

DEPLOYMENT & THE MILITARY FAMILY

NEW ORLEANS, LOUISIANA ACTIVE DUTY MILITARY FAMILY MEMBERS RESOURCE GUIDE

April 8, 2003

Prepared by: LSU Health Sciences Center
Campus / Employee Assistance Program
2020 Gravier St.
New Orleans, Louisiana 70112

(504) 568-4933

INDEX

I.	PRIMARY POINT OF CONTACT: THE FLEET AND FAMILY SUPPORT CENTER	3
II.	POINTS OF CONTACT (POC).....	3
III.	HEALTH & MENTAL HEALTH RESOURCES FOR IMMEDIATE FAMILY MEMBERS OF ACTIVE DUTY MILITARY PERSONNEL	5
IV.	GENERAL RESOURCES, INFORMATION & REFERRAL SOURCES FOR IMMEDIATE FAMILY MEMBERS OF ACTIVE DUTY MILITARY PERSONNEL	6
V.	RESOURCES FOR IMMEDIATE & EXTENDED FAMILY MEMBERS, AND PARENTS OF ACTIVE DUTY MILITARY PERSONNEL	7

I. PRIMARY POINT OF CONTACT: THE FLEET AND FAMILY SUPPORT CENTER

The Fleet and Family Support Center
Naval Support Activity
2300 General Meyer Ave, Bldg. 732
New Orleans, La 70142
DP: (504) 678-2647
FAX: (504) 678-9024
0730-1600 Monday through Friday
www.fscnola.com/index.htm

The military identifies one primary point of contact for every major city with several military commands located in their area. The primary point of contact for the New Orleans metropolitan area is the Fleet and Family Support Center. This center is available to all branches of the arm services. The mission of the Fleet and Family Support Center is to provide access and awareness of reliable and useful services, resources, and information that help support and improve the quality of life to active duty, reservist, and retired service members and their families. They present on the website, a variety of links for many different topics one may be experiencing.

II. POINTS OF CONTACT (POC)

Each branch of the military also has established a Point of Contact (POC) office that provides active duty family members access to services, resources and information to help support and improve the quality of life of active duty, reservist, guard and retired service members and their families.

United States Air Force POC -- Active Duty or Reserve

Diane M. Fowler, Director
926th Fighter Wing
Family Support Center
Box 50
NAS JRB, New Orleans, LA 70143
DP: (504) 678-3417
FAX: (504) 678-3489
Cell Phone: 214-8625
1-866-722-4523
0800-1500 Monday through Friday
diane.fowler@newsorleans.af.mil

**United States Navy or Marines or Army POC – Active Duty or Reserve
(and all other Military Branches)**

**Fleet & Family Service Center
2300 General Meyer Ave, Bldg. 732
Naval Support Activity
New Orleans, LA 70142
DP: (504) 678-2647
FAX: (504) 678-9024
0730-1600 Monday through Friday
Website: <http://www.ffsc.nola.navy.mil>
E-mail: millerli@nsa.nola.navy.mil**

Louisiana Air National Guard POC

**Carrie Matrine
Family Readiness Center
159th Fighter Wing
400 Russell Ave Box 27
NAS JRB New Orleans, LA 70143
DP: (504) 391-8505
Cell Phone: 610-7449
0800 – 1600 Monday through Friday
1-800-541-5860
family.readiness@lanewo.ang.af.mil**

Louisiana Army National Guard POC

**Capt Susan Bush/ Capt Susan Jones
Family Program Coordinator
Bldg 54, LANG HQ
Jackson Barracks
New Orleans, LA 70146-0330
DP: (504) 278-8155 or 8325; 485-8155 or 8325
1-800-541-5860 (Nationwide)
susan.bush@la.ngb.army.mil / donna.jones@la.ngb.army.mil**

United States Army Reserve POC

**LaTreece Moore, 90th RSC (Regional Support Command)
RCI, Family Program Coordinator
377th Theater Support Command
5010 Leroy Johnson Drive
New Orleans, La 70146-3601
DP: (504) 286-9369
Fax: (504) 286-9218
Latreece.moore.rci@usarc-emh2.army.mil
0730-1600 Monday through Friday
Army homepage: <http://www.army.mil>
Army Reserve: <http://www.army.mil/usar>
377th TSC Homepage: <http://usarc.army.mil/377tsc>
0730 hrs- 1630hrs**

United States Coast Guard POC
Carol Partridge
Work-Life Program
USCG ISC New Orleans
4640 Urquhart Street
New Orleans, LA 70117-4698
(504) 942-4056 / After Hours (504) 942-3020
0700-1630 Daily

<http://cgweb.lant.uscg.mil/iscneworleans/webb%20page/default.html>
cpartridge@iscnola.uscg.mil
canderson@iscnola.uscg.mil

Health Promotion Manager, Family Resource Specialist, Family Advocacy Specialist, Relocation/Transition Manager, Employee Assistance Program

III. HEALTH & MENTAL HEALTH RESOURCES FOR IMMEDIATE FAMILY MEMBERS OF ACTIVE DUTY MILITARY PERSONNEL

Choice Behavioral Health
Prevention and Wellness Department
2130 Pass Road
Biloxi, Ms. 39531
1-800-700-8646
(228) 385-4771

Provides mental health, prevention and wellness services for all military branches consisting of educational programs, community resources, and educational materials. Information is provided for addiction, children's issues, grief, mental health, parental resources, senior issues, teens, and women issues. For more information please contact Jim Soriano, MA, LPC.

Humana Military Healthcare Services
TRICARE Service Center New Orleans
3520 General DeGaulle Drive
New Orleans, LA 70114
1-504-361-4965 Local TRICARE Service Center
1-800-444-5445 Toll Free Beneficiary Information Line

Provides access to medical and surgical healthcare services for eligible Active Duty dependents, retirees, and retiree dependents for all branches of the military. Education and assistance with benefit or payment or healthcare referral questions are available. For more information please contact the local TRICARE Service Center 504-361-4965. Al Hijuelos, Health Systems Manager.

IV. GENERAL RESOURCES, INFORMATION & REFERRAL SOURCES FOR IMMEDIATE FAMILY MEMBERS OF ACTIVE DUTY MILITARY PERSONNEL

**Air Force Aid Society
Family Support Center
81 MSS/DPF
500 Fisher St.
Keesler AFB, MS 39543
(228) 377-2179**

The family support center provides interest free loans or grants to families who have a family member on active duty. Also, they also assist with rent, utilities, groceries, automobile repairs, emergency leave, funeral expenses, and child care.

**Army Family Assistance Hotline
1-800-541-5860**

The Family Assistance Hotline is available for family members of Army soldiers on active duty including the Army National Guard and Army Reserves. They provide information and referrals for resources needed.

**American Legion
1-800-504-4098**

The family support network is able to help spouses of military personnel who have been deployed. Services included helping the family with daily chores such as babysitting, plumbing problems, and lawn care duties. You may also send a request by logging on to www.legion.org/attack/docs/assistance_request.php

**Department of Defense Deployment Health Support Directorate
DeploymentLINK
1-800-497-6261
http://deploymentlink.osd.mil/deploy/family/family_support.shtml**

The Deployment Health Support Directorate (DHSD) is the Department of Defense agency responsible for assuring that programs to protect the health of those individuals being deployed are robust and that any health concerns they may have are completely addressed. DHSD can be found on the internet at <http://www.deploymentlink.osd.mil>.

There is a direct hotline for service members, veterans and families at (800) 497-6261. People can also e-mail questions or concerns to special.assistant@deploymenthealth.osd.mil.

Louisiana Cares

<http://www.louisianacares.org>

<http://www.wwtv.com/>

Louisiana Cares is an initiative of WWL-TV, Cox Communications, Entercom, and Bank One. It is a special fund designed to meet emergency needs caused by the gap between military and civilian pay to families of active military. For assistance contact:

Dianne Fowler
Friends and Family Readiness
(504) 678-3417
1-866-722-4523

Deneen O'Conner
Bank One
(504) 623-2003

Lifelines Service Network

www.lifelines2000.org

This is an online website that provides information and links to resources regarding issues for financial management, housing, legal assistance, and family life to name a few.

United Way Organization

“Operation Home Front”

**2515 Canal St.
New Orleans, La 70119
(504) 269-COPE (2673)
1-800-749-COPE (2673)**

This fund will assist families of U.S. Military Personnel by providing potential services that include mortgage/rental assistance, counseling, utility assistance, and food. The telephone hotline number can be called 24 hours a day/ 7 days a week.

**V. RESOURCES FOR IMMEDIATE & EXTENDED FAMILY MEMBERS,
AND PARENTS OF ACTIVE DUTY MILITARY PERSONNEL**

**American Red Cross
Southeast Louisiana Chapter
P.O. Box 53327
New Orleans, La 70153
(504) 833-7556**

Provides emergency communication services for military personnel to remain in touch with their families around the clock. Also, they help with financial assistance, and counseling. This benefit is for all military personal and their families including reserves and national guards. For more information you can log on at www.redcross.org or [www.http://www.arcno.org](http://www.arcno.org)

Associate Catholic Charities (ACC)

Metairie Office
433 Metairie Road, Suite 119
Metairie, La 70005
Intake Contact: Tamica (504) 835-5007

St. Bernard Branch Office
2626 Charles Drive, Suite 210
Chalmette, LA 70043
Intake Contact: Theresa (504) 279-7636

St. Charles Branch Office
P .O. Box 60
Hahnville, LA 70057-6000
Intake Contact: Joyce (985) 783-2906

St. John Branch Office
1706 Carnes Drive
LaPlace, LA 70068-2407
Intake Contact: LaDean (504) 652-4330

St. Tammany Office: Slidell / Covington
1925-C Corporate Square Boulevard
Slidell, LA 70458-3165
Intake Contact: Julie (985) 641-8120

Westbank Branch Office
781 Behrman Highway, Suite 102
Gretna, LA 70056-3049
Intake Contact: Jackie (504) 391-0370

ACC provides counseling on a sliding scale fee.

Coping Strategies to Help Adults and Children Deal with War and Potential Terrorist Attacks HOTLINE: (504) 568-8772 24 hours / 7 days

<http://www.lsuhscc.edu>

<http://futureunlimited.org>

<http://new-orleans.la.us/home/departmentsAndAgencies/health/>

Drawing upon the expertise of the mental health professionals in the Department of Psychiatry at the LSU Health Sciences Center in New Orleans, Mayor Ray Nagin and the health and homeland security offices of the City of New Orleans are promoting a hotline, manned by LSUHSC faculty to help citizens cope with the anxiety of war and terrorism.

East Jefferson Mental Health Clinic
3101 W. Napoleon Ave., Suite 1000
Metairie, LA 70001
(504) 838-5257

Parish Mental Health Clinic provides services on a sliding scale fee.

Families Helping Families of Greater New Orleans
Family Resource Center
4323 Division St. Ste 110
Metairie, La 70002
(504) 889-9111 or 1-800-766-7736

This is a resource center for individuals with disabilities and their families. They provide counseling, information, and make referrals when appropriate. This office includes the following parishes: Orleans, Plaquemines, St. Bernard, and Jefferson.

Family Service of Greater New Orleans
2515 Canal Street, Suite 201
New Orleans, LA 70119
(504) 822-0800
FAX: (504) 822-0831
E-mail: familyservicegno@worldnet.att.n

Monday through Friday 8:30 am-8pm, and by appointment
Sliding fee scale.

Our Lady of Holy Cross College
Thomas E. Chambers
Counseling & Training Center
4123 Woodland Drive
New Orleans, LA 70131
General Information: (504) 394-7744

Provides individual and family counseling on a sliding scale fee.

Jewish Family Service
3330 West Esplanade Suite 600
Metairie, La 70003
(504) 831-8475

Provides counseling on a sliding scale fee.

Louisiana Committee For Employer Support of the Guard and Reserve
Building 57
Jackson Barracks
6400 St. Claude Ave.
New Orleans, La 70146
(985) 626-1019
Contact: Louie Gavin, LAESGR Public Affairs Officer
Lgavin1691@aol.com

The National Committee for Employer Support of the Guard and Reserve (ESGR) is an agency within the Office of the Secretary of Defense. It was established in 1972 to promote cooperation and understanding between National Guard and Reserve members and their civilian employers. It operates through over 4500 volunteers throughout 55 committees located in each state, the District of Columbia, Guam, Puerto Rico, the U.S. Virgin Islands and Europe. Its mission in 1972, and remains the same today, is to (a) assist Guard and Reserve members and their families with problems resulting from calls to active duty; (b) to educate Guard Reserve members and their civilian employers in their rights and obligations as provided in federal and state laws; (c) to mediate disputes between members of the Guard and Reserve and their civilian employers resulting from calls to active duty. There are over 215,000 Guard and Reserve members on active duty serving in Iraq and other parts of the world where the United States has commitments. Nearly 5500 of these have ties to Louisiana. Louisiana operates as the Louisiana Committee for Employer Support of the Guard and Reserve (LAESGR) and has nearly 100 volunteers from all parts of the state.

Trinity Counseling
2108 Coliseum St
New Orleans, La 70130
(504) 522-7557

Trinity Counseling program is a non-profit organization which offers counseling on a sliding scale fee.

West Jefferson Mental Health Clinic
5001 Westbank Expresswy
Marrero, LA 70072
(504) 349-8701

State mental health clinic provides counseling on a sliding scale fee