

COMMUNITY RESOURCE DIRECTORY

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

2011-2012



Jefferson Parish
Human Services Authority

**JPHSA/CSPDD
3616 S. I-10 Service Rd.
2nd Floor
Metairie, LA 70001
Main: 504-838-5357
Fax: 504-838-5400**

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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 504 838-5357 to apply for developmental disabilities services.

What are JPHSA Developmental Disabilities Services?

PERSONAL SUPPORT COORDINATION

A Human Service Professional works with you to: (a) Develop an Individual Plan, individualized budget, and contract agreement to meet your identified needs and goals; (b) Provide ongoing assistance to ensure the quality of services you receive; and (c) Document that services were funded and delivered according to your Comprehensive Plan of Support and contract (necessary for state services and funding audits).

INDIVIDUAL and FAMILY SUPPORT SERVICES

Individualized funding provided directly to you through a contract agreement so that you may purchase your own services and supports. Funding is limited to disability related needs in which your personal resources are not sufficient and no other community resource is available. Funding may be short-term to resolve a crisis or long-term to meet ongoing needs. Examples include: Personal Companion, Respite Care, disability related equipment, devices, supplies, tutor, computer programs, educational supplies and expenses, adult education class, cooking class, gym membership, personal hygiene supplies, medical expenses, van lift, bath chair, door locks, summer camp, rental assistance, car repair, build ramp, widen doorways, and attend self-advocacy conference, attend conference to learn more about your child's disability, and assistance to pay for day-care.

RESPITE SERVICES

Planned and emergency support for family members to have a "break" in their ongoing roles of providing direct assistance and supervision for their loved ones with a developmental disability. The family may choose to hire, train, supervise, and pay their own respite care worker or they may choose a JPHSA approved Community Service Provider who will hire, train, supervise, and pay a respite care worker for them. Support can be provided in and outside the home. The Personal Support Coordinator will assist the family with developing their individualized budget and contract based upon their choice.

SUPPORTED LIVING

Adults live in apartments or their own homes. They may choose to live alone or to have housemates. The adult (s) is the lease holder or home owner, not the service provider. Training, support, and supervision is provided to assist adults to have health and safety, greater independence in their daily lives, manage their incomes to meet their needs, and have valued community roles such as work, volunteer, neighbor, home owner, club/organization member and spiritual/religious affiliation of their choice. Adults are expected and supported to meet commonly held community standards for living and participating in the community. Active participation with family, friends, and in community activities is encouraged and supported.

FLEXIBLE FAMILY FUNDS

Cash payment of \$258.00 per month to assist families with the care of their children at home. The child must be under 18 years old with a severe or profound disability as documented in the educational evaluations and Individualized Education Plans.

JUVENILE/YOUTH SERVICES

A Personal Support Coordinator provides information, counseling, service coordination, and court advocacy for children, adolescents, and their families who are involved with Jefferson Parish Juvenile Court System (e.g., teens on probation, children in the custody of the Office of Community Services, or the Office of Youth Development, etc.).

PSYCHOLOGICAL SERVICES

Psychologists, therapists and educators assist families, children, and adults to address challenging behaviors that present difficulties in their lives and help individuals and families develop more positive behaviors and life routines. Psychologists work with their circle of support, e.g., family members, service providers, school personnel, and employers.

CRISIS INTERVENTION SERVICES

Trained professionals provide 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 or call JPHSA Developmental Disabilities Office at 504-838-5357 and ask for crisis services

VOCATIONAL SERVICES

Trained, experienced staff provide training, support, and assistance to adults 18 years or older to receive 4 options for vocational services: 1) Supported Employment and Job Coach Services for obtaining a paying job in the community; 2) Volunteer Jobs in the community alongside other citizens to help support Jefferson Community Service Organizations; 3) Community Based Activities Training to have participation in community activities and learn social, communication, travel, and safety skills in the community; 4) Vocational Day Program Activities include collegial social activities, planning for participation in community activities, and learning communication, social, daily living skills. *Adults may have participation in one or more of the 4 options. But no more than 50% of Vocational Services may take place in Centered-Based Activities which means that the other 50% of the time adults are supported in their community choices of supported employment jobs, volunteer jobs, community based activities or a combination of these services.

HOME OF MY OWN PROGRAM

JPHSA and Jefferson Parish Community Development assist adults with developmental disabilities to develop a plan to purchase a home and to obtain financing for home ownership. There are 38 required steps to complete the Home of My Own Program. 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. Adults are assisted in 3 groups: 1) those who have established credit and may complete the 38 required steps for home ownership within 12 months; 2) those establishing credit and may complete the 38 required steps within 24 months; 3) all home owners of the Home of My Own Program will receive ongoing support and at least one yearly visit by the JPHSA Home of My Own Coordinator.

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.

If you need assistance to accommodate visual, hearing, language and motor abilities to access or participate in JPHSA services then please contact the JPHSA/CSPDD Office at 504-838-5357 and ask for assistance!

Jefferson Parish Human Services Authority (JPHSA) Board of Directors

- Sandra S. Arseneaux
- Quin Bates
- Olga M. Bogran
- Kevin J. Centanni
- Philip A Cerminaro
- Terry P. Hardouin
- Louise E. Landry, Vice Chairperson
- Robert Bradley
- Albert F. Majeau, Jr.
- LaCresiea Olivier
- Nancy Pearson, Chairperson

Board Assistant

- Tammy A. Valenti, Executive Administrator
Office~504-838-5583
Fax~504-838-5714
Email: 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**Lisa Rhoden****JPHSA Developmental Disabilities Staff and Consultants****Director****Stephanie Campo, Ph.D. 504-473-3217****Office Management and Coordination****Penny Martin, Supervisor 504-838-5357****Nicole Hymel, Support Staff 504-838-5357****Connie Ford, Support Staff 504-838-5357****Individual/Family Support Services****Nicole Sullivan Green, LPC, Supervisor 504-444-4241****Karen Stringer, BA, Supervisor 504-669-3877****Keiasha Gipson, MSW, RSW 504-220-5615****Kenya Morris-Landry, GSW 504-352-3814****Faye Livas, MSW 504-957-0273****Naz Rahman, MSW 504-210-9746****Wanakee Williams, BA 504-330-0269****Juvenile Judicial & Youth Services****Faye Livas, MSW 504-957-0273****Home of My Own Program****Kenya Morris-Landry, GSW 504-838-5357****Psychological Services and Consultants****Dr. Marc Hendler 504-669-5470****Dr. Patricia Blackwell, Consultant 504-433-2428****Dr. J. Michael Bradley, Consultant 504-813-2842****Dr. Rebecca Mandal, Consultant 225-567-7372****Dr. Christine Powanda, Consultant 504-460-4889****Dr. Cornelius Schutte, Consultant 504-362-8046****Shantell Cooper, GSW 504-453-7061****Dawn Duxworth, M.Ed 504-669-3696****Tricia Ferguson, LPC 504-994-9193****Miriam Paiz-Wahl, LCSW, Consultant 504-722-4490****Roy Salgado, PhD 504-491-1034****Sarintha Stricklin, PhD 504-650-9016****Community Home Services****Nicole Sullivan Green, LPC, Supervisor 504-444-4241****Community Education/Quality Assurance Coordinator****Brenda Gremillion, BS 504-957-0061****Nicholas Gilbert 504-838-5357****Elise McKendall Washington, BA 504-838-5357****Information Tracking System****Bradley Tullos 504-838-5357****Budget and Contract Management**

Sean Randall	504-838-5357
Toya Bradley	504-838-5357

Provider Relations & Contract Services

Sean Randall	504-838-5357
Brenda Gremillion, BSRS	504-957-0061

JPHSA Waiver Staff

Supervisor

Denise Oguinn, LMSW	504-838-5476
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Medical Certification Specialists

Anastasia Boudreaux, BA and BS	504-838-5476
Tanya Bridges, MS	504-838-5476
Demetrius Dillon, BA and BS	504-838-5476
Debra Lucas, RN	504-838-5476
Marilyn Prince, BA	504-838-5476
Paulette Smith, RN	504-838-5476

Quality Assurance Program Coordinator

Brenda Gremillion, BS	504-838-5476
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Office Management and Coordination

Lakeysha Gales	504-838-5476
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JPHSA Access and Behavioral Health Services

Access Division

We are the “gate” or point of contact for most JPHSA services, especially clinic services. We provide crisis screening and eligibility determination for addictive disorders, developmental disability and mental health for adults, adolescents and children.

We have Access units on each Bank and provide services to several thousand people each year. Access also provides information to Jefferson Parish citizens as well as JPHSA staff about what services may be available in the community.

We also have the “SPOE” (Single Point of Entry) function. This service assists JPHSA clinical staff and public and private hospitals in Jefferson to find psychiatric hospital beds for people who need inpatient care. In addition, we make referrals for people who need social detox or medical detox for drug or alcohol abuse.

We are always in the process of change in Access, continually improving our ability to “get the right people to the right service at the right time.”

EB Access 504-838-5357

WB Access 504-838-5357

Adult Community Support

Community Support provides 24 hour mobile crisis intervention to adults and children with mental illness, an addictive 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.

Imagine not being able to have a job...or a home... or to participate in day-to-day life with your family and in your community. Then imagine someone coming to your side and lending a hand with removing barriers, creating circles of support that help you to be more independent and be part of the daily life that many take for granted. This is what the Division of Community Support is all about. We provide services for adults with mental illness and/or addictive disorders and their families. We endeavor to foster independence by forming partnerships with people, their families, and the community to empower the individuals we serve to create their own solutions.

It has become apparent in recent years that persons with disabilities can live successful, productive, and rewarding lives when provided appropriate supports in the community. Through improving and strengthening resources at the community level, we aim to create stronger social institutions, improved well-being, and increased social and economic opportunities for the people we serve.

Programs developed and maintained through this office include:

- Mobile Crisis Services
- Supervised Adult Independent Living
- Assertive Community Treatment
- Supportive Housing Program and Transitional Housing Program for Homeless Persons with Mental Illness/Addictive Disorders
- Chemical Dependency Residential Treatment Centers
- Recovery Support Services
- Housing Coordination

- **Service Coordination**
- **Employment Coordination**
- **Social/Leisure Support**
- **Drop-in Center**
- **Medicaid Enrollment Service**
- **Transportation Training**
- **Mental Health and Substance Abuse Consumer Advocacy**

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 Services Provider Contact Information

Community Service Provider Name: AAA Care, LLC

Mission: Strive to give each individual the care to help them achieve their maximum potential to become self-sufficient to be as comfortable and well cared for as much as possible.

Accredited: State License

Director: Stephanie Jackson

Address: 3601 Canal Street Suite A New Orleans, LA 70119

Landline Number: 504-482-1700

Cell Number: 504-202-7344

Fax Number: 504-482-1800

Email: 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: Supporting individuals with disabilities for 8+ years with same employees since 2003

Year Originated: 2003

Number of Persons Served: 45

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: 2 weeks

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

<input type="checkbox"/> Spanish	<input type="checkbox"/> Japanese
<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Sign Language
<input type="checkbox"/> Other Please name _____	

☐ Yes ☐ No **Willing to recruit staff to assist individuals and families?**

For Information about Obtaining Services Contact: Stephanie Jackson

Landline Number: 504-527-0866

Cell Number: 504-228-8766

Email: 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

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: supporting individuals with developmental disabilities

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: 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: Personal Care/Direct Support Services for Elderly and Individuals with Developmental Disabilities

Accredited: State License

Director: Alan J Tucker, Agency Administrator

Address: 252 Hector Avenue Suite B Gretna, LA 70056

Landline Number: 504-367-5511 or 800-549-7855

Cell Number: N/A

Fax Number: 504-367-5512

Email: atucker@actshomehealth.com

Community Provider Website: actshomehealth.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: supporting individuals with developmental disabilities

Year Originated: 1999

Number of Persons Served: 35 +

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

Yes Spanish _____ Japanese

Yes Vietnamese _____ Sign Language

_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Amanda McCoy or Betsy Thompson

Landline Number: 504-504-367-5511

Email: atucker@actshomehealth.com or misstrixie999@gmail.com

Community Services Provider Contact Information

Community Service Provider Name: Access to Meaningful Employment, Inc. (AcME)

Address: 3801 N. Causeway Blvd. Suite #204 Metairie, LA 70002

Mission: To Provide Services to Persons with Disabilities with the Goal of Enhancing their Economic Independence and Quality of Life

Director: Eva M. Belcas, MS, CRC

Licensed: Department of Social Services, Medicaid Waiver, Social Security Ticket to Work

Landline Number: 504 833-7291

Cell Number: 504 329-4548

Fax Number: 504 833-7295

Email: evabelcas@nocoxmail.com

Community Provider Website: acmeemployment.net

Medicaid and Waiver Programs enrolled in: Adult Support Wavier and New Opportunities Waiver

Services Provided: Supported Employment/On-Site Employment Individual Jobs:

1) Vocational Assessment, 2) Job Development; Resume Development, preparation of introduction and response letters to employers, assistance scheduling and attending job interviews 3) Job Placement; assistance obtaining pre-employment data, attending pre-hire activities (orientation) , 4) Job Coaching- assistance at the job site to learn tasks, meet productivity requirements and learn workplace policies, 5) Job Retention- continued contact to assist with job maintenance and 6) SSA counsel; understand the impact of wages on SSA benefits/track work subsidies and Impairment Related Work Expenses

Expertise within agency: Executive Director possesses a Masters in Rehabilitation Counseling and 20+ year's experience working with individuals with disabilities. Operations Coordinator possesses a BA in Business and 6+ year's experience. All staff receives annual training related to employment, job retention and social security issues.

Year Originated: 1988 **Number of Persons Served:** 90-100

Age Groups Served: 18 years – 70 * age person desires to retiree

Description of persons served: All persons with Disabilities

Does your agency have an Evacuation Plan? AcME, Inc. will coordinate time off and return to work dates - All AcME, Inc. clients are placed in individual jobs.

Participates in Direct Support Professional Training Program: All Staff are Certified Employment Specialists

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

Individuals/Families can choose DSP? N/A Employment Specialists are assigned based on their experience with job sites and training/talents related to the job.

What is the policy of DSP "No Shows?" If an Employment Specialist fails to show for a scheduled meeting an Administrator (Director/Operations Coordinator) or other senior staff member will attend.

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name Italian, (some) Spanish and Albanian

***Interpreters are contracted for any language not represented.**

Yes Willing to recruit staff for language or interpreting services to assist individuals and families?

For Information about Obtaining Services Contact: Leif Nick Simone Frazier Eva Belcas

Landline Number: 504 833-7291 **Cell Number:** Leif- 504 329-4544

Email: leifnick@nocoxmail.com

simonefrazier@nocoxmail.com

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

Community Provider Website: ACTIONRTCI.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: supporting individuals with developmental disabilities

Year Originated: 2006

Number of Persons Served: 27

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: immediately depending on type of services

Individuals/Families can choose DSP:	Yes
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What is the policy of DSP “No Shows?” We have back up staff trained to work with individuals

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ **Spanish** _____ **Japanese**
 _____ **Vietnamese** _____ **Sign Language**
 _____ **Other** Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information About Obtaining Services Contact: Michele Almore

Landline Number: 504-244-8688 Cell Number: 504-452-5328 Email: 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

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Deatra Matthews, Executive Director, Denise Wills, Waiver Service Director; Wannshannda Weber, Children Services Director or Thelma Hathorn, Adult Services Director

Landline Number: 504-227-0773

Cell Number: 504-227-0415

Email: advancedpcs@bellsouth.net

Community Services Provider Contact Information

Community Service Provider Name: AGAPE' Care Providers, Inc

Mission: To champion, empower, support, and improve the lives of individuals with disabilities and elderly citizens to live and choose the lives they want in the community. 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

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: All services through enrolled programs and Supported Independent Living Services; PCA, SIL and Respite Contract

Expertise within agency: Work with individuals with disabilities

Year Originated: 1993

Number of Persons Served: 40 plus

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

Description of Persons served: Developmental and Physical 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 through the DSP Assistant and/or other DSP on staff

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: G. Nicole Morris, QMRP

Landline Number: 504-392-1398

Cell Number: 504-915-1038

Email: tcpagape1@bellsouth.net

Community Services Provider Contact Information

Community Service Provider Name: All America Personal Care, Inc

Mission: to provide Person-Centered Services to Individuals with Developmental Disabilities

Accredited: State License

Director: Caren Dwyer

Address: 3939 Veterans Blvd Suite 220 Metairie, LA 70002

Landline Number: 504-457-2324 **Cell Number:** 504-559-3578

Fax Number: 504-457-2325 **Email:** aapc_inc@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: supporting individuals with developmental disabilities

Year Originated: 2000

Number of Persons Served: 43

Age Groups Served: Children, Teenagers, Adults

Description of Persons served: We provide services to 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: 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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Caren Dwyer

Landline Number: 504-457-2324 **Cell Number:** 504-559-3578

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: Dr. Melanie Duplechain or Dr. Ada Craige-Roberson

Address: 4219 Magnolia St New Orleans LA 70115

Landline Number: 504-899-4461

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

Fax Number: 504-899-4464

Email: alternativeslivinginc@netzero.net or rroberson@alternativesliving.org

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: 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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

__Yes_ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Dr. Melanie Duplechain

Landline Number: 504-899-4461 **Cell Number:** 504-400-3579 **Email:** alternativeslivinginc@netzero.net

Community Services Provider Contact Information

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

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

Accredited: Class A Licensed Day Care, Case Management License, CARF-Commission on Accreditation of Rehabilitation Facilities

Director: Michelle Higgins

Address: 1771 Nashville Avenue New Orleans, LA 70115

Landline Number: (504) 897-4060

Cell Number: N/A

Fax Number: (504) 897-0133

Email: arcgnoinfo@bellsouth.net

Community Provider Website: www.arcgno.org

Medicaid and Waiver Programs enrolled in: Early Steps

Services Provided: day care, Family Service Coordination, Special Instruction

Expertise within agency: providing services to individuals with and without disabilities for over 55 years

Year Originated: 1953 **Number of Persons Served:** 535

Age Groups Served: Children (EI/FSC 0-3 years), (Childcare 6 weeks – 5 years)

Description of persons served: Special Instruction and Family Service Coordination is provided to children birth – three with developmental delays and/or disabilities. Day care is provided to children 6 weeks to 5 years of age with and without developmental delays and/or disabilities.

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: Varies with day care, dependent on openings. Family Service Coordination and Special Instruction adheres to the Early Steps guideline of 10 days.

Individuals/Families can choose DSP? N/A

What is the policy of DSP "No Shows?" N/A

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ **X** Spanish

☐ Japanese

☐ Vietnamese

☐ Sign Language

☐ Other Please name _____

☐ **Yes** Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Michelle Higgins

Landline Number: (504) 897-4060

Cell Number: N/A

Email: mhiggins@arcgno.org

Community Services Provider Contact Information

Community Service Provider Name: Arc of Greater New Orleans –Supported Living

Mission: The Arc of Greater New Orleans is committed to securing for people with all Intellectual disabilities the opportunity to develop, function and live to their fullest potential.

Accredited: CARF

Director: Lori Malbroue

Address: 5700 Loyola Avenue New Orleans, LA 70115

Landline Number: 504-897-0134

Cell Number: N/A

Fax Number: 504-895-6496

Email: arcgnoinfo@bellsouth.net

Community Provider Website: www.arcgno.org

Medicaid and Waiver Programs enrolled in: New Opportunities Waiver (NOW) and Supports Waiver

Services Provided: Supported Living

Expertise within agency: experience supporting individuals with disabilities for over 55 years

Year Originated: 1953

Number of Persons Served: 19

Age Groups Served: Children, Teenagers, Adults, Seniors

Description of persons served: 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: varies

Individuals/Families can choose DSP? Yes

What is the policy of DSP “No Shows?” Staff on call

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☐ Sign Language

☐ Other Please name _____

☐ Yes ☐ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Lori Malbroue

Landline Number: 504-897-0134

Cell Number: N/A

Email: lmalbroue@arcgno.org

Community Services Provider Contact Information

Community Service Provider Name: Arc of Greater New Orleans – Individual Options and Employment Services

Mission: The Arc of Greater New Orleans is committed to securing for people with all Intellectual disabilities the opportunity to develop, function and live to their fullest potential.

Accredited: CARF

Director: Tom Barnes

Associate Director: Valerie St. Amant

Address: Multiple locations (2-Metairie, 1-New Orleans, 1-Westwego) and 925 S Labarre Road Metairie, LA 70001

Landline Number: 504-837-5105

Cell Number: N/A

Fax Number: 504-831-4107

Email: arcgnoinfo@bellsouth.net

Community Provider Website: www.arcgno.org

Medicaid and Waiver Programs enrolled in: New Opportunities Waiver (NOW) and Supports Waiver

Services Provided: Day Habilitation, Volunteer and Community Access
Supported Employment, Mobile Work Crew, and Follow Along

Expertise within agency: experience supporting individuals with disabilities for over 55 years; social enterprises

Year Originated: 1953

Number of Persons Served: 145

Age Groups Served: Teenagers, Adults, Seniors_18-...

Description of persons served: 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: 30 days

Individuals/Families can choose DSP? no

What is the policy of DSP “No Shows?” Substitute

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☒ Sign Language

☐ Other Please name _____

☐ Yes_ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Tom Barnes/Valerie St. Amant

Landline Number: 504-837-5105/504-897-0134 **Cell Number:** N/A

Email: tbarnes@arcgno.org or ystamant@arcgno.org

Community Services Provider Contact Information

Community Service Provider Name: Arc of Greater New Orleans- Project H.E.L.P.

Mission: Arc of Greater New Orleans is committed to securing for all people with intellectual disabilities the opportunity to develop, function and live to their fullest potential.

Accredited: CARF

Director: Glenda Dickinson

Address: 5700 Loyola Avenue New Orleans, LA 70115

Landline Number: 504-897-0134

Cell Number: N/A

Fax Number: 504-895-6496

Email: gdickinson@arcgno.org

Community Provider Website: www.arcgno.org

Medicaid and Waiver Programs enrolled in: Personal Care Attendant, Respite, Children's Choice

Services Provided: Attendant Care & Respite

Expertise within agency: experience serving people with disabilities for over 55 years

Year Originated: 1953

Number of Persons Served: 73

Age Groups Served: Children, Teenagers, Adults, Seniors

Description of persons served: people with developmental disabilities: adults with intellectual & related 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: one week: One week

Individuals/Families can choose DSP? Yes

What is the policy of DSP “No Shows?” Staff on-call

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☒ Sign Language

☐ Other Please name _____

☐ Yes_ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Melissa Buckley

Landline Number: 504-897-0134 **Cell Number:** N/A

Email: mbuckley@arcgno.org

Community Services Provider Contact Information

Community Service Provider Name: Authentic Community Living, Inc

Mission: Quality service delivery is priority of Authentic Community Living, Inc. staff employed by our agency are screened and matched to the individual person served. Our individuals and family members receiving services participate in making informed choices regarding staff, schedules and activities. Authentic Community Living, Inc. is ready to serve, dedicated and prepared to meet all of the individual requirements of the people we service.

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 (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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Valerie Dibia

Landline Number: 504-368-4535

Cell Number: 504-259-9995

Email: N/A

Community Services Provider Contact Information

Community Service Provider Name: Community Living Alternatives, Inc

Mission: To facilitate life choices and provide opportunities to persons with developmental disabilities that are consistent with the daily lives of other citizens in the community and promote their abilities to be productive, make contributions and have valued social roles.

Accredited: State License

Director: Sandy Richardson

Address: 4232 Williams Blvd Suite 108 Kenner, LA 70065

Landline Number: 504-471-0086

Cell Number: 504-559-6324

Fax Number: 504-471-0664

Email: sandycla205@aol.com

Community Provider Website: N/A

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

Services Provided: Supported Independent Living Services; PCA

Expertise within agency: working with individuals with developmental disabilities for over 10 years

Year Originated: 1994

Number of Persons Served: 28

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: 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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Sandy Richardson

Landline Number: 504-471-0086

Cell Number: N/A

Email: sandycla205@aol.com

Community Services Provider Contact Information

Community Service Provider Name: Divine Inspiration PCA Services

Mission: to be the leading provider for services to elderly and individuals with disabilities. We are committed to providing quality services that are delivered compassionately, appropriately, responsibly, and efficiently. We are dedicated to contributing to our community, reaching their optimal level of health and well being which has kept us at the front of the home care community.

Accredited: State License

Director: Tracy Brown, RN

Address: 3536 Holiday Dr Suite B New Orleans, LA 70114

Landline Number: 504-366-1302

Cell Number: 504-228-6160

Fax Number: 504-366-1303

Email: divineinspirat1@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: supporting individuals with developmental disabilities

Year Originated: 2007

Number of Persons Served: 39

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: immediately upon approval

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Qiana Richardson-Prog Mgr/Tracy Brown RN-Director

Landline Number: 504-366-1302

Cell Number: 504-504-508-1225/504-228-6160

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: 3801 N Causeway Blvd Suite 301 Metairie, LA 70002

Landline Number: (504) 304-5780

Cell Number: N/A

Fax Number: (504) 304-5787

Email: dreamteamofla@yahoo.com

Community Provider Website: N/A

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: 17 years of experience in supporting individuals with disabilities and their families

Year Originated: 2001

Number of Persons Served: 54

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?” Back up Direct Support Professional is available

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☐ Sign Language

☐ Other Please name _____

☐ Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Yvette Anderson

Landline Number: (504) 304-5780

Cell Number: N/A

Email: dreamteamofla@yahoo.com

Community Services Provider Contact Information

Community Service Provider Name: Exceeds Their Needs, Inc.

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

Mission:

Accredited: State License

Director: Brandy Green, Executive Director

Land Line: 504-366-8801

Cell Phone: 504-419-0337

Fax Number: 504-366-8803

Email: etnbrandy@etnla.com

Community Provider Website: On hold at this time

New Opportunity Waiver Services (NOW), Residential Opportunity Waiver (ROW), Long-Term Care-Personal Care Services, EPSDT – Personal Care Services, Children’s Choice, Elderly & Disability Waiver, Supports Waiver

Medicaid and Waiver Programs enrolled in:

Services Provided: PCA – Personal Care Assistance, SIL – Supported Independent Living, Supported Employment, Day Habilitation Community Program

Expertise within agency: ETN’s executive staff has over 63 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 by the agency as well as other service systems comes 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: 136

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 ☐ No

Participates in Direct Support Professional Training Program: ☒ Yes ☐ No

Average length of time from request for services to start of services: 1-2 weeks depending on receipt of prior authorization

Individuals/Families can choose DSP? ☒ Yes ☐ No

What is the policy of DSP “No Shows?” We provide back up through our 24 hour on call. Lead DSW’s and Program Staff are expected to provide back up as necessary.

Do you have someone who can interpret for individual/family member that speaks any of the following?

☐ Yes ☒ No Spanish ☐ Yes ☒ No Japanese
☐ Yes ☒ No Vietnamese ☐ Yes ☒ No Sign Language
☐ Other Please name Willing to attempt.

Willing to recruit staff to assist individuals and families? ☒ Yes ☐ No

For Information about Obtaining Services Contact: Sue Killam etnsue@etnla.com 419-0343

Name: Debbie LeCour

Landline Number: 504-366-8801

Cell Number: Deb 419-0337

E-mail: Debbie – etndebbie@etnla.com

Community Services Provider Contact Information

Community Service Provider Name: Family Helpers of Greater New Orleans

Mission: The mission of Family Helpers of Greater New Orleans, Inc. is to Enhance the quality of life for individuals and families in need; To champion individuals with disabilities and people who are living long lives who live in our communities and those who would like to; To empower through individual support those persons who choose FHOGNO Agency as a community support agency; To ensure that FHOGNO staff provides supports that make a difference in the lives of people supported; To ensure that FHOGNO staff have opportunities to contribute to the improvement of the organization as a whole and To inspire empathy and mutual appreciation for the limitations and talents of community members with and without disabilities.

Accredited: State License

Director: Tammy Johnson

Address: 3525 N Causeway Suite 700 Metairie, LA 70002

Landline Number: 504-828-6070

Cell Number: 504-650-7989

Fax Number: 504-828-2280

Email: 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: supporting individuals with disabilities for 10 years

Year Originated: 2001

Number of Persons Served: 32

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:

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ **Spanish** _____ **Japanese**
_____ **Vietnamese** _____ **Sign Language**
_____ **Other Please name** _____

_Yes _ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Tammy Johnson

Landline Number: 504-828-6070

Cell Number: 504-650-7989

Email: 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: chmarshall08@yahoo.com

Community Provider Website: dnkydank@aol.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 to have a quality of life

Year Originated: 2000

Number of Persons Served: 100+

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: 2 weeks

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Diredre Lennix or Catherine Marshall

Landline Number: 504-885-3494 **Cell Number:** 504-723-0685 or 504-250-7996

Email: chmarshall08@yahoo.com

Community Services Provider Contact Information

Community Service Provider Name: Gulf Coast Social Services, Inc. DBA Gulf Coast Social Services

Mission: Our mission is to empower people with mental, physical, behavioral, and other challenges to improve the quality of their lives and to live as independently as possible in the community.

Accredited: State License

Regional Program Director: Angeles Taulli

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

Landline Number: 504-361-9950

Fax Number: 504-362-9695

Email: angeles@gctfs.org

Community Provider Website: www.gctfs.org

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

Services Provided: Supported Independent Living (SIL) Services; Personal Care Attendant Services (PCA); Substitute Family Care (SFC); Caregiver Respite; Therapeutic Foster Care; Crisis and planned respite; Community Home; Traumatic Head/Spinal Cord Injury services and case management; Youth mentoring services; Medicaid enrollment services.

Expertise within agency: The Teaching Family model is utilized to ensure the highest quality of treatment for our clients. <http://www.teaching-family.org/tfmodel.htm>

Year Originated: 1983

Number of Persons Served: 120

Age Groups Served: All ages

Description of Persons served: Families and individuals with intellectual disabilities and co-occurring mental health conditions, veterans, children with history of trauma and out of home placement, youth involved with the juvenile justice system, senior citizens in need of companion care.

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 for NOW services

Individuals/Families can choose DSP: Yes

What is the policy of DSP "No Shows?" Back up coverage for direct service professionals is available to all individuals.

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☐ Sign Language

☐ Other Please name _____

☐ Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Our receptionist at 504-361-9950

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: 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

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: working with individuals with developmental disabilities

Year Originated: 2002

Number of Persons Served: 35

Age Groups Served: Children, 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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ **X** Spanish ☐ Japanese
☐ Vietnamese ☐ Sign Language
☐ Other Please name _____

☐ **Yes** Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Tara Gibbs-Riley

Landline Number: 504-464-1449 **Cell Number:** 504-234-3731 **Email:** Tara@hhno.nocoxmail.com

Community Services Provider Contact Information

Community Service Provider Name: Institute For Networking Community Services, Inc.

Address: 1301 Friedrichs Street Gretna, La.

Mission: INCS mission is to work directly serving people with developmental disabilities and their families to provide support services in the home of the individual in need of community based services; when and where the person served wishes to receive them, expanding the individuals horizons by supporting their life choices in their on home.

Accredited: N/A

Director: Stephanie B. Jackson, LCSW

Landline Number: 504-367-6600

Cell Number: 540-323-2214

Fax Number: 504-367-6690

Email: sbjackson55@yahoo.com

Community Provider Website: www.incsusa.org

Medicaid and Waiver Programs enrolled in: SIL, CHILDREN'S CHOICE, NOW WAVER, EDA, LONG TERM CARE, EPSDT

Services Provided: Medication education/management, money management, community inclusion activities, and doctor visitations

Expertise within agency: 16 years of service, Licensed social worker, MSW Area Representative,

Year Originated: 1994

Number of Persons Served: 30

Age Groups Served: Children, Teenagers, Adults, and Seniors (5 to elderly)

Description of persons served: Physical and or mental disabilities i.e. MR, Autism, Spinal Bifida, Cerebral Palsy, dementia, aging.

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: 7-14 days

Individuals/Families can choose DSP? yes

What is the policy of DSP "No Shows?" A backup plan is implemented which includes a team leader and area representative. Either will fill in for the no show within an hour.

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ yes Sign Language

_____ Other Please name _____

_____ yes Willing to recruit staff for language or interpreting services to assist individuals and families?

For Information about Obtaining Services Contact: Jessica Brown, MSW

Landline Number: 504-367-6600

Cell Number: 504-292-2673

Email: 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: Susan McIlwain

Address: Westside North Center 15C Gretna, LA 70053

Landline Number: 504-367-5092

Cell Number: 504-913-9341

Fax Number: 504-362-4854

Email: mcilwainsusan@yahoo.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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Susan McIlwain

Landline Number: 504-368-8500

Cell Number: 504-913-9341

Email: mcilwainsusan@yahoo.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

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Dianne Dunford or Michelle Carr

Landline Number: 504-248-9810

Cell Number: 504-388-5192

Email: Dumfo5@aol.com

Community Services Provider Contact Information

Community Service Provider Name: Lifeworks Career Development Center, LLC

Mission: Lifeworks Career Development Center promotes independence for individuals with disabilities by assisting them to successfully secure gainful employment in an integrated and competitive workforce.

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 or 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: 120

Age Groups Served: Adults

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

Participates in Employment Specialist Certification: yes

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Julie Pitisci or Joby Weber

Landline Number: 504-833-1121

Cell Number: 504-650-4129

Email: lifeworksjp@aol.com or lifeworksjw@aol.com

Community Services Provider Contact Information

Community Service Provider Name: Lotus Community Care, LLC, dba Tailored Care

Mission: To provide a level of care that maximizes independence, dignity and quality of life for our clients and their families.

Accredited: State License

Director: Tina Owen

Address: 4480 General De Gaulle Drive, Suite 215, New Orleans, LA 70131

Landline Number: 504-368-1512 **Cell Number:** 504-782-4657 **Fax Number:** 504-368-1513

Email: lotusc.care@gmail.com or tina.owen@yahoo.com

Community Provider Website: www.lotuscc.us

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

Services Provided: Supported Independent Living Services; PCA and SIL.

Expertise within agency: Bilingual support staff

Year Originated: 2000

Number of Persons Served: 20 +

Age Groups Served: All ages

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ **X** Spanish ☐ Japanese
☒ **X** Vietnamese ☐ Sign Language
☐ **Other** Please name _____

☐ **Yes** Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Tina Owen

Landline Number: 504-368-1512 **Cell Number:** 504-782-4657

Email: tina.owen@yahoo.com or lotusc.care@gmail.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: Diggs Morgan

Address: 100 Central Avenue Jefferson, LA 70121

Landline Number: 504-733-2874

Fax Number: 504-731-1352

Residential: 504-731-1312

Vocational: 504-731-1324

Residential Fax: 504-731-1357

Supported Living: 504-731-1371

Email: DMorgan@MagnoliaSchool.com

Provider Website: www.magnoliaschool.com

Services Provided: ICF/MR Community Home; Supported Independent Living Services; PCA Services; Supported Employment; Vocational; Day Habilitation; Community Access

Year Originated: 1935

Number of Persons Served: 230

Age Groups Served: 18 - 99

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☒ Sign Language

☐ Other Please name _____

☒ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Diggs Morgan 504-733-2874

Residential: Kim Sandoz 504-731-1312 Vocational/Day Habilitation/Supported Employment: Jennifer Hebert 504-731-1324
Supported Independent Living: Laurel Sillins 504-731-1371

Email: Dmorgan@MagnoliaSchool.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

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: working with individuals with developmental disabilities

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: 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: To provide the most reliable alternatives in the community for individuals with disabilities and the elderly

Accredited: State License; Dept of Health and Hospitals

Program Director: Diana Rush, MSW

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

Landline Number: 504-779-4740

Cell Number: 504-419-2732

Fax Number: 504-779-4744

Email: info@rcainc.net

Community Provider Website: 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 and Licensed Medicaid Application Center

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

Expertise within agency: non-medical in-home care (Nejuan Bakewell 20 years-nursing BSN RN)

Year Originated: 2004

Number of Persons Served: 100

Age Groups Served: Children, Teenagers, Adults, Seniors

Description of Persons served: Elderly, Individuals with developmental, physical and/or functional 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: 1 week

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name _____

_Yes _ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Diana Rush, MSW, Program Director

Landline Number: 504-779-4740

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

Email: drush@rcainc.net or nbakewell@rcainc.net

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: sandctotalliving@bellsouth.net

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ **Spanish** _____ **Japanese**
 _____ **Vietnamese** _____ **Sign Language**
 _____ **Other** Please name

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Charlotte Scott

Landline Number: 504-368-6226

Cell Number: 504-782-2546

Email: sandctotalliving@bellsouth.net

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

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Lisa Thomas or LouBertha Allen

Landline Number: 504-365-0233 **Cell Number:** 504-570-8369 or 504-570-8368

Email: shalomhomecare@bellsouth.net

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 or 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: Individuals with disabilities for over 10 years

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Rebecca Johnson

Landline Number: 504-367-9572

Cell Number: 504-236-8626

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: Gwen Barze

Address: 2100 Lapalco Blvd Harvey, LA 70058

Landline Number: 504-368-1801

Cell Number: 504-912-2469

Fax Number: 504-366-0718

Email: mariernc228@yahoo.com and terrastotalcare@ymail.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: 50

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: 30 – 90 days

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Gwendolyn Barze

Landline Number: 504-368-1801

Cell Number: 504-650-1950

Email: terrastotalcare@ymail.com

Community Services Provider Contact Information

Community Service Provider Name: Total Assurance, Inc

Mission: To provide quality support and services to individuals that has 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

Community Provider Website: www.tassurance@aol.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: Total Assurance's Governing Body has over 50 years of experience working with individuals with developmental disabilities.

Years of Services: 2004

Number of Persons Served: 31

Age Groups Served: Children, Teenagers, Adults, Seniors

Description of Persons served: individuals who have 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: 1-3 days

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish	_____ Japanese
_____ Vietnamese	_____ Sign Language
_____ Other Please name _____	

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Derrick D. Webb, Sr

Landline Number: 504-465-0760

Cell Number: 504-975-9570

Email: tassurance@aol.com

Community Services Provider Contact Information

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

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

Accredited: All our programs are State Licensed

Mission: To advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities

Director: Jo Bugg, Executive Director

Landline Number: 504-461-4266 **Cell Number:**

Fax Number: 504-461-9976 **Email:**

Community Provider Website: www.ucpgno.org

Medicaid and Waiver Programs enrolled in: New Opportunity Waiver (NOW), Long-Term Care-Person Care Services (LT-PCS) Personal Care Services (PCS), EPSDT, Elderly and Disabled Waiver (EDA), Early Steps Children's Program.

Services Provided: Supported Living, Supported Employment, Early Steps, Respite, PCA, Money Management

Expertise within agency: Providing quality care to individuals with ALL types of disabilities

Year Originated: 1946 **Number of Persons Served:** 108

Age Groups Served: Children, Teenagers, Adults, Seniors We serve all age groups – birth to 100

Description of persons served: People with all disabilities – physical, mental, and developmental.

Does your agency have an Evacuation Plan? yes or no YES

Participates in Direct Support Professional Training Program: yes or no YES

Average length of time from request for services to start of services: Usually within three to four days

Individuals/Families can choose DSP? yes or no YES

What is the policy of DSP "No Shows?" There are individual back up plans in place at every consumer's home and a replacement is sent immediately.

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☐ Sign Language

☐ Other Please name _____

☐ Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Ginger Coleman, Supported Living Director

Landline Number: 504-461-4266, ext 231 **Cell Number:** 504-228-7713

Email: ginger@ucpgno.org

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: Patty Ghiossi

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

Landline Number: 504-835-3005 **Cell Number:** 504-239-4964 **Fax Number:** 504-835-0409

Email: pghiossi@voagno.org

Community Provider Website: 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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ **Spanish** ☐ **Japanese**
☐ **Vietnamese** ☐ **Sign Language**
☐ **Other** Please name _____

☐ **Yes** Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Christina DiMaggio

Landline Number: 504-835-3005 **Cell Number:** 504-616-3575

Community Services Provider Contact Information

Community Service Provider Name: West Bank ARC. Inc

Mission: Westbank ARC will enable people with disabilities to realize their fullest potential in the work-force, center-based vocational development and other life enriching activities.

Accredited: State License

Director: Kaye Harris, Executive Director

Address: 401 Gretna Blvd Gretna, LA 70053

Landline Number: 504-361-1131

Cell Number: 601-766-5447

Fax Number: 504-361-9616

Email: kaye@westbankarc.org

Community Provider Website: www.westbank.org

Medicaid and Waiver Programs enrolled in: Supports Waiver, New Opportunity Waiver (NOW)

Services Provided: Supported Employment; Day Habilitation; Vocational; All Shine Janitorial; Quick Trim Lawn Care

Expertise within agency: 50 years service to individuals with disabilities

Year Originated: 1956

Number of Persons Served: 80

Age Groups Served: Adults

Participates in Direct Support Professional Training Program: yes

Description of persons served: Adults with Developmental Disabilities Mild/Moderate and Severe/Profound

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: Admission to program 30 day evaluation and Individual Support Plan meeting

What is the policy for "No Shows?" Agency provides a backup plan

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Kaye Harris

Landline Number: 504-361-1131

Cell Number: N/A

Email: kaye@westbankarc.org or julia@westbankarc.org

Community Services Provider Contact Information

Community Service Provider Name: Allied Health Care, Inc

Mission: To operate and manage health care facilities so that value is added through our employees in the process. We will constantly strive to improve our operations through performance improvement, managing productivity, costs, and the provision of quality leadership and planning. We will serve with absolute integrity and honor.

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

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: 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: Admission to program 30 day evaluation and Individual Support Plan meeting

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Patricia Schexnaydre

Landline Number: 504-443-1391

Cell Number: 504-250-1390

Email: PSchexnaydre@centralcontrol.us

Community Services Provider Contact Information

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

Mission: Respecting the dignity and potential of each human person, Catholic Charities Archdiocese of New Orleans collaborates with the wider community to serve those in need. Impelled by the love and teaching of Jesus Christ, we offer life-giving programs, advocate for the voiceless, and empower the poor and vulnerable to foster a more just society.

Accredited: State License

Director: Ronna “Niki” Trager

Address: 200 Beta Street Gretna, LA 70053

Landline Number: 504-392-0502 ext 0

Cell Number: N/A

Fax Number: 504-392-5411

Email: rptrager@ccano.org

Community Provider Website: 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: 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:

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Ronna “Niki” Trager

Landline Number: 504-392-0502 ext 0

Cell Number: N/A

Email: rptrager@ccano.org

Community Services Provider Contact Information

Community Service Provider Name: Crossroads of LA, Inc

Mission: Crossroads is a progressive agency which emphasizes the abilities of people. We understand that each person is unique with his or her own strengths, interests and resources. It is our conviction that adults with disabilities are able, with support, to learn how to successfully live in the community. Our commitment is to provide this support.

Accredited: State License

Director: Susan McIlwain or Mary Perez, Associate Director

Address: 3727 General de Gaulle Dr, New Orleans, LA 70114

Landline Number: 504-366-1828

Cell Number: 504-913-9341

Fax Number: 504-366-1867

Email: 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: 69

Age Groups Served: Adults

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:

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish

_____ Japanese

_____ Vietnamese

_____ Sign Language

_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Susan McIlwain or Mary Perez

Landline Number: 504-366-1828

Cell Number: 504-913-9341

Email: mcilwainsusan@yahoo.com or 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: Diggs Morgan, President

Address: 100 Central Avenue Jefferson, LA 70121

Landline Number: 504-733-2874

Fax Number: 504-731-1352

Residential: 504-731-1312

Vocational: 504-731-1324

Residential Fax: 504-731-1357

Supported Living: 504-731-1371

Email: dmorgan@magnoliaschool.com

Provider Website: www.magnoliaschool.com

Services Provided: ICF/MR Community Home; Supported Independent Living Services; PCA Services; Supported Employment; Vocational; Day Habilitation; Community Access

Year Originated: 1935

Number of Persons Served: 230

Age Groups Served: 18 - 99

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish

☐ Japanese

☐ Vietnamese

☒ Sign Language

☐ Other Please name _____

☒ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Diggs Morgan 504-733-2874

Residential: Kim Sandoz 504-731-1312 Vocational/Day Habilitation/Supported Employment: Jennifer Hebert 504-731-1324
Supported Independent Living: Laurel Sillins 504-731-1371

Email: dmorgan@magnoliaschool.com

Community Services Provider Contact Information

Community Service Provider Name: Progressive Healthcare Providers (PHP)

Mission: We believe that every individual can reach their full potential by receiving support and services that encourage community participation and offers a life full of opportunity. Quite simply, we provide individuals with opportunities in living, working, and serving.

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: uxpress2me@gmail.com

Community Provider Website: N/A

Services Provided: ICF/MR Community Home

Year Originated: 1990

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

<input type="checkbox"/> Spanish	<input type="checkbox"/> Japanese
<input type="checkbox"/> Vietnamese	<input type="checkbox"/> Sign Language
<input type="checkbox"/> Other Please name _____	

☐ Yes_ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Rachel Byrd, Administrator for Central Region

Landline Number: 225-767-2344

Cell Number: N/A

Email: uxpress2me@gmail.com

Community Services Provider Contact Information

Community Service Provider Name: ResCare, Inc

Mission: ResCare is Respect and Care. Assisting People to reach their highest level of independence! We are dedicated and caring people who form a company providing excellent human services that enhance the lives of individuals. With efficiency and effectiveness, we strive to provide the highest measure quality supports for the people and organizations we serve, our employees, our shareholders and our communities. We serve with skill, compassion, respect and care.

Accredited: State License and CARF Accreditation

Director: Nancy Miller, Executive Director

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: nmiller@rescare.com

Community Provider Website: 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: 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: Depends on vacancies

Individuals/Families can choose DSP: Yes

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Nancy Miller

Landline Number: 985-674-4177

Cell Number: N/A

Email: nmiller@rescare.com

Community Services Provider Contact Information

Community Service Provider Name: Viola Community Program

Mission: To provide community living arrangements for individuals with disabilities by providing increased community services so the individual remains within the community.

Accredited: State License

Director: Vaughn Green

Address: 2316 Litchwood Lane Harvey, LA 70058

Landline Number: 504-301-4364

Cell Number: N/A

Fax Number: 504-301-1604

Email: N/A

Community Provider Website: N/A

Services Provided: ICF/MR Community Home

Year Originated: 2005

Number of Persons Served: 6

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

Yes Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Vaughn Green

Landline Number: 504-301-4364

Cell Number: N/A

Email: N/A

Community Partner Contact Information

Community Service Provider Name: Children's Hospital ~Ventilator Assistance Children's Program ~ (VACP)

Mission: To provide comprehensive pediatric healthcare which recognizes the special needs of children through excellence and continuous improvement of patient care, education, research, child advocacy and management.

Accredited: State License

Director: Karla Donewar, MBA

Address: 200 Henry Clay New Orleans, LA 70118

Landline Number: 504-896-9228

Cell Number: N/A

Fax Number: 504-896-9313

Email: KDonewar@chnola.org

Community Provider Website: 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: Individuals with disabilities

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

_____ Spanish _____ Japanese
_____ Vietnamese _____ Sign Language
_____ Other Please name _____

__Yes__ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Karla Donwar

Landline Number: 504-896-9228

Cell Number: N/A

Email: KDonewar@chnola.org

Community Partner Contact Information

Community Service Provider Name: The Columbus Organization

Mission: To make a difference in the lives of people with disabilities in collaboration with all stakeholders. We strive to accomplish this through the provision of services that are timely, accessible, person-centered and culturally appropriate, regardless of a person's race, religion, gender and sexual orientation.

Accredited: State License

Director: Deidra L. Richard

Address: 2200 Veterans Blvd # 102 Kenner, LA 70062

Landline Number: 504-799-0330

Cell Number: 504-214-9259

Fax Number: 504-469-2070

Email: drichard@columbusorg.com

Community Provider Website: www.columbusorg.com

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

Services Provided: Case Management and Support Coordination

Expertise within agency: Extensive

Year Originated: 1984

Number of Persons Served: 800

Age Groups Served: Children, Teenagers, Adults, Seniors

Description of Persons served: All individuals in need of HCBS through the various waiver programs

Does your agency have an evacuation plan? N/A

Participates in Direct Support Professional Training Program: N/A

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ Spanish ☐ Japanese
☐ Vietnamese ☒ Sign Language
☐ Other Please name _____

☐ Yes ☐ Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Kendra Nelson

Landline Number: 504-799-0330

Cell Number: 504-214-9259

Email: drichard@columbusorg.com

Community Partner Contact Information

Community Service Provider Name: Quality Independent Service Coordinators of LA, Inc

Mission: To live independently as possible in their own home and in the community of their choosing, attending school, working or recreating, to achieve their personal outcomes creating their own happy and productive lives.

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: 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: Individuals with disabilities

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

Do you have someone who can interpret for individual/family member that speaks any of the following?

☒ **X** Spanish ☐ Japanese
☐ Vietnamese ☐ Sign Language
☐ Other Please name _____

☐ **Yes** Willing to recruit staff to assist individuals and families?

For Information about Obtaining Services Contact: Jamie Hattier

Landline Number: 504-885-6745 or 1-877-419-4564

Cell Number: 504-858-6752

Email: jhqisc@xspediusmail.net

Community Resources

Adult Protection 1-800-898-4910

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

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

Patricia Ehrle
www.dsagno.org

Driver's Assessment for Individuals with Disabilities

Judy Otto 504-897-8557

Early Steps

504-496-0165 fax 504-496-0167
<http://www.oph.dhh.louisiana.gov>
Lynn Marie Ruckert

East bank-East Jefferson Community Healthcare

11312 Jefferson Highway
River Ridge, LA
504-463-3002
Dental: 504-463-5999
\$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
Website: 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

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

Greater New Orleans Supports and Services Center

4460 General Meyer
New Orleans, LA 70131
504-364-6600

Home of My Own Program

**Kenya Morris-Landry, HMO Coordinator, JPHSA/CSPDD
Office 504-838-5357**

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, 2nd 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**

Jefferson Parish Public School System (JPPSS)

**501 Manhattan Blvd
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**

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

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 times 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: Paula Necaise

(504) 838-5180

Louisiana State University Health Sciences Center-Human Developmental Center LSUHSC-HDC

1900 Gravier St 8th Floor

New Orleans, LA 70112

Phil Wilson 504-556-7573 pwilso2@lsuhsc.edu

Medicaid Office

3229 36th Street

Metairie, LA

1-877-252-2447

Metropolitan Human Services District
1010 Common Street Suite 600
New Orleans, LA 70112
504-599-0245
Fax: 504-568-4660

Office of Aging and Adult Services
1010 Common Street Suite 505
New Orleans, LA 70112
504-568-8568 or 1-866-758-5035
Fax: 504-599-0293

Public Health Department
1855 Ames Blvd
Marrero, LA 70072-3429
504-349-8802

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

Waiver Office for JPHSA

Jefferson Parish Human Services Authority Waiver Office
3300 West Esplanade Avenue
Metairie, LA 70002, Suite 213
(Near the corner of Causeway and West Esplanade)
Office number: 504-838-5476
Fax number: 504-838-5495