or Leif Nick

**Cell Number:** Eva~ 504-329-4548; Leif~504-329-4544

## Community Services Provider Contact Information

**Community Service Provider Name:** Action Resources Total Care, Inc

**Mission:** to consistently provide high quality care to our community

**Accredited:** State License

**Director:** Michele Almore, MSW

**Address:** 8000 Crowder Blvd. Suite A  
New Orleans, LA 70127

**Landline Number:** 504-244-8688 or 1-866-746-4584

**Cell Number:** 504-452-5328

**Fax Number:** 504-244-8565

**Email:** [Actionrtci@aol.com](mailto:Actionrtci@aol.com)

**Community Provider Website:** ACTIONRTCL.NET

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services;  
Elderly and Disabled Waiver, LTPCS, EPSDT

**Services Provided:** Personal Care Attendant

**Expertise within agency:**

**Year Originated:** 2006

**Number of Persons Served:** 27

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** immediately depending on type of services

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** We have back up staff trained to work with individuals

**For Information About Obtaining Services Contact:**

**Name:** Michele Almore

**Landline Number:** 504-244-8688

**Cell Number:** 504-452-5328

**Email:** [Actionrtci@aol.com](mailto:Actionrtci@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Advanced Personal Care Services, Inc

\*Owned and operated by caring parents of individuals with disabilities

**Mission:** To provide quality services to all individuals with a disability and the elderly.

**Accredited:** State License

**Director:** Deatra Matthews-Ratcliff

**Address:** 3501 Holiday Drive Suite 401  
Algiers, LA 70114

**Landline Number:** 504-227-0773    **Cell Number:** 504-495-8304    **Fax Number:** 504-227-0715

**Email:** [advancedpcs@bellsouth.net](mailto:advancedpcs@bellsouth.net)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living; Respite; Personal Care Attendant

**Expertise within agency:** As a parent of an individual with Cerebral Palsy the strive to go that extra mile for all individuals with disabilities

**Year Originated:** 2003

**Number of Persons Served:** 60 plus

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** We support all individuals with developmental, physical or mental disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** immediately based on approved services

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** We have back up staff trained to work with individuals

**For Information About Obtaining Services Contact:**

**Name:** Deatra Matthews, Executive Director or Denise Wills, Waiver Service Director

Wannshanda Weber, Children Services Director or Thelma Hathorn, Adult Services Director

**Landline Number:** 504-227-0773

**Cell Number:** 504-495-8304

**Email:** [advancedpcs@bellsouth.net](mailto:advancedpcs@bellsouth.net)

## Community Services Provider Contact Information

**Community Service Provider Name:** AGAPE' Care Providers, Inc/TCP, Inc

**Mission:** Committed to improving the lives of the people served. WE GO THE EXTRA MILE!

**Accredited:** State License

**Director:** Sheila M. Brown, MSW, GSW

**Address:** P. O. Box 2900  
Gretna, LA 70054

**Landline Number:** 504-392-1398

**Cell Number:** 504-236-1675

**Fax Number:** 504-392-0825

**Email:** [arm5@bellsouth.net](mailto:arm5@bellsouth.net)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** Work with challenging behaviors

**Year Originated:** 1993

**Number of Persons Served:** 150 plus

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Developmental and Physically Disabilities, Elderly, & Challenging Behaviors

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** up to 48 hours

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Nicole Morris, QMRP

**Landline Number:** 504-392-1398

**Cell Number:** 504-915-1038

**Email:** [tcpagape1@bellsouth.net](mailto:tcpagape1@bellsouth.net)

## Community Services Provider Contact Information

**Community Service Provider Name:** A Home Care Alternative of Greater New Orleans

**Mission:** To provide quality care to persons with developmental disabilities and the elderly population so they can lead a productive and independent life

**Accredited:** State License

**Director:** Lyshinda Irvin, RN

**Address:** 137 North Clark Street  
New Orleans, LA 70119

**Landline Number:** 504-373-6527

**Cell Number:** 504-931-0225

**Fax Number:** 504-373-6531

**Email:** [ahomecarealt@aol.com](mailto:ahomecarealt@aol.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL,

**Expertise within agency:** staff with 21 years of working with individuals and families

**Year Originated:** 2007

**Number of Persons Served:** 10

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with disabilities and their families

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 1 week

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** LaKeysha Monette

**Landline Number:** 504-373-6527

**Cell Number:** 504-319-1142

## Community Services Provider Contact Information

**Community Service Provider Name:** Alternatives Living, Inc

**Mission:** To serve, advocate and support individuals and families who are in need of assistance

**Accredited:** State License

**Director:** Melanie Duplechain, PhD or Dr. Ada Craige-Roberson

**Address:** 201 St. Charles Avenue Suite 2543  
New Orleans, LA 70170

**Landline Number:** 504-599-5934

**Cell Number:** 504-400-3579 or 504-821-4439

**Fax Number:** 504-524-7979 or 504-821-4775 primary fax

**Email:** [alternativeslivinginc@netzero.net](mailto:alternativeslivinginc@netzero.net) or [rob9394@bellsouth.net](mailto:rob9394@bellsouth.net)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** Adults Supports Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL, Homeless Prevention Services, Rapid Re-housing, Adult Residential Care, Companion/Sitter Service, Life Skills Training

**Expertise within agency:** working with individuals and families with a variety of needs

**Year Originated:** 1993

**Number of Persons Served:** 70 +

**Age Groups Served:** Adults, Seniors. Children

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Melanie Duplechain, PhD

**Landline Number:** 504-599-5934

**Cell Number:** 504-400-3579

**Email:** [alternativeslivinginc@netzero.net](mailto:alternativeslivinginc@netzero.net)

## Community Services Provider Contact Information

**Community Service Provider Name:** Arc of Greater New Orleans ~ Children's Services

**Mission:** The Arc GNO is committed to securing for all people with intellectual disabilities the opportunity to develop, function, and live to their fullest potential.

**Accredited:** CARF-Commission on Accreditation of Rehabilitation Facilities State License

**Director:** Yvette Balsler

**Address:** 1771 Nashville Avenue  
New Orleans, LA 70115

**Landline Number:** 504-897-4060

**Cell Number:** N/A

**Fax Number:** 504-897-0133

**Email:** [vbalsler@arcgno.org](mailto:vbalsler@arcgno.org)

**Community Provider Website:** [www.arcgno.org](http://www.arcgno.org)

**Services Provided:** Family Service Coordination (CARF Accredited); Early Intervention (CARF Accredited); Uptown Learning Center (childcare)

**Year Originated:** 1981

**Number of Persons Served:** 195

**Age Groups Served:** Children (Birth to 5 years old)

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** N/A

**Average length of time from request for services to start of services:** varies depending on services requested

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Yvette Balsler

**Landline Number:** 504-897-4060

**Cell Number:** N/A

**Email:** [vbalsler@arcgno.org](mailto:vbalsler@arcgno.org)

## Community Services Provider Contact Information

**Community Service Provider Name:** Arc of Greater New Orleans ~ Employment Services

**Mission:** The Arc GNO is committed to securing for all people with intellectual disabilities the opportunity to develop, function, and live to their fullest potential.

**Accredited:** CARF-Commission on Accreditation of Rehabilitation Facilities      State License

**Director:** Tom Barnes or Tom Gaffney

**Address:** 925 LaBarre Road  
Metairie, LA 70001

**Landline Number:** 504-837-5105

**Cell Number:**

**Fax Number:** 504-831-4107

**Email:** [tbarnes@arcgno.org](mailto:tbarnes@arcgno.org)

**Community Provider Website:** [www.arcgno.org](http://www.arcgno.org)

**Services Provided:** Comprehensive Employment Services ~ Assessment, Job Development, Placement, Training, Follow-Along, And Mobile Crew

**Year Originated:** 1953

**Number of Persons Served:** 115

**Age Groups Served:** Adults, Seniors

**Participates in Direct Support Professional Training Program:** Yes

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** Yes

**Participates in Employment Specialist Certification:** Yes

**For Information About Obtaining Services Contact:**

**Name:** Tom Barnes

**Landline Number:** 504-837-5105

**Cell Number:** 504-416-8657

**Email:** [tbarnes@arcgno.org](mailto:tbarnes@arcgno.org)



## Community Services Provider Contact Information

**Community Service Provider Name:** Arc of Greater New Orleans ~ Respite

**Mission:** The Arc GNO is committed to securing for all people with intellectual disabilities the opportunity to develop, function, and live to their fullest potential.

**Accredited:** CARF-Commission on Accreditation of Rehabilitation Facilities      State License

**Director:** Glenda Dickinson

**Address:** 5700 Loyola  
New Orleans, LA 70115

**Landline Number:** 504-897-0134

**Cell Number:** 1-866-690-4013

**Fax Number:** 504-895-6496

**Email:** [gdickinson@arcgno.org](mailto:gdickinson@arcgno.org)

**Community Provider Website:** [www.arcgno.org](http://www.arcgno.org)

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** Providing respite services since 1980

**Year Originated:** 1953

**Number of Persons Served:** 81

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** people with intellectual disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 14 days

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Families are to call the office or 1-866-690-4013 to report no shows

**For Information About Obtaining Services Contact:**

**Name:** Melissa Buckley or Glenda Dickinson

**Landline Number:** 504-897-0134

**Cell Number:** 1-866-690-4013

## Community Services Provider Contact Information

**Community Service Provider Name:** Authentic Community Living, Inc

**Mission:**

**Accredited:** State License

**Director:** Valerie Dibia

**Address:** 1799 Stumpf Blvd Bldg 7 Suite 1  
Gretna, LA 70056

**Landline Number:** 504-368-4535

**Cell Number:** 504-259-9995

**Fax Number:** 504-368-4560

**Email:** [savedacl@aol.com](mailto:savedacl@aol.com) (personal email)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-  
Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2000

**Number of Persons Served:** 30 +

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Valerie Dibia

**Landline Number:** 504-368-4535

**Cell Number:** 504-259-9995

**Email:** N/A

## Community Services Provider Contact Information

**Community Service Provider Name:** Bethesda Community Programs, Inc

**Mission:**

**Accredited:** State License

**Director:** Queen Nard

**Address:** 1799 Stumpf Blvd Bldg 6 Suite 2  
Gretna, LA 70056

**Landline Number:** 504-263-2947

**Cell Number:** 504-615-5972

**Fax Number:** 504-263-2940

**Email:** [qnard@msn.com](mailto:qnard@msn.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 1997

**Number of Persons Served:** 100

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Queen Nard

**Landline Number:** 504-263-2947

**Cell Number:** 504-615-5972

**Email:** [qnard@msn.com](mailto:qnard@msn.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Community Living Alternatives, Inc

**Mission:**

**Accredited:** State License

**Director:** Sandy Richardson

**Address:** 2200 Veterans Memorial Blvd Suite 205  
Kenner, LA 70062

**Landline Number:** 504-471-0086

**Cell Number:** N/A

**Fax Number:** 504-471-0664

**Email:** [sandycla205@aol.com](mailto:sandycla205@aol.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-  
Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 1994

**Number of Persons Served:** 39

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** No

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Tonya LeJeune or Sandy Richardson

**Landline Number:** 504-471-0086

**Cell Number:** N/A

**Email:** [sandycla205@aol.com](mailto:sandycla205@aol.com)

**Community Services Provider  
Contact Information**

**Community Service Provider Name:** Dream Team of La, Inc.

**Mission:** To provide quality services through the Home and Community Based program for Waiver participants in performing their daily activities and participating in the community. With the support of trained and qualified caring Professionals, individuals will be assisted, supported, and trained to reach their maximum potential and desired goals.

**Accredited:** State License

**Director:** Yvette Anderson

**Address:** 3524 16<sup>th</sup> St Suite D  
Metairie, LA 70002

**Landline Number:** (504) 454-6542

**Cell Number:** (504) 905-8387

**Fax Number:** (504) 454-6544

**Email:** dreamteamofla@yahoo.com

**Community Provider Website:**

**Medicaid and Waiver Programs enrolled in:** New Opportunity Wavier, Elderly and Disabled Adult, Long Term Care-Personal Care Services, Respite, EPSDT-Personal Care Services, Supervised Independent Living

**Services Provided:** PCA, SIL, RESPITE,

**Expertise within agency:** 16 years of experience in supporting individuals with disabilities and their families

**Year Originated:** 2001

**Number of Persons Served:** 23

**Age Groups Served:** Children, Teenager, Adults and Seniors

**Description of persons served:** All Disability population

**Does your agency have an Evacuation Plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** Within 2 weeks of contact

**Individuals/Families can choose DSP?** Yes

**What is the policy of DSP “No Shows?”** Trained On-Call Field Specialist

**For Information About Obtaining Services Contact:**

**Name:** Yvette Anderson      **Landline Number:** (504) 454-6542

**Cell Number:** (504) 905-8387

**Email:** [dreamteamofla@yahoo.com](mailto:dreamteamofla@yahoo.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Exceeds Their Needs, Inc

**Mission:** Includes but not limited to: Assisting and strengthening the disability community, providing professionally trained direct support staff, and providing other services deemed necessary by the Board of Directors with respect to the racial, ethnic and cultural diversity of individuals with disabilities and their families.

**Accredited:** State License

**Director:** Debbie LaCour

**Address:** 1500 Lafayette Street Suite 150  
Gretna, LA 70053

**Landline Number:** 504-366-8801

**Cell Number:** 504-419-0337

**Fax Number:** 504-366-8803

**Toll free:** 866-217-1923

**Email:** [etndeb@bellsouth.net](mailto:etndeb@bellsouth.net) or [etnrose@bellsouth.net](mailto:etnrose@bellsouth.net)

**Community Provider Website:** In progress

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract; Vocational; Day Habilitation

**Expertise within agency:** ETN's executive staff has over 60 years of skills gained through parenting young people with disabilities and negotiating the various service systems who have served their family members. Their ability to explain services provided as well as other service systems stems from their personal lifelong experiences. They also provide personal support to families who are not experienced at setting expectations and goals for their sons, daughters, and parents with disabilities.

**Year Originated:** 1993

**Number of Persons Served:** 101

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Any disability-developmental, acquired, mental illness, aging, mild/severe/profound

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** one week

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** We have back up via 24 hour on call

**For Information about Obtaining Services Contact:** Debbie LeCour, 504-419-0337, [etndeb@bellsouth.net](mailto:etndeb@bellsouth.net)  
or Rose Gilbert, 504-419-0336, [etnrose@bellsouth.net](mailto:etnrose@bellsouth.net)

## Community Services Provider Contact Information

**Community Service Provider Name:** Family Helpers of Greater New Orleans

**Mission:**

**Accredited:** State License

**Director:** Tammy Johnson

**Address:** 3500 N Causeway Suite 160  
Metairie, LA 70002

**Landline Number:** 504-828-6070

**Cell Number:** 504-650-7989

**Fax Number:** 504-828-2280

**Email:** [b\\_buckles@fhogno.com](mailto:b_buckles@fhogno.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2001

**Number of Persons Served:** 32

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Tammy Johnson

**Landline Number:** 504-828-6070

**Cell Number:** 504-650-7989

**Email:** [b\\_buckles@fhogno.com](mailto:b_buckles@fhogno.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Family Resources Unlimited, Inc

**Mission:** To provide quality in-home community-based care and supports for individuals with disabilities, regardless of age. FRU's plan is to deliver the most effective family orientated care as possible while supporting dignity and respect. We will incorporate goals and strive to make a difference in our consumer's lives.

**Accredited:** State License

**Director:** Catherine H. Marshall

**Address:** 2401 Veterans Memorial Blvd Suite 21  
Kenner, LA 70062

**Landline Number:** 504-885-3494

**Cell Number:** 504-250-7996

**Fax Number:** 504-779-6465 or 985-652-3930

**Email:** DinkyDank@aol.com

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2000

**Number of Persons Served:** 80

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Catherine Marshall

**Landline Number:** 504-885-3494

**Cell Number:** 504-250-7996

**Email:** [DinkyDank@aol.com](mailto:DinkyDank@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Gulf Coast Teaching Family Services

**Mission:**

**Accredited:** State License

**Director:** Angeles Tauli or Ziska Bailey

**Address:** 401 Whitney Avenue Suite 104  
Gretna, LA 70056

**Landline Number:** 504-361-9950

**Cell Number:** Angeles ~ 504-289-7533 or Ziska ~ 504-452-6505

**Fax Number:** 504-362-9695

**Email:** [angeles@gctfs.org](mailto:angeles@gctfs.org) or [ziska@gctfs.org](mailto:ziska@gctfs.org)

**Community Provider Website:** [www.gctfsdonate.org](http://www.gctfsdonate.org)

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract; Foster Care; Trackers; Emergency Respite; Community Home; Traumatic Brain Injury

**Expertise within agency:**

**Year Originated:** 1983

**Number of Persons Served:** 123

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Angeles Tauli or Ziska Bailey

**Landline Number:** 504-361-9950

**Cell Number:** 504-289-7533 or 504-452-6505

## Community Services Provider Contact Information

**Community Service Provider Name:** Helping Hands of New Orleans

**Mission:** Committed to continuously improve quality consumer care. We believe that the dignity and rights of all individuals are to be respected. We assist the individual to maximize his/her potential and provide services that will be cultural sensitive to their needs and address the uniqueness of the individual being served. We encourage and respect consumer choices in determining what support/assistance to give each individual. We also encourage personal goal achievement.

**Accredited:** State License

**Director:** Kimberly Armand or Tara Gibbs-Riley

**Address:** 1001 Veterans Memorial Blvd. Suite 105  
Kenner, LA 70062

**Landline Number:** 504-464-1449

**Cell Number:** 504-234-3731

**Fax Number:** 504-464-3559

**Email:** [Tara@hhno.nocoxmail.com](mailto:Tara@hhno.nocoxmail.com)

**Community Provider Website:** NoHelpingHands.com

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract;

**Expertise within agency:**

**Year Originated:** 2003

**Number of Persons Served:** 24

**Age Groups Served:** Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with disabilities and elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Kimberly Armand

**Landline Number:** 504-464-1449

**Cell Number:** 504-343-7779

## Community Services Provider Contact Information

**Community Service Provider Name:** Human Service Management & Investment, LLC (HSMI)

**Mission:** To support and positively change individuals' quality of life

**Accredited:** State License

**Director:** Allen F. Mitchell

**Address:** 2112 Belle Chasse Hwy #11-240  
Terrytown, LA 70056

**Landline Number:** 504-368-0262

**Cell Number:** 504-655-2629

**Fax Number:** 504-368-0262

**Email:** [allenfmitchell@aol.com](mailto:allenfmitchell@aol.com)

**Community Provider Website:**

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** Working with individuals with autism

**Year Originated:** 2004

**Number of Persons Served:** 10

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Allen F. Mitchell

**Landline Number:** 877-302-2421

**Cell Number:** 504-655-2629

**Email:** [allenfmitchell@aol.com](mailto:allenfmitchell@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Institute for Networking Community Services (I.N.C.S.)

**Mission:** To support individuals in living lives as good as anyone else!

**Accredited:** State License

**Director:** Stephanie Bender

**Address:** 1301 Friedrichs Street  
Gretna, LA 70053

**Landline Number:** 504-367-6600

**Cell Number:** 504-323-2214

**Fax Number:** 504-366-9931

**Email:** [SBJackson55@yahoo.com](mailto:SBJackson55@yahoo.com)

**Community Provider Website:** [www.INCS.Riz](http://www.INCS.Riz)

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 1995

**Number of Persons Served:** 40

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Jessica Brown

**Landline Number:** 504-367-6600

**Cell Number:** 504-915-4787

**Email:** [SBJackson55@yahoo.com](mailto:SBJackson55@yahoo.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** JobLink, Inc

**Mission:** To provide adults with disabilities to have meaningful training and education in the state of Louisiana, Department of Health and Hospitals

**Accredited:** State License

**Director:** Ronald F. Specht

**Address:** Westside North Center 15C  
Gretna, LA 70053

**Landline Number:** 504-367-5092

**Cell Number:** 504-452-1698

**Fax Number:** 504-362-4854

**Email:** [rfs4nola@netzero.com](mailto:rfs4nola@netzero.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services

**Services Provided:** Adult Day Care, Vocational and Educational Training, Job Placement

**Expertise within agency:** Consultant Services

**Year Originated:** 1991

**Number of Persons Served:** 76

**Age Groups Served:** Adults, Seniors

**Description of Persons served:** Intellectual Disability Population

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 4-6 weeks

**Individuals/Families can choose DSP:** N/A

**What is the policy of DSP “No Shows?”** on call staff is available

**For Information About Obtaining Services Contact:**

**Name:** Ronald Specht

**Landline Number:** 504-368-8500

**Cell Number:** 504-452-1698

**Email:** [rfs4nola@netzero.com](mailto:rfs4nola@netzero.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** L & D Family Support Services, Inc.

**Mission:** To provide safe and quality, efficient health care and health related social services in the least restrictive environment (primarily the residence) in order to promote a state of well being, dignity, and independence for all individuals who are supported by this agency.

**Accredited:** State License

**Director:** Dianne Dunford

**Address:** 10250 Hayne Blvd  
New Orleans, LA 70127

**Landline Number:** 504-248-9810

**Cell Number:** 504-388-5192

**Fax Number:** 504-304-3769

**Email:** [Dumfo@aol.com](mailto:Dumfo@aol.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice

**Services Provided:** Supported Independent Living Services; PCA, SIL, EPSDT, Children's Choice

**Expertise within agency:** Registered Nurse and Respiratory Therapist

**Year Originated:** 2002

**Number of Persons Served:** 19

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Support Individuals with disabilities to live and work in the community

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 10-14 days

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Dianne Dunford or Michelle Carr

**Landline Number:** 504-248-9810

**Cell Number:** 504-388-5192

Email: [Dumfo5@aol.com](mailto:Dumfo5@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Lifeworks Career Development Center, LLC

**Mission:**

**Accredited:** State License

**Director:** Julie Pitisci or Joby Weber

**Address:** 2237 North Hullen Suite 201  
Metairie, LA 70001

**Landline Number:** 504-833-1121

**Cell Number:** 504-650-4129

**Fax Number:** 504-833-1150

**Email:** [lifeworksjp@aol.com](mailto:lifeworksjp@aol.com) or [lifeworksjw@aol.com](mailto:lifeworksjw@aol.com)

**Community Provider Website:** N/A

**Services Provided:** Supported Employment; Vocational

**Year Originated:** 2002

**Number of Persons Served:** Pre Katrina: 180 Post Katrina: 55

**Age Groups Served:** Adults

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** yes

**Participates in Employment Specialist Certification:** yes

**For Information About Obtaining Services Contact:**

**Name:** Julie Pitisci or Joby Weber

**Landline Number:** 504-833-1121

**Cell Number:** 504-650-4129

**Email:** [lifeworksjp@aol.com](mailto:lifeworksjp@aol.com) or [lifeworksjw@aol.com](mailto:lifeworksjw@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** New Life Care Services, LLC

**Mission:** To improve the quality of life of each individual and to develop skills needed for a more healthy and wholesome life.

**Accredited:** State License

**Director:** P. J. Augustine

**Address:** 5416 Veterans Memorial Blvd Suite 303  
Metairie, LA 70003

**Landline Number:** 504-885-8767

**Cell Number:** 504-338-6243 or 504-339-3890

**Fax Number:** 504-885-9757

**Email:** [newlife@bestforcare.com](mailto:newlife@bestforcare.com)

**Community Provider Website:**

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-  
Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2005

**Number of Persons Served:** 4

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** P. J. Augustine

**Landline Number:** 504-885-8767

**Cell Number:** 504-338-6243

## Community Services Provider Contact Information

**Community Service Provider Name:** Reliable Community Alternatives, Inc

**Mission:**

**Accredited:** State License

**Director:** Olantha L. Scott; or Diana Rush, MSW, Program Director

**Address:** 5416 Veterans Memorial Blvd Suite 315  
Metairie, LA 70003

**Landline Number:** 504-779-4740

**Cell Number:** 504-419-2732 or 504-419-0378

**Fax Number:** 504-779-4744

**Email:** [info@rcainc.net](mailto:info@rcainc.net)

**Community Provider Website:** [www.rcainc.net](http://www.rcainc.net)

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-  
Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract; Vocational

**Expertise within agency:**

**Year Originated:** 2004

**Number of Persons Served:** 50 plus

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Olantha Scott

**Landline Number:** 504-779-4740

**Cell Number:** 504-419-2732

## Community Services Provider Contact Information

**Community Service Provider Name:** S & C Total Living, Inc

**Mission:** To assist individuals with disabilities and the elderly to have an independent life

**Accredited:** State License

**Director:** Shanateil Coleman      **Assistant Director:** Lillie Reed

**Address:** 1500 Lafayette Street Suite 119A  
Gretna, LA 70053

**Landline Number:** 504-368-6226

**Cell Number:** 504-939-2347

**Fax Number:** 504-368-6282

**Email:** [scoleman@sandctotalliving.com](mailto:scoleman@sandctotalliving.com)

**Community Provider Website:** sandctotalliving.com

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract;

**Expertise within agency:** Working with individuals with disabilities

**Year Originated:** 2006

**Number of Persons Served:** 40

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** individuals with developmental disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 24 hours

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Charlotte Scott

**Landline Number:** 504-368-6226

**Cell Number:** 504-782-2546

## Community Services Provider Contact Information

**Community Service Provider Name:** Serenity Homes of New Orleans, Inc

**Mission:** “Well Informed” Professional Services will allow you to have a complete and workable knowledge of Serenity’s services and other agencies services that are available to you and how the services should work for “You”. We provide confidential, concise, friendly, sensitive and quality service to all people, and we promote families/individuals businesses of people with developmental disabilities. Your overall individual needs, including spiritual interests will be met with Serenity’s prompt and personalized attention.

**Accredited:** State License

**Director:** Yvette Brown Jacobs

**Address:** 3520 General DeGaulle Drive Suite 3023  
New Orleans, LA 70114

**Landline Number:** 504-362-4663 or 1-866-997-0997

**Cell Number:** 504-214-6299

**Fax Number:** 504-362-4676

**Email:** [yjacobs@yahoo.com](mailto:yjacobs@yahoo.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children’s Choice; Elderly and Disabled Waiver; Medicaid Application Center

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** Music Therapist/Graduate of Xavier and Loyola Universities of New Orleans

**Year Originated:** 1995

**Number of Persons Served:** 20 +

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Persons with developmental disabilities; Elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** One month

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Yvette Brown Jacobs, Owner/CEO

**Landline Number:** 504-362-4663

**Cell Number:** 504-214-6299

**Email:** [serenityofno1@aol.com](mailto:serenityofno1@aol.com) or [yjacobs@yahoo.com](mailto:yjacobs@yahoo.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Shalom Home Care Services, LLC

**Mission:** Bring peace to the lives and homes of persons being served by providing excellent quality care

**Accredited:** State License

**Director:** Lisa Thomas, QDDP

**Address:** 3501 Holiday Drive Suite 312 & 314  
New Orleans, LA 70114

**Landline Number:** 504-365-0233

**Cell Number:** 504-570-8369

**Fax Number:** 504-365-9954

**Email:** [shalomhomecare@bellsouth.net](mailto:shalomhomecare@bellsouth.net)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** Over 25 years of experience supporting individuals with disabilities

**Year Originated:** 2006

**Number of Persons Served:** 14

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** developmental, multiple and physical disabilities, elderly, chronically ill

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** within one week

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Back up staff is provided

**For Information About Obtaining Services Contact:**

**Name:** Lisa Thomas or LouBertha Allen

**Landline Number:** 504-365-0233

**Cell Number:** 504-570-8369 or 504-570-8368

**Email:** [shalomhomecare@bellsouth.net](mailto:shalomhomecare@bellsouth.net)

## Community Services Provider Contact Information

**Community Service Provider Name:** Strive, Inc

**Mission:**

**Accredited:** State License

**Director:**

**Address:** 1139 Napoleon Avenue  
New Orleans, LA 70115

**Landline Number:** 504-895-2557

**Cell Number:** 504-

**Fax Number:** 504-899-9985

**Email:**

**Community Provider Website:** N/A

**Services Provided:** Supported Employment; Supported Independent Living Services; Community Home

**Year Originated:** 1963

**Number of Persons Served:** 62

**Age Groups Served:** Adults, Seniors

**Participates in Direct Support Professional Training Program:** yes

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** yes

**Participates in Employment Specialist Certification:** yes

**For Information About Obtaining Services Contact:**

**Name:**

**Landline Number:** 504-895-2557

**Cell Number:** 504-

**Email:**

## Community Services Provider Contact Information

**Community Service Provider Name:** Superior Options of LA, Inc

**Mission:** Committed to serve people with disabilities in the community by securing the opportunities to develop, function and to live their life to their fullest potential.

**Accredited:** State License

**Director:** Rebecca Johnson

**Address:** 1799 Stumpf Blvd Bldg 1 Suite 1  
Gretna, LA 70056

**Landline Number:** 504-367-9572

**Cell Number:** 504-236-8626 or 504-939-9839

**Fax Number:** 504-367-9573

**Email:** [rjohnsonb@msn.com](mailto:rjohnsonb@msn.com) or [solacct1997@yahoo.com](mailto:solacct1997@yahoo.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 1997

**Number of Persons Served:** 40

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Developmental Disabilities and Elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP or a Team Leader will replace

**For Information About Obtaining Services Contact:**

**Name:** Rebecca Johnson

**Landline Number:** 504-367-9572

**Cell Number:** 504-236-8626

## Community Services Provider Contact Information

**Community Service Provider Name:** Tailored Care, Inc

**Mission:**

**Accredited:** State License

**Director:** Michelle Bruce

**Address:** 1799 Stumpf Blvd Bldg 5 Suite 1  
Gretna, LA 70056

**Landline Number:** 504-368-1512

**Cell Number:** 504-881-1508

**Fax Number:** 504-368-1513

**Email:** tailoredcareinc@msn.com

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Year Originated:** 2000

**Number of Persons Served:** 20 +

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** developmental, multiple and physical disabilities, elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Michelle Bruce

**Landline Number:** 504-368-1512

**Cell Number:** 504-881-1508

**Email:** [tailoredcareinc@msn.com](mailto:tailoredcareinc@msn.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Terras's Total Care, Inc.

**Mission:** To enhance the lives of persons with disabilities by providing quality and efficient services for each individual.

**Accredited:** State License

**Director:** Marie Joseph-Brown

**Address:** 1056 Marvin Court  
Harvey, LA 70058

**Landline Number:** 504-368-5937

**Cell Number:** 504-912-2469

**Fax Number:** 504-366-0718

**Email:** [mariernc228@yahoo.com](mailto:mariernc228@yahoo.com) or [gbarze@yahoo.com](mailto:gbarze@yahoo.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** In house training and well trained staff

**Years of Services:** 2005

**Number of Persons Served:** 18

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** developmental, multiple and physical disabilities, elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement of employee is done

**For Information About Obtaining Services Contact:**

**Name:** Gwendolyn Barze

**Landline Number:** 504-368-5937

**Cell Number:** 504-650-1950

**Email:** [gbarze@yahoo.com](mailto:gbarze@yahoo.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Total Assurance, Inc

**Mission:** To provide quality support and services to individuals that have a disability by matching professional staff with individuals based on desire, need and lifestyle. Our services are designed to help individuals to remain at home by reducing the likelihood of individuals with disabilities being admitted into large facilities as secondary homes.

**Accredited:** State License

**Director:** Derrick D. Webb

**Address:** 8106 West Metairie Avenue  
Metairie, LA 70003

**Landline Number:** 504-465-0760

**Cell Number:** 504-975-9570

**Fax Number:** 504-465-0470

**Email:** [tassurance@aol.com](mailto:tassurance@aol.com)

**Community Provider Website:** N/A

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children's Choice; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:**

**Years of Services:** 2004

**Number of Persons Served:** 30

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** developmental, multiple and physical disabilities, elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Derrick D. Webb, Sr

**Landline Number:** 504-465-0760

**Cell Number:** 504-975-9570

**Email:** [tassurance@aol.com](mailto:tassurance@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** United Cerebral Palsy of Greater New Orleans

**Mission:** To advance the independence, productivity and full citizenship of people with Cerebral Palsy and other disabilities

**Accredited:** State License

**Director:** Letriane Taylor, Director of Supported Living Services

**Address:** 2200 Veterans Blvd. Suite 103 Kenner, LA 70062

**Landline Number:** 504-461-4266 #229      **Cell Number:** 504-228-7713      **Fax Number:** 504-461-9976

**Email:** [letriane@ucpgno.org](mailto:letriane@ucpgno.org) or [info@ucpgno.org](mailto:info@ucpgno.org)

**Community Provider Website:** [www.ucpgno.org](http://www.ucpgno.org)

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-Personal Care Services; EPSDT-Personal Care Services; Children’s Choice; Elderly and Disabled Waiver; Supported Employment Services

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract; Vocational Special instruction, Dental and Spasticity Clinics

**Year Originated:** 1946

**Number of Persons Served:** 162

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** developmental, multiple and physical disabilities, elderly

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** No –has own DSP training

**Average length of time from request for services to start of services:** usually within a few days

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement staff is available

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** yes

**Participates in Employment Specialist Certification:** yes

**For Information About Obtaining Services Contact:**

Supported Living – Letriane Taylor, [letriane@ucpgno.org](mailto:letriane@ucpgno.org), 504-461-4266, ext. 229 (o), 504-228-7713 (c)

Early Intervention – David Lissick, [david@ucpgno.org](mailto:david@ucpgno.org), 504-461-4266, ext. 232 (o), 504-228-1252 (c)

Supported Employment – Corry Paul, [corry@ucpgno.org](mailto:corry@ucpgno.org), 504-461-4266, ext. 226 (o), 504-228-6854 (c)

## Community Services Provider Contact Information

**Community Service Provider Name:** Volunteers of America of Greater New Orleans

**Mission:** To reach and uplift all people; helping others to help themselves

**Accredited:** CARF-Commission on Accreditation of Rehabilitation Facilities      State License

**Director:** Suzanne Bourgeois

**Address:** 320 Old Hammond Hwy Suite 300  
Metairie, LA 70005

**Landline Number:** 504-835-3005

**Cell Number:** 504-228-0653

**Fax Number:** 504-835-0409

**Email:** [sbourgeois@voagno.org](mailto:sbourgeois@voagno.org) or [cdimaggio@voagno.org](mailto:cdimaggio@voagno.org)

**Community Provider Website:** [www.voagno.org](http://www.voagno.org)

**Medicaid and Waiver Programs enrolled in:** New Opportunity Waiver (NOW) Services; Long-Term Care-  
Personal Care Services; Elderly and Disabled Waiver

**Services Provided:** Supported Independent Living Services; PCA, SIL and Respite Contract

**Expertise within agency:** long term staff; training; grant management experience

**Year Originated:** 1980 (Jefferson Parish) National Agency over 111 years old

**Number of Persons Served:** 96

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:** Individuals with developmental disabilities; elderly; challenging behaviors  
and/or mental health disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** Various

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** follow back-up plan

**For Information About Obtaining Services Contact:**

**Name:** Suzanne Bourgeois or Christina DiMaggio

**Landline Number:** 504-835-3005

**Cell Number:** 504-228-0653 or 504-616-3575

## Community Services Provider Contact Information

**Community Service Provider Name:** West Bank ARC. Inc

**Mission:**

**Accredited:** State License

**Director:** Elton Baptiste

**Address:** 523 Cook Street  
Gretna, LA 70053

**Landline Number:** 504-361-1131

**Cell Number:** N/A

**Fax Number:** 504-361-9616

**Email:** [elton@westbankarc.org](mailto:elton@westbankarc.org)

**Community Provider Website:** [www.westbank.org](http://www.westbank.org)

**Services Provided:** Supported Employment; Day Habilitation; Vocational

**Year Originated:** 1956

**Number of Persons Served:** 120

**Age Groups Served:** Adults

**Participates in Direct Support Professional Training Program:** yes

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** yes

**Participates in Employment Specialist Certification:** yes

**For Information About Obtaining Services Contact:**

**Name:** Elton Baptiste

**Landline Number:** 504-361-1131

**Cell Number:**

**Email:** [elton@westbankarc.org](mailto:elton@westbankarc.org)

## Community Services Provider Contact Information

**Community Service Provider Name:** Allied Health Care, Inc

**Mission:**

**Accredited:** State License

**Director:** Patricia Schexnaydre

**Address:** 3241 Idaho Street Suite B  
Kenner, LA 70065

**Landline Number:** 504-443-1391

**Cell Number:** 504-250-1390

**Fax Number:** 504-443-1400

**Email:** [PSchexnaydre@centralcontrol.us](mailto:PSchexnaydre@centralcontrol.us)

**Community Provider Website:** N/A

**Services Provided:** ICF/MR Community Home

**Year Originated:** 1986

**Number of Persons Served:** 60

**Age Groups Served:** Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Deborah Black

**Landline Number:** 504-443-1391

**Cell Number:** 504-250-1365

**Email:** [PSchexnaydre@centralcontrol.us](mailto:PSchexnaydre@centralcontrol.us)  
[dblack@centralcontrol.us](mailto:dblack@centralcontrol.us)

## Community Services Provider Contact Information

**Community Service Provider Name:** Catholic Charities Archdiocese of New Orleans ~  
Padua Community Services

**Mission:**

**Accredited:** State License

**Director:** Pashena T. Casimire, MA QMRP

**Address:** 200 Beta Street  
Gretna, LA 70053

**Landline Number:** 504-392-0502 ext 0

**Cell Number:** N/A

**Fax Number:** 504-392-5411

**Email:** [ptcasimire@archdiocese-no.org](mailto:ptcasimire@archdiocese-no.org)

**Community Provider Website:** [www.ccano.org](http://www.ccano.org)

**Services Provided:** 24 hour Residential; Home and Community Based Waiver Services; In Home Respite;  
Long Term Care-Personal Care Services

**Year Originated:** 1977

**Number of Persons Served:** 100

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Ronna “Niki” Trager

**Landline Number:** 504-392-0502 ext 0

**Cell Number:** N/A

**Email:** [rpstrager@archdiocese-no.org](mailto:rpstrager@archdiocese-no.org)

## Community Services Provider Contact Information

**Community Service Provider Name:** Crossroads of LA, Inc

**Mission:**

**Accredited:** State License

**Director:** Susan McIlwain or Mary Perez, Associate Director

**Address:** 625 Olivier Street  
Algiers, LA 70114

**Landline Number:** 504-366-1828

**Cell Number:** 504-913-9341

**Fax Number:** 504-366-1867

**Email:** [mcilwainsusan@yahoo.com](mailto:mcilwainsusan@yahoo.com) ~ Susan McIlwain, Director

**Community Provider Website:** N/A

**Services Provided:** ICF/MR Community Home; Supported Independent Living; Adult Day Programs,

**Year Originated:** 1981

**Number of Persons Served:** 65

**Age Groups Served:** Adults

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Susan McIlwain or Mary Perez

**Landline Number:** 504-366-1828

**Cell Number:** 504-913-9341

**Email:** [mcilwainsusan@yahoo.com](mailto:mcilwainsusan@yahoo.com) or [crofla@aol.com](mailto:crofla@aol.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Magnolia, Inc

**Mission:** The Magnolia School, Inc strives to ensure the dignity and respect of the individual through the provision of the highest quality of service within the least restrictive environment. The individual is encouraged and nurtured to reach his or her potential within the community.

**Accredited:** State License

**Director:** Bris Campbell

**Address:** 100 Central Avenue  
Jefferson, LA 70121

**Landline Number:** 504-733-2874

**Cell Number: Site Manager:** 504-733-2874

**Residential:** 504-731-1312

**Vocational:** 504-731-1324

**Residential Fax:** 504-731-1357

**Supported Living:** 504-731-1371

**Fax Number:** 504-731-1353

**Email:** [BriscoeC@MagnoliaSchool.com](mailto:BriscoeC@MagnoliaSchool.com)

**Community Provider Website:** [www.magnoliaschool.com](http://www.magnoliaschool.com)

**Services Provided:** ICF/MR Community Home; Supported Independent Living Services; Supported Employment; Vocational; Day Habilitation; Community Access

**Year Originated:** 1935

**Number of Persons Served:** 185

**Age Groups Served:** Adults, seniors

**Description of persons served:** Developmental Disabilities and related disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** yes

**Average length of time from request for services to start of services:** Depends on vacancies

**Individuals/Families can choose DSP?** Depends on program

**Certified by Louisiana Rehabilitation Services as a Supported Employment Provider:** yes

**Participates in Employment Specialist Certification:** yes

**For Information About Obtaining Services Contact:**

**Name:** Bris Campbell 504-733-2874

**Residential:** Kim Sandoz 504-731-1312      **Vocational/Day Habilitation/Supported Employment:** Jennifer Hebert 504-731-1324      **Supported Independent Living:** Elizabeth Merida 504-731-1371

**Email:** [BriscoeC@MagnoliaSchool.com](mailto:BriscoeC@MagnoliaSchool.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Progressive Healthcare Providers (PHP)

**Mission:**

**Accredited:** State License

**Administrator:** Anita Horne

**Address:** 811 South Causeway Blvd  
Jefferson, LA 70121

**Landline Number:** 504-834-4747

**Cell Number:** N/A

**Fax Number:** 504-834-3886

**Email:** [uxpres2me@yahoo.com](mailto:uxpres2me@yahoo.com)

**Community Provider Website:** N/A

**Services Provided:** ICF/MR Community Home

**Year Originated:**

**Number of Persons Served:** 240

**Age Groups Served:** Adults, seniors

**Description of persons served:** Individuals with Developmental Disabilities

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** no

**For Information About Obtaining Services Contact:**

**Name:** Rachel Byrd, Administrator for Central Region

**Landline Number:** 225-767-2344

**Cell Number:** N/A

**Email:** [uxpres2me@yahoo.com](mailto:uxpres2me@yahoo.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** ResCare, Inc

**Mission:**

**Accredited:** State License

**Director:** Jennifer Leath or Jennifer Vath

**Address:** 2895 Hwy I-90 Suite A1-2  
Mandeville, LA 70471

**Landline Number:** 985-674-4177

**Cell Number:** N/A

**Fax Number:** 985-674-4178

**Email:** [Jvath@rescare.com](mailto:Jvath@rescare.com)

**Community Provider Website:** [www.rescare.com](http://www.rescare.com)

**Services Provided:** ICF/MR Community Home

**Year Originated:** 1986

**Number of Persons Served:** 200

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** Yes

**Average length of time from request for services to start of services:** Depends on vacancies

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP "No Shows?"** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Jennifer Leath or Jennifer Vath

**Landline Number:** 985-674-4177

**Cell Number:** N/A

**Email:** [Jvath@rescare.com](mailto:Jvath@rescare.com)

## Community Services Provider Contact Information

**Community Service Provider Name:** Viola Community Program

**Mission:**

**Accredited:** State License

**Director:** Angela Thomas

**Address:** 2316 Litchwood Lane  
Harvey, LA 70058

**Landline Number:** 504-301-4364

**Cell Number:** 504-638-2182

**Fax Number:** 504-301-1604

**Email:** N/A

**Community Provider Website:** N/A

**Services Provided:** ICF/MR Community Home

**Year Originated:**

**Number of Persons Served:**

**Age Groups Served:** Teenagers, Adults, Seniors Female only

**Description of Persons served:** Complex health needs; challenging behaviors; persons who use wheelchairs and mobility devices

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** No

**Average length of time from request for services to start of services:** Depends on vacancies

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Angela Thomas

**Landline Number:** 504-301-4364

**Cell Number:** 504-638-2182

**Email:** N/A

## Community Partner Contact Information

**Community Service Provider Name:** Children’s Hospital ~Ventilator Assistance Children’s Program ~ (VACP)

**Mission:**

**Accredited:** State License

**Director:** Dan Scholl or Shirley Epps

**Address:** 200 Henry Clay  
New Orleans, LA 70118

**Landline Number:** 504-896-9228

**Cell Number:** N/A

**Fax Number:** 504-896-9313

**Email:** [dscholl@chnola.org](mailto:dscholl@chnola.org)

**Community Provider Website:** [www.chnola.org](http://www.chnola.org)

**Services Provided:** Case Management for children under 21 who are on ventilator assistance

**Year Originated:** 1986

**Number of Persons Served:** 80

**Age Groups Served:** Children, Teenagers

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** No

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Dan Scholl or Shirley Epps

**Landline Number:** 504-896-9228

**Cell Number:** N/A

**Email:** [dscholl@chnola.org](mailto:dscholl@chnola.org)

## Community Partner Contact Information

**Community Service Provider Name:** Easter Seals of New Orleans

**Mission:**

**Accredited:** State License

**Director:** Hilda Rocha

**Address:** 3501 Severn Ave Suite 22  
Metairie, LA 70002

**Landline Number:** 504-889-1987

**Cell Number:** N/A

**Fax Number:** 504-889-2303

**Email:** [hildasr7@aol.com](mailto:hildasr7@aol.com)

**Community Provider Website:** [ESLcasemgtl@aol.com](mailto:ESLcasemgtl@aol.com)

**Services Provided:** Case Management and support coordination

**Year Originated:** 2003

**Number of Persons Served:** 900

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** No

**Average length of time from request for services to start of services:**

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Hilda Rocha, Kendra Nelson or Colleen Kelly

**Landline Number:** 504-889-1987

**Cell Number:** N/A

**Email:** [hildasr7@aol.com](mailto:hildasr7@aol.com)

## Community Partner Contact Information

**Community Service Provider Name:** Quality Independent Service Coordinators of LA, Inc

**Mission:**

**Accredited:** State License

**Director:** Janet Connell

**Address:** 3925 N I-10 Service Road Suite 117  
Metairie, LA 70002

**Landline Number:** 504-885-6745 or 504-620-0063 or 1-877-419-4564    **Cell Number:** 504-858-6752

**Fax Number:** 504-885-6746 or 985-809-0455

**Email:** [jqcisc@xspediusmail.net](mailto:jcqisc@xspediusmail.net)

**Community Provider Website:** N/A

**Services Provided:** Support Coordination

**Year Originated:** 1992

**Number of Persons Served:** 650

**Age Groups Served:** Children, Teenagers, Adults, Seniors

**Description of Persons served:**

**Does your agency have an evacuation plan?** Yes

**Participates in Direct Support Professional Training Program:** No

**Average length of time from request for services to start of services:** 2 weeks

**Individuals/Families can choose DSP:** Yes

**What is the policy of DSP “No Shows?”** Replacement DSP is available

**For Information About Obtaining Services Contact:**

**Name:** Jamie Hattier

**Landline Number:** 504-885-6745 or 1-877-419-4564    **Cell Number:** 504-858-6752

**Email:** [jqhisc@xspediusmail.net](mailto:jhqisc@xspediusmail.net)

# Community Resources

## Advocacy Center

Lois Simpson, Executive Director  
1010 Common Street Suite 2600  
New Orleans, LA 70112  
504/522-2337  
800/960-7705 (toll free)  
Email: [advocacycenter@advocacyla.org](mailto:advocacycenter@advocacyla.org)

## Ombudsmen Program: Advocacy Center

### Community Living Ombudsmen Program

Jeff Rowe  
Katie Martinez  
504-522-2337

### Long Term Ombudsmen Program

Peggy Essick  
1-800-711-1696 ext 11

### Nursing Home Ombudsmen Program

Carlos Narnajo  
504-522-2337

The Advocacy Center protects the legal rights of people with disabilities and people aged 60 and over by ensuring access to programs, benefits, and services to meet their needs.

## Crisis Intervention Services

24-hour assistance available to individuals and families experiencing a psychiatric or behavioral crisis. For 24 hour emergency assistance please call the Crisis Team at 504-832-5123.

## Down Syndrome Association

Karen Scallan  
504-251-8953  
[www.dsagno.org](http://www.dsagno.org)  
kscallan@cox.net

## Early Steps

201 Evans Road Bldg 1 Suite 100  
Harahan, LA 70123  
504-888-7530  
Lynn Marie Ruckert

## East bank-East Jefferson Community Healthcare

11312 Jefferson Highway  
River Ridge, LA  
504-464-0032  
Dental: 504-464-0327  
\$40.00 Screening  
Sliding Fee Scale Clinic

## West bank-Jefferson Community Healthcare Center

4028 Hwy 90  
Avondale, LA  
504-436-2223

**Families Helping Families Resource Center (FHF)**

Families Helping Families of Jefferson Parish  
Mary Jacob, Executive Director  
201 Evans Road Bldg 1 Suite 100  
Harahan, LA 70123  
504-888-9111 or 800-766-7736  
Fax: 504-888-0246  
<http://www.fhfjefferson.org>

**Families Helping Families of Southeast Louisiana**

Region 1-serving parishes of Orleans, Plaquemines, St. Bernard  
Carol Calix, Executive Director  
4118 Franklin Avenue  
New Orleans, LA 70122  
504-943-0343 or 1-877-243-7352  
Fax: 504-940-3242  
Email: [info@fhfsela.org](mailto:info@fhfsela.org)  
Website: [www.fhfsela.org](http://www.fhfsela.org)

Families Helping Families (FHF) is an organization of families who, because of their own experiences, are aware of and committed to reaching out to other families who have members with special needs. Special needs include physical, mental, emotional, behavioral, and educational needs. Through regional resource centers, FHF seeks to assist and strengthen individuals and families with special needs through a coordinated network of resources, supports and services. Each center provides a variety of supports and services, which include:

- Information and Referral
- Family Support Groups
- Workshops on a variety of issues including educational rights and responsibilities, transition services, etc.
- Resource Library
- Parent-to-Parent Peer Support

**FEMA Disaster Assistance**

Register online at [www.fema.gov](http://www.fema.gov)

Or call 1-800-621-FEMA (3362)

For speech and hearing impaired~ TTY 1-800-462-7585

When you apply for disaster assistance please have the following available:

- Social Security Number (including spouse)
- Private insurance information, if available
- Address and zip code of damaged property
- Directions to the damaged home or property
- Daytime telephone number

**Food Stamp Office (Jefferson Parish)**

3510 General Meyers Avenue  
New Orleans, LA 70114  
504-361-6366

**Home of My Own Program**

**Susan Smith**, HMO Coordinator, JPHSA/CSPDD  
Office 504-838-5476

## **Section 8 Housing**

Bobbie Robinson  
1718 Betty Street  
Marrero, LA 70072  
504-366-5344

- Section 8 vouchers are Housing and Urban Development (HUD) rental or home ownership voucher that can assist people with monthly rent or mortgage payments

## **Jefferson Parish Community Development Office**

Liz Ruth  
327 Huey P Long, 2<sup>nd</sup> Floor  
Gretna, LA 70056  
504-365-2031

- Jefferson Parish Community Development Office provides financial down payment assistance to first time home buyers and other financial assistance regarding housing development and restoration

## **Jefferson Parish Community Action Program (JEFFCAP)**

JEFFCAP offers first time home buyers and financial fitness training seminars

Please contact:

Ms. Linda Lambert 504-349-5185	Marrero and West bank
Ms. Shirley Williams 504-349-5418	Avondale, Kenner & Westwego
Ms. Maria Lambert 504-838-4285	Jefferson East bank
Ms. Mary Wiley 504-227-1228	Gretna, Harvey and Terrytown

## **JPHSA Mental Health; Addictive Disorders; Developmental Disabilities**

Services and Supports-Information; Assessment; Psychiatric Services; Psychological & Counseling Services; Pharmacy Services

5001 West Bank Expressway Marrero, LA 70072 504-349-8833	2400 Edenborn Ave Metairie, LA 70002 504-838-5257
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## **Jefferson Parish Public School System (JPPSS)**

501 Manhattan Boulevard  
Harvey, LA 70058  
(504) 349-7600  
<http://www.jppss.k12.la.us/>

## **Jefferson Parish Public School System JPPSS Special Education Advisory Council**

Jeffrey Helmstetter, Assistant Superintendent of Special Services 504-349-7912

[jeffrey.helmstetter@jppss.k12.la.us](mailto:jeffrey.helmstetter@jppss.k12.la.us)

Leah Eskine, 504-736-1812

[Leah.eskine@jppss.k12.la.us](mailto:Leah.eskine@jppss.k12.la.us)

Randi Marziale, Inclusive Education Services 504-349-7914

[Randi.marziale@jppss.k12.la.us](mailto:Randi.marziale@jppss.k12.la.us)

## **LACAN Louisiana Action for Citizens Now**

LACAN is a statewide grassroots network of individuals and families who have worked together since 1988 advocating for a service system that supports individuals with disabilities to live in their own homes, rather than having to move to a facility to receive needed services.

Specifically, they have advocated for implementation of Louisiana's Community and Family Support System Plan. Regional LACAN Teams include parents, individuals with disabilities and advocates for individualized supports. To join please visit the website and click on membership form. No fees.

[www.lacanadvocates.org](http://www.lacanadvocates.org)

## **Louisiana Rehabilitation Services (LRS)**

Louisiana Department of Social Services

8225 Florida Blvd.

Baton Rouge, LA 70806

225/925-4131

800/737-2958 (toll free)

<http://www.dss.state.la.us/departments/lrs/index.html>

- Louisiana Rehabilitation Services is the vocational rehabilitation agency in Louisiana. This agency provides numerous time limited, individualized services designed to assist eligible persons with disabilities to achieve a realistic employment outcome. A rehabilitation counselor can provide specific information regarding eligibility and availability of the agency's services. Some of the services that LRS provides include:
  - Vocational Guidance and Career Counseling
  - Supported Employment
  - Vocational Assessment
  - Rehabilitation Technology
  - Job Placement
  - Training

## **Regional and Local LRS Offices**

Metairie Office

6620 Riverside Drive, Suite 101/101C

Metairie, La 70003

District Supervisor: Nancy Banks

Counselor: Nanette Weatherly

(504) 838-5180

## **Louisiana State University Health Sciences Center-Human Developmental Center LSUHSC-HDC**

1900 Gravier St 8<sup>th</sup> Floor

New Orleans, LA 70112

Phil Wilson 504-556-7573 [pwilso2@lsuhsc.edu](mailto:pwilso2@lsuhsc.edu)

Patty Ghiossi 504-556-7563 [pghios@lsuhsc.edu](mailto:pghios@lsuhsc.edu)

## **Medicaid Office**

3229 36<sup>th</sup> Street

Metairie, LA

504-846-6960

Fax: 504-846-6967

**Metropolitan Human Services District**

1010 Common Street Suite 550

New Orleans, LA 70112

504-599-0245

Fax: 504-568-4660

**Social Security Administration (SSA)**

A federal program operated in states to provide cash assistance, food stamps, Medicaid/Medicare, case management enrollment and other social services to eligible citizens. 1-800-772-1213 (Voice) or 1-800-325-0778 (TTY) Website [www.ssa.gov](http://www.ssa.gov)

**Waiver Help Line:** 1-800-364-7828

**West bank-Jefferson Community Healthcare Center**

4028 Hwy 90

Avondale, LA

504-436-2223