



Customer Resource Guide



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Introduction

Cleco wants to help you connect with agencies and organizations in your community. This guide lists basic facts so you can get the assistance you need.

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Customer & Community Services

CUSTOMER CALL CENTER

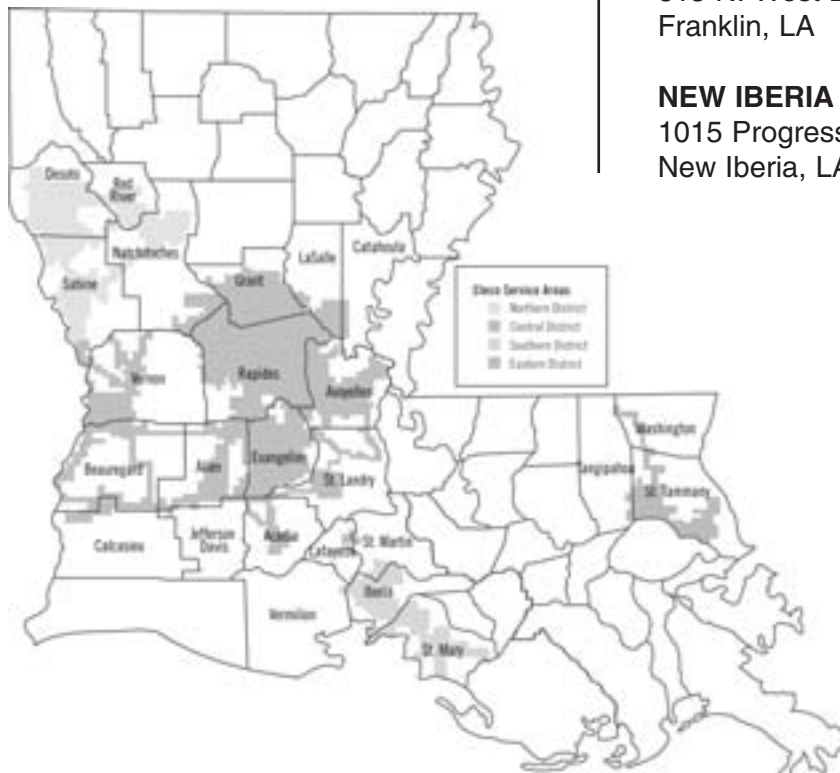
1-800-622-6537

Cleco customer service representatives are available 24 hours a day, seven days a week to help you with your Cleco business.

Through the toll-free line, you can use the automated system to report an outage, access account information, report a payment, or arrange a credit extension. Simply call the number, and follow the prompts. It's quick and easy.

Customer Service holiday closings

Cleco customer service offices are closed for the following holidays: Thanksgiving Day; the day after Thanksgiving; Christmas Eve and Christmas Day; New Year's Day; Martin Luther King Day; Good Friday; Memorial Day; Fourth of July; Labor Day. The Crowley, Eunice, Opelousas, Ville Platte, New Iberia, Franklin, Covington, Mandeville and Slidell customer service offices are also closed on Mardi Gras.



Cleco Customer Service Offices

Cleco customer service offices are open Monday - Friday from 8:30 a.m. until 4:30 p.m.

Eastern District

COVINGTON

832 E. Boston St., Unit 17
Covington, LA

MANDEVILLE

2900 Causeway Blvd.,
Suite A
Mandeville, LA

SLIDELL

154 Florida Avenue
Slidell, LA

Southern District

FRANKLIN

815 N. West Blvd.
Franklin, LA

NEW IBERIA

1015 Progress St.
New Iberia, LA

Northern District

MANSFIELD

900 Washington Ave.
Mansfield, LA

Central District

BUNKIE

401 Walnut St.
Bunkie, LA

CROWLEY

2105 N. Parkerson St.
Suite B
Crowley, LA

DERIDDER

820 N. Pine St.
Deridder, LA

EUNICE

151 N. 4th St.
Eunice, LA

OPELOUSAS

369 East Landry St.
Opelousas, LA

PINEVILLE

936 Main St.
Pineville, LA

VILLE PLATTE

515 West Lincoln St.
Ville Platte, LA

Doing Business with Cleco



Getting service connected

We can connect your service Monday through Friday (except holidays). While we work to meet your customer service expectations, we do not guarantee turn-on dates.

The deposit to connect is \$100 for homeowners and \$150 for renters and mobile home owners.

A service connect fee to partially cover the cost of making service available is:

\$20.00 during regular working hours

\$50.00 other than regular hours

In addition, a parish permit (if outside the city limits) and/or a city permit (if inside the city limits) may be needed depending on the requirements of the parish or city. Permit fulfillment is the responsibility of the customer. To find out if a permit is required, please contact our customer service department at 1-800-622-6537.

Transferring service to a new address

To transfer your service, you must complete a Cleco service transfer request. If you have a deposit on record, Cleco will automatically transfer that amount to your new account. Your account must be current (paid to date) to be eligible for a transfer of service. A connect fee will be added to your first bill for the new residence. A separate final bill will be mailed for your previous residence. We can transfer your service Monday through Friday (except holidays). While we work to meet your customer service expectations, we cannot guarantee transfer dates.

Disconnecting services

We can disconnect your services Monday through Friday (except holidays). While we work to meet your customer service expectations, we do not guarantee disconnect dates. If you are eligible for a deposit refund, the deposit plus the interest you have earned will be applied to your final bill. Any credit remaining will be mailed to your forwarding address.

Doing Business with Cleco

Reconnecting service for nonpayment of bills

When service has been suspended for nonpayment of bills, it will not be restored until the customer's account is paid along with the cost of restoring service. The cost for reconnecting service is:

- \$25.00 during regular business hours
- \$55.00 after hours

Reporting a power outage

If you are experiencing a power outage, contact Cleco toll free at 1-800-622-6537 to report the problem as soon as possible. If your lights go off and your neighbors still have power, a tripped breaker or blown fuse may be the cause. To reset tripped breakers, push the switch to "off" then "on." To report any other service problem, call Cleco's toll-free number.

Getting power restored

Cleco works to restore your power as quickly as possible. In order to restore power to your home, service crews must repair high voltage transmission systems. Then, service crews tackle the emergency and medical facilities (hospitals, police, fire stations, and nursing homes). Next, services are restored to neighborhoods, industries, businesses, and small groups of customers systematically until all power is restored.



Call anytime.
1-800-622-6537



Energy Matters Newsletter

Cleco offers a quarterly newsletter and resources for customers with information such as preparing for the winter, paying your bill, general questions and answers to common questions customers asks.

How to Read Your Cleco Bill

Service Address:
JOHN DOE
311 Main St.
Anywhere, LA 71360-0000

Billing Date: 12/05/2005
Account No: 1234567891234

Bill is due when received

Code	Month	Days	Read Date	Previous Reading	Current Reading	Read Code	Unit Type	Multiplier	Units Used
100	099026412	29	12/02/05	18299	18045		KWH		746

Rate Code	Description	Units Used	CHARGES
100	ELECTRICITY USAGE	746	\$103.55
401	FUEL COST (\$.09310 PER KWH)		
401	1 NEMA OUTDOOR LIGHT 100 WATT	50	\$11.46
401	FUEL COST (\$.09310 PER KWH)		
ELECTRICITY CHARGES			\$115.01
BALANCE FORWARD			\$0.00
Total Due Now			\$115.01
Amount Due After December 27, 2005			\$120.76

You can pay your Cleco bill in Bayou Vista at Carnata's Food World, Monday - Saturday; in Patterson at Check Cashers Inc, 1100 Hay 90 St, Monday - Friday 9:00 am - 8:00 pm; or at our Franklin Customer Service Office at 815 Northwest Blvd, Monday - Friday. Please take your bill with you for faster service.

You can receive and pay your Cleco bill online! Go to www.cleco.com for details.

Return this portion with your payment to ensure proper credit to your account. Please write your account number on the check or money order, and make it payable to Cleco. DO NOT SEND CASH. Thank You!

Account No: 1234567891234 Total Due Now: \$115.01

Amount Due After December 27, 2005: \$120.76

Amount Enclosed: _____

Check if \$1, \$2, \$5 added for Power of Sharing Fund

JOHN DOE
P.O. BOX 2
Anywhere, LA 71477-0002

Cleco Power LLC
P. O. Box 99000
Alexandria, LA 71306-9000

2005/12/05 8 1234567891234 11501 12076

Balance Forward shows any balance on your account.

Billing Details gives you all the metering information about your account in one section.

Billing Date and Account Number are located at the top of your bill.

Total Due Now is located at the far right.

The Message Section of your bill contains pertinent information about Cleco and customer services for you.

Power of Sharing Fund Donations. Customer may check the box on their bill and donate to the Power of Sharing Fund. Donations given by Cleco, its employees and customers are collected each month and administered by the Council on Aging offices to assist the elderly and disabled.

Paying Your Cleco Bill

In person

Cleco has 13 Customer Service Offices as well as local payment centers for your convenience. Payments are accepted 8:30 a.m. - 4:30 p.m. Monday - Friday at our offices. Drop boxes are provided for after hours payments at all of our customer service office locations. Note that hours may vary at our payment center locations. For a listing of offices, see page 1.

Mail your payment

To Cleco Corporation, P.O. Box 69000, Alexandria, La. 71306-9000 and always include your account number on your check or money order. Remember to send the payment before the due date and allow extra time for delivery to avoid a late fee on your account.

SPEEDPAY

Speedpay allows Cleco customers to pay by credit card, debit card and electronic check by phone or over the internet. If you pay by electronic check, your payment will come out of your bank account right away. Speedpay charges a service fee for each transaction payment on your bill. To learn more, call Speedpay at 1-866-735-7739. You will not be able to use the Speedpay service if you have been disconnected for non-payment unless authorized by a Cleco customer service representative.

CheckFree at www.cleco.com

Though Cleco's website, CheckFree provides an online e-billing payment option at no cost to you. You will be required to provide some personal information to protect against fraud. Payments through CheckFree require a minimum of two working days for processing. You must remember to schedule your payments to allow for the extra processing days, and you will only be able to view an image of your current bill. Any payment made will not be reflected until your next month's bill.

Automatic bank draft

As a Cleco customer, you can enroll in the automatic bank draft payment plan to draft your Cleco bill from your checking or savings account monthly. Customers still receive a paper bill in the mail showing monthly payment transactions.



How to Read Your Meter

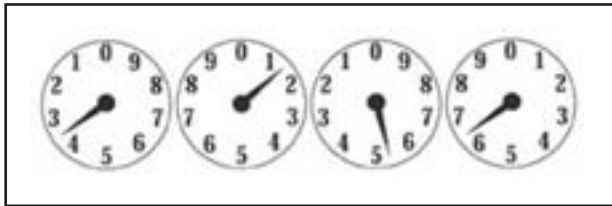
You can keep track of your monthly electricity usage by reading your meter. There are various types of meters, but the two most common are digital and models with four or five dials and a revolving disk. The more power you use, the faster the disk spins. Digital meters are easily read. Those with dials take a little practice.

Digital meters

Reading a digital meter is easy. You simply read the meter like you would an odometer on a car.

Dial meters

Read a meter from left to right and write down the numbers the same way. When the pointer is between two numbers, always record the smaller number. Subtract last month's reading from this month's reading to get the number of kilowatt-hours you've used.



< **This dial shows a reading of 3156.**

Identifying Cleco Service Personnel



Cleco service employees are always identifiable by their clothing. To identify Cleco personnel, check the following:

- Logo on clothing (shirt, cap)
- Logo on company vehicle
- Photo identification card or business card.

If you have any doubt that the person is a Cleco representative, call 1-800-622-6397 to confirm this.

Cleco Customer Assistance Programs

Credit Extension Agreement

This program provides eligible customers additional time to pay an arrears balance in a non-energy emergency situation. Cleco reserves the right to deny a credit extension agreement under circumstances in which it feels an agreement would be imprudent.

Levelized Billing

Levelized Billing is a payment plan based on a 12-month average of your electric utility bills. Your bill is based on the monthly average of your bills for the previous 12 months.

Each month the average is calculated. This average is always rounded to the next whole dollar amount. An adjustment is made to the average bill amount each month to avoid overpayment or underpayment on your account. The levelized billing plan is an easy way to balance your electric bills. Instead of drastically fluctuating bills, you can expect to pay a similar amount each month. You must have at least 120 days of service with Cleco at your current address to qualify for this program.

To sign up for this service, call our customer service line at 1-800-622-6537 or visit any Cleco customer service office.

The Power of Sharing Fund

Initially established in 1985, the fund helps economically disadvantaged seniors and disabled citizens pay their energy bills. Cleco customers, employees and the company contribute to this fund, and it is administered through local Council on Aging offices (see page 24) in Cleco's service area.

To be eligible: customers must:

- be 60 years of age or older or disabled
- not have an income exceeding an amount equal to 60 percent of the state's median income.

To apply for assistance, contact your local Council on Aging office.

Gatekeeper program

Cleco employees are gatekeepers. They watch for signs that indicate an elderly or disabled person may be in need of assistance.



Cleco Customer Assistance Programs

Critical Care Customer program

This program identifies customers who have a permanent member of their household with a medical condition that requires an electrical device to sustain life. To qualify, customers must have a certification form filled out, signed and returned by a physician.

This program does not exempt customers from payment of their electric bill or guarantee uninterrupted electric service. Customers are responsible for a planned course of action in the event of outages, including the availability of backup equipment.

To apply, ask for an application at any Cleco customer service office, call 1-800-622-6537, or go to cleco.com

Energy Emergency Deferred Billing program

Cleco's Energy Emergency Deferred Billing Program allows some customers to defer an excess portion of their bill for several months during an energy emergency declared by the Louisiana Public Service Commission (LPSC).

How much can be deferred?

The amount in excess of your previous year's bill for the period of time specified in the declared emergency. The excess must be at least \$40.00 to qualify. For example, if the declared emergency was for the month of November, the following could be deferred:

Current November Bill:	\$160.00
Pay Now (Last Years November Bill):	\$100.00
Amount That Can Be Deferred:	\$60.00

To be eligible:

- Your income can not exceed 150 percent of the poverty level as established by the Federal Government and are 65 years of age or older.
- You receive food stamps or Temporary Assistance for Needy Families (TANF).
- Your sole income consists of social security payments.
- You are considered a vital government entity by the (LPSC), as a provider of services essential to public health, safety and welfare.
- You are certified by a physician as needing life sustaining, electrically operated equipment and/or medical treatment that requires electricity.

How to enroll:

Bring a Cleco bill and proof that establishes eligibility to your Community Action Agency (CAP). You will be asked to complete and sign an application that will be verified by the CAP agency and forwarded to Cleco. If you are already certified and enrolled as a Cleco critical care customer, you will only need to sign up to initiate your participation in the program. Customers will have to re-certify every two years to remain eligible.

Energy Saving Tips!

Set your Air Conditioning Thermostat Wisely

The best way to control your cooling and heating costs is to control your thermostat. Set it at 78 degrees in the summer and 68 degrees in the winter for the best balance between comfort and savings.



Close Vents

Closing the air conditioning vents in unoccupied rooms can save 5 to 10 percent on your cooling costs.

You don't have to spend a bundle to improve your home's energy efficiency. Some of these tips won't cost you a cent and the others will pay back their costs in no time!



Use Fans to Help Cool for Less

Portable fans or ceiling fans can make you feel about 10 degrees cooler... and they operate at a fraction of the cost of air conditioning.



Add Extra Insulation

Check to make sure you have enough insulation in your attic. Generally you should have at least 6 to 9 inches of attic insulation.

Don't Let Your Money Fly Out the Window

Caulk and weatherstrip around doors and windows, and caulk and seal where pipes come through exterior walls. A caulk gun or weather stripping kit can be purchased fairly inexpensively.



Block the Sun's Heat

Close blinds, curtains and drapes to keep out the sun's heat. Install drapes with light-colored linings or working blinds that will reflect sunlight back outside. Vertical blinds are really effective at reducing heat through windows.



Clean Air Filters and Have Central Air Inspected Regularly

Clean or replace air filters in room air conditioners once a month. Central air conditioning units should be inspected, cleaned and tuned by a professional once every two to three years.

Insulate and Seal Ductwork

Have your ductwork inspected for leaks. Proper duct sealing can reduce cooling energy use by 10 to 15 percent.



Use Your Microwave for Cooking or Grill Outside

By planning ahead, you can minimize the use of the oven on the hottest days.

Water Heater Smarts

Your water heater thermostat should be set no higher than 120 degrees to save energy and money. Electric water heaters can be wrapped in an insulating blanket. If you have a gas water heater, you may want to seek professional assistance.



Use Compact Fluorescent Lighting

Use compact fluorescent lighting when possible. A 40-watt fluorescent bulb provides more light than a 100-watt incandescent bulb at half the energy cost.

Dry Clothes in Evening

Delay heat-producing tasks, such as dishwashing and clothes drying, until the cooler evening hours. Dry two or more loads of clothes in a row, taking advantage of the heat still in the dryer from the first load.



Save Thousands of Gallon of Hot Water
Install a new showerhead that conserves water. A family can save thousands of gallons of hot water a year with a water-conserving showerhead.

When purchasing new appliances, look for the ENERGYSTAR label. The ENERGYSTAR rating program developed by the Environmental Protection Agency and the U.S. Department of Energy, designates certain appliances as energy efficient and environmentally friendly.

Electrical Safety Tips

The information below will help keep your family safe around electricity.

Storm safety

- Never touch a down or burning power line. Treat all downed power lines as if they were “live.” Stay clear of the line and any object it may touch. Report the downed line immediately by calling Cleco's 24-hour customer service line at **1-800-622-6537**, or the local police.
- If a line falls on your car while you are inside, stay put until help arrives. Do not touch anything outside the car or try to get out. If you must get out, open the door and jump clear without touching the ground and the car at the same time.
- If you are using a generator, don't plug it directly into a wall outlet. Disconnect appliances from the home wiring system and plug them directly into the generator using a properly rated extension cord.

Safety at home

- Keep electrical cords from under rugs. Never staple or nail cords to baseboards, walls or other objects.
- Make sure cords are in good condition. A frayed or cracked cord could cause a shock or fire. Replace old and damaged extension cords with new ones having the certification label of an independent testing laboratory on the cord.
- Check to see that extension cords are not overloaded, as indicated by the ratings labeled on the cord and the appliance. Overloaded extension cords can cause fires.
- Extension cords should only be used on a temporary basis and are not intended as permanent household wiring.
- Keep electrical cords away from children; cover outlets with protectors when you're not using them. Unplug small appliances when you are not using them. Don't leave cords dangling off of the counter.
- Water and electricity do not mix. Make sure to keep appliances and anything with an electrical current away from water, and don't use them when you are wet.
- To reduce the risk of electric shock, make sure that Ground Fault Circuit Interrupter protection is provided for outlets at kitchen counters, in bathrooms and at outdoor receptacles. Test GFCIs monthly to make sure they are working properly.
- Check to see if outlets and switches are unusually warm or hot to the touch. If so, an unsafe wiring condition could exist. Do not use the outlet or switch, and have a qualified electrician check the wiring as soon as possible.
- Watch nearby power lines when you use a ladder, prune trees, clean a pool, work on a roof, carry long tools or pipes or dig in the yard. Underground lines are insulated, but a yard tool can damage them and cause an electrical shock.
- Never attempt to climb transmission towers, utility poles or substation fences. Substations are fenced in because they contain dangerous, high voltage parts. Never allow children to play near transformer boxes for underground lines.
- Watch out for guy wires, which help secure utility poles. Do not allow children to play around them.

Preparing for Emergencies



Before a storm arrives:

- Make a record of your personal property.
- Protect your insurance policies and other important documents.
- Post your emergency phone numbers by every phone.
- Make sure you have radios, flashlights, and batteries on hand.
- Learn first-aid and CPR.
- Make emergency arrangements for your pets.
- Make sure you have water, food, first-aid kits, medicines, tools and supplies, clothing and bedding and any special need items for the elderly, infants and small children.
- Secure windows and doors and any outside equipment.
- Always plan for the worst.

If you are ordered to evacuate:

Contact someone you know to let them know where you will be and how to contact you. Drive carefully and leave early, since the roads/highways may be heavy with traffic from other evacuees.

After the storm hits:

- Remain calm.
- Check for damages in your home.
- Remember to confine or secure your pets and stay away from any downed power lines around your property.
- Assume all power lines are hot. Notify Cleco immediately, if you spot downed power lines.
- If your home has been flooded do not turn on lights or appliances. Turn your main breaker off and notify Cleco.
- If your power is off, check with your neighbor to determine if the outage has been reported.
- After a major storm, be prepared for delays when contacting Cleco or other emergency response officials.
- Preserve your food items with dry ice and blankets for insulation around your freezer and do not open your freezer if possible.

STORM CATEGORIES

<u>Category</u>	<u>Sustained Winds</u>
Tropical Depression	38 mph or less
Tropical Storm	39-73 mph
Hurricane 1	74-95 mph
Hurricane 2	96-110 mph
Hurricane 3	111-130 mph
Hurricane 4	131-155 mph
Hurricane 5	156 mph or more

Four Steps to Managing Your Money



1. Create a budget

Start by writing down expenses to determine your current situation. Use a notebook to write down every purchase you make for one month. See the budget worksheet on page 13.

2. Save your way to a secured future

A consistent, long-term savings plan can help you achieve your financial goals. You should save from three to six months worth of living expenses for emergencies.

3. Spend sensibly

Experts recommend paying with cash whenever possible. This helps you spend less than you otherwise would have spent if you had charged the purchase. It also helps you to avoid credit card interest charges and check cashing fees.

4. Act - Implement your plan

Once you have set goals, estimated your fixed and variable expenses and identified monthly savings targets, it's time to put your plan to work. Evaluate your plan every three months and make adjustments as needed. If you feel you are not saving enough to meet your monthly goals, you may look at spending less.

Remember saving is the key to successful financial planning.

Budget Worksheet

Use the worksheet below to record your actual expenses.

Fixed Expenses	
SAVINGS	\$
RENT/MORTGAGE	\$
GAS (COOKING/HEATING)	\$
ELECTRIC	\$
WATER/SEWER/TRASH	\$
HOME LIGHTING/REPAIRS	\$
HOME INSURANCE	\$
LIFE INSURANCE	\$
DISABILITY INSURANCE	\$
AUTO INSURANCE	\$
TELEPHONE	\$
GROCERIES	\$
CAR LOANS	\$
CAR STICKERS/LICENSE	\$
BUS/TRAIN/CAB	\$
TOTAL FIXED EXPENSES	\$

Variable Expenses	
CREDIT CARD BILLS	\$
OTHER LOANS	\$
CLOTHING/SHOES	\$
GASOLINE	\$
PARKING/TOLLS	\$
CAR MAINTENANCE	\$
POSTAGE	\$
RESTAURANTS	\$
ENTERTAINMENT	\$
CHARITY	\$
GIFTS	\$
VACATION	\$
MEDICAL/DENTAL	\$
TOBACCO/BEVERAGES	\$
HOME CLEANING	\$
EYE WEAR/CONTACTS	
TOTAL VARIABLE	\$

Calculating Your Monthly Income

<i>Monthly Income</i>	
MONTHLY INCOME	\$
PART-TIME WORK	\$
CHILD SUPPORT/ALIMONY	\$
OTHER	\$
OTHER	\$
OTHER	\$
TOTAL NET INCOME	\$

< MULTIPLY WEEKLY INCOME (AFTER TAXES & DEDUCTIONS) X 4 FOR MONTHLY INCOME. THIS INCLUDES INCOME FOR ALL ADULTS IN YOUR HOUSEHOLD.

< SOCIAL SECURITY, PUBLIC ASSISTANCE, DISABILITY, ETC.

<i>Financial Summary</i>	
TOTAL NET INCOME	\$
(-) TOTAL EXPENSES	\$
(+) or (-)	\$

< FROM PREVIOUS PAGE

IF YOU HAVE A DEFICIT, SEE THE PREVIOUS PAGE TO IDENTIFY SOME THINGS YOU CAN DO TO CUT BACK ON.

TOTAL MONTHLY SURPLUS OR DEFICIT: \$ _____



Consumer Credit Counseling

Consumer Credit Counseling Services of Louisiana are designed to help consumers understand the wise use of credit through:

- Counseling
- Debt management plans
- Money management education
- Homeowner counseling and education

For more details about this nonprofit agency, contact 1-866-889-9347 or online at www.cccs-la.com.

As a consumer, you have the right to file a complaint against a financial institution if you believe you have been treated unfairly or they have violated a law or regulation.

- Try to settle the issue with your financial institution by contacting the bank's senior management or a customer service representative.
- Write a letter to the institution explaining your problem or concern. Be sure to sign the letter and keep a copy for yourself.
- If you are still unable to resolve the issue, you may file a written complaint to the Better Business Bureau. Be sure to sign the complaint letter and keep a copy for your records.

Your Credit Report

Correcting mistakes:

If you find something wrong in your file, you need to tell the consumer reporting agency what information is inaccurate. It is best to do this in writing. Complete and return research request forms from reporting agencies.

Your credit score

Your score is comprised of the following:

- 35% Payments History
- 30% Outstanding Debt
- 15% Length of Credit History
- 10% Types of Credit
- 10% New Credit



Your creditors will determine whether to give you credit or a loan based on information in your credit history. Consumer reporting companies collect information from your creditors about how many credit cards and loans you have and how many accounts are late, overdue or in collection. The information in your credit file will determine how much credit is extended to you for purchases.

Important advice

Order or secure a report from official sources. Legitimate consumer reporting companies will not call you or send emails asking for personal information. Under a new federal law, you have the right to receive a *free* credit report once every 12 months from each of the three nationwide consumer reporting companies. To request your free annual report under the law, contact the agencies below or you may order on line at annualcreditreport.com.

Credit Reporting Agencies:

Equifax

P.O. Box 740256

Atlanta, GA 30374

Phone: 1-800-685-1111 (9 a.m. - 5 p.m.)

Experian

NCAC

P.O. Box 9595

Allen, TX 75013

Phone: 1-888-397-3742 (8:30 a.m. - 4:30 p.m.)

Trans Union

P.O. Box 200

Chester, PA 19022-2000

Phone: 1-800-916-8800 (8:30 a.m. - 4:30 p.m.)

Understanding Your Taxes

Earned Income Tax Credit (EITC)

This federal program provides a tax credit and frequently a cash payment to low to moderate-income workers. If a worker qualifies, the EITC will lower or eliminate any taxes owed. If a worker is not obligated to pay any taxes or if the credit is larger than any taxes owed the worker will receive a cash payment (refund) from the IRS after filing a tax return.

Advanced Earned Income Tax Credit

Check with your employer to find out if you are eligible. Based on your eligibility and income, your employer will add extra money to your take home pay in each paycheck. Complete the questions on Form W-5 (Earned Income Credit Advance Payment Certificate).

Even if you are not required to file a tax return, you should file to get a refund of any Federal Income Tax withheld during the year. You may also qualify for the Earned Income Tax Credit and/or the Advanced Earned Income Tax Credit.

To claim the credit, you must have worked and have earned income under:

- \$11,490 (\$12,490, if married filing jointly), if there is no qualifying child
- \$30,338 (\$31,338, if married filing jointly), if there is one qualifying child
- \$34,458 (\$35,458, if married filing jointly) if there is more than one qualifying child

Note: Income limits are subject to change.

Free tax assistance sites

The Volunteer Income Tax Assistance Program (VITA) offers free tax help to low to moderate-income people who cannot prepare their own tax returns. Most locations also offer free electronic filing. To locate the nearest VITA site call 1-800-829-1040.

AARP Tax-Aide helps low and middle-income individuals, with special attention to those 60 and older, with tax preparation. To locate the nearest AARP site, call 1-866-448-3620 (toll free).



Social Services

Applying for Social Services assistance

When applying for services, most local, state or federal government agencies request the following information:

Name

Address

Phone number of two references

Your most current bills for electric service

Name and phone number of your current electric utility provider

Photo ID

- Drivers license
- Louisiana identification
- Employment identification
- Birth Certificate
- Social Security Card (for all members of the household over two years of age)



Proof of Income

- Check stubs (four-six weeks)
- Unemployment compensation check stubs
- Benefit letters for any government checks received (i.e., SSI, VA, ATDC, etc.)
- Pension Benefits
- Social Security Card (for all members of the household over 2 years of age)
- Any other income received such as child support, etc.

Proof of Residence

- Lease or rent receipt
- Copies of current bills
- Mortgage statements

Social Services Programs

Medical

Today, there are many types of health services and more choices than ever before designed to help low-income families and individuals.

Medicare

Medicare is a federal health insurance program. It consists of Part A hospital coverage and Part B medical coverage.

You are eligible if:

- You or your spouse has worked and paid into the social security system.
- You become severely disabled before the age of 65 and no longer can work with certain disabilities.
- You are a dependent adult child of a Medicare beneficiary (If they developed a permanent and severe disability before the age of 22).
- You have end-stage renal disease (permanent kidney failure requiring dialysis or kidney transplant). This benefit is eligible to people of all ages.

Part A (Hospital Insurance) - helps cover your inpatient care in hospitals, including critical access hospitals and skilled nursing facilities (not custodial or long-term care).

It also helps cover hospice care and some home health care. You must meet certain conditions to get these benefits. Most people do not pay a monthly premium because they may have paid through their payroll taxes while working.

Part B (Medical Insurance) - helps cover your doctor's services and outpatient care. It also covers some other medical services that Part A does not cover, such as some physical and occupational therapy service and some home health care. Part B helps pay for preventive and medically necessary items and services. Most people pay monthly payments or premiums.

Medicare Savings Program

The Medicare Savings Program was created to protect low-income seniors and people with disabilities from the growing cost required to receive Medicare coverage.

Eligible persons can receive help with the payment of their Medicare premium and in some cases their deductible and co-payments.

How To Qualify: You must have Medicare hospital insurance (Part A). Check your Medicare card for verification or call 1-800-772-1213.

To Apply: Contact the Louisiana Medicare office or call 225-922-1542 or 1-888-544-7996 (toll free).



Social Services Programs

Medical

Medicaid

Medicaid is a health insurance program that helps pay medical care for people with limited income and resources.

- Medicaid is a federal program, administered by the state.
- Most of your health care costs are covered if you have both Medicare and Medicaid.
- Individuals who receive Supplemental Security Income (SSI) from the Social Security Administration (SSA) automatically get Medicaid.
- Families who get help from the Office of Family Support (OFS) through the Family Independence Temporary Assistance Program (FITAP) also get Medicaid.

To Apply: Complete an application form and contact the Louisiana Medicaid office at 1-888-544-7996 (toll free) for more details.

Supplemental Security Income Benefits (SSI)

SSI is a monthly benefit paid by the Social Security Administration (SSA) to people with limited income and resources, disabled, blind or age 65 or older. To apply, contact the SSA at 1-800-772-1213.



Social Services Programs

Medical



LaCHIP Program

Louisiana Children's Health Insurance Program (LaCHIP) is designed to provide health care benefits to eligible children. Children under the age of 19 of Louisiana's working families with moderate and low incomes are eligible. A family's income cannot be more than 200 percent of the federal poverty level. Contact your nearest Medicaid Office or call the LaCHIP office at 1-877-252-2447(toll free).

Services covered under LaCHIP

- Doctor visits
- Hospital care
- Dental care
- Vision care
- Hearing care
- Lab work and tests
- Immunization (shots)
- Prescription medicines
- Medical equipment & supplies
- Medically necessary transportation
- Speech and language therapy, physical therapy
- Occupational therapy, mental health services
- Psychological tests & therapy & appointment scheduling assistance

Children can keep their health coverage for one full year regardless of changes in income or other household circumstances.

- NO enrollment fees
- NO premiums
- NO co-payments
- NO deductible

If you are interested in LaCHIP, you must provide the following:

- Alien registration card
- Proof of your total family income
- Health insurance card and benefit letter
- Proof of child support payments made to some one out of your home (only if you want to get a deduction)
- Receipts for the care of a child or disabled adult (only if you want to get a deduction)
- Send copies of as many of the needed items as you can when you send in your form.

LaMOMS Program

This is a health benefit program for pregnant women provided under the Louisiana Medicaid program using higher income amounts and fewer requirements than traditional Medicaid programs require.

Who Can Apply?

Any pregnant woman, married or single, may apply for health coverage. Total monthly income limits are higher so working families can make more money and still meet eligibility standards. Resources such as bank accounts, cash on hand, cars or property are not considered. You can have insurance coverage in addition to the LaMOMS program. Contact the Louisiana Medicaid office at 1-800-342-6207 (toll free).



Social Services Programs

Prescriptions

Partnership for Prescription Assistance (PPA)

If you need help with medicine:

Pharmaceutical companies are working together with health care providers and community groups to get medicine to those who need it. If you don't have prescription coverage and can't afford your monthly medicines, you can get help.

Many people may qualify for assistance such as:

- Working people
- People without a job
- Seniors and retired people
- Students, families and singles

How to apply:

- Know the names of the medicines you take.
- Call toll-free 1-888-4PPA NOW (1-888-477-2669)



Medicare Prescription Drug Coverage

Medicare Prescription Drug Coverage helps cover your prescription drug costs. You must choose a plan to get this coverage. You can join a Medical Prescription Drug Plan that covers prescription drugs only and keep the rest of your Medicare coverage just the way it is or, you can join a Medicare Advantage or other Medicare Health Plan that covers your doctor and hospital care as well as prescriptions. Your costs will vary depending on your financial situation and which drug plan you choose. Check with the drug plans in your area to compare their costs and what they cover. If you need help in making a decision about Medicare's new prescription drug coverage, call 1-800-633-4227 or visit www.medicare.gov on the web.

Extra Help Paying for Medicare Prescription Drug Coverage

If you qualify, you can get help paying for your drug plan's monthly payment, yearly deductible, and prescription co-payments. The amount of extra help you receive will be based on your income and resources (not counting your home or car). To apply, contact your local Social Security Administration office, or call 1-800-772-1213.

You automatically qualify for extra help if you have Medicare and full coverage from a state Medicaid program that currently pays for your prescriptions.

Social Services Programs

Community Action Partnership Agencies (CAP)

The CAP agencies provide a variety of social, education, and welfare programs to the low-income community it serves. Their mission is to eliminate poverty by helping people to help themselves in achieving self-sufficiency. Some of the services provided by CAP agencies are Head Start program; community food and nutrition program; low income home energy assistance program (LIHEAP); home weatherization program (WAP); financial counseling, homeownership programs; etc.

Allen Action Agency, Inc.

106 South 4th Street
Oberlin, LA 70655
Phone: (337) 639-4348

ASSIST Agency

11 N Parkerson Avenue
Crowley, LA 70526-1404
Phone: (337) 788-7550

Avoyelles Progress Action Committee

641 Government Street
Marksville, LA 71351
Phone: (318) 253-6085

Beauregard Community Action Agency

210 West First Street
DeRidder, LA 70634
Phone: (337) 463-7895

Calcasieu Parish Community Services

2424 3rd Street
P.O. Box 3171
Lake Charles, LA 70602
Phone: (337) 721-4020

Cenla Community Action Agency

1335 Jackson Street
Alexandria, LA 71301
Phone: (318) 487-5878

DeSoto Office of Community Services

113 Franklin Street
Mansfield, LA 71052
Phone: (318) 872-0880

Evangeline Community Action Agency

403 West Magnolia Street
Ville Platte, LA 70586
Phone: (337) 363-1306

Iberia Community Action Center

121 W. Pershing Street, Suite A-306
New Iberia, LA 70560
Phone: (337) 365-8151

Natchitoches Parish Office of Community Services

415 Trudeau Street
Natchitoches, LA 71458
Phone: (318) 357-2220

North Centrala, Inc.

205 Main Street
Colfax, LA 71417
Phone: (318) 627-3754

St. Landry Parish Community Action Agency

1065 Hwy. 749, Airport Road
Opelousas, LA 70571
Phone: (337) 948-3651

St. Martin Community Action Center

2097 Terrace Road
St. Martinville, LA 70582
Phone: (337) 394-6013

St. Mary Community Action Agency

1407 Barrow Street
Franklin, LA 70538
Phone: (337) 828-5703

St. Tammany Parish Community Action Agency

2004 First Street
Slidell, LA 70459
Phone: (985) 646-2090

Vernon Community Action Council

1307 South Fifth Street
Leesville, LA 71496
Phone: (337) 239-4457

Washington Parish Community Action Agency

1809 Greenlaw Avenue
Franklinton, LA 70438
Phone: (985) 839-3966

Weatherization Assistance Program (WAP)

This program helps low income households reduce their energy costs through installing energy conservation materials in their homes. Including attic insulation, caulking, weather stripping and door and window repair. Also, health and safety components, such as smoke detectors, carbon monoxide detectors and replacement of unvented space heaters are covered.

Priority is given to those who may be elderly, disabled, have families with children, and/or have the highest energy consumption.

Low Income Home Energy Assistance Program (LIHEAP)

This program was designed to lessen the burden of high home heating and cooling expenses by making payments to energy companies on behalf of eligible households.

In order to be eligible to receive LIHEAP assistance, a household's income cannot exceed an amount equal to 60 % of the state's median income and must meet any additional eligibility criteria established.

The LIHEAP and WAP Programs are administered through community action agencies. For more details, contact the agency in your parish or city.

Social Services Programs

Council on Aging Offices

Acadia Council on Aging
824 East First Street
Crowley, La 70526-5302
Phone: (337) 788-1400

Allen Council on Aging
510 East Fifth Street
Oakdale, LA 71463
Phone: (318) 335-3195

Avoyelles Council of Aging
224 South Preston Street
Marksville, LA 71351
Phone: (318) 253-9771

Beauregard Council on Aging
104 West Port Street
DeRidder, LA 70634
Phone: (337) 463-6578

Calcasieu Council on Aging
3950 Hwy 14
Lake Charles, LA 70607
Phone: (337) 474-2583

DeSoto Council on Aging
1004 Polk Street
Mansfield, LA 70152
Phone: (318) 872-3700

Evangeline Council on Aging
1001 North Reed Street
Ville Platte, LA 70586
Phone: (337) 363-5161

Grant Council on Aging
706 Maple Street
Colfax, LA 71417
Phone: (318) 627-5757

Iberia Council on Aging
126 West Washington Street
New Iberia, LA 70560
Phone: (337) 367-1556

Natchitoches Council on Aging, Inc.
1016 Keyser Avenue
Natchitoches, LA 71457
Phone: (318) 357-3250

Rapides Council on Aging
204 Chester Street
Alexandria, LA 71301
Phone: (318) 445-7985

Red River Council on Aging
1825 Front Street
Coushatta, LA 71019
Phone: (318) 932-5721

Sabine Council on Aging
200 Legacy Drive
Many, LA 71449
Phone: (318) 256-4140

St. Landry Council on Aging
2419 Hwy. 1244
Opelousas, LA 70571-1596
Phone: (337) 942-1938

St. Martin Council on Aging
511 Wild Cherry Lane
Breau, Bridge, LA 70517
Phone: (337) 332-3063

St. Mary Council on Aging
500 Main Street
Franklin, LA 70538
Phone: (337) 828-4100, ext. 320

St. Tammany Council on Aging
623 Plaza Street
Covington, LA 70434-0171
Phone: (985) 892-0377

Vernon Council on Aging
200 North Third Street
Leesville, LA 71446
Phone: (337) 239-4261

Washington Council on Aging
1025 Dobson Street
Franklinton, LA 70438
Phone: (985) 839-4535

Area Agency on Aging Offices

Cajun Area Agency on Aging
110 Toledo Drive
Lafayette, LA 70506
Phone: (337) 572-8940
Toll Free: 1-800-738-2256
(Serves Acadia, Evangeline, Iberia, St.
Landry, St. Martin, St. Mary)

Cenla Area Agency on Aging
1423 Peterman Drive
Alexandria, LA 71301
Phone: (318) 484-2260
(Services Avoyelles, Grant, Rapides)

Council on Aging offices

The Council on Aging offices are dedicated to improving the health, maintaining the independence and enhancing the community of older Americans.

The Council on Aging offices also administers Cleco's Power of Sharing energy fund program that assists elderly customers in paying their energy bill. (See page 7).

Senior Health Insurance Program (SHIP)

SHIP offers free and confidential help with Medicare and other health insurance. Trained counselors will assist you with your questions about insurance.

Contact the Louisiana Department of Insurance for more details at 1-800-259-5301.

AARP

The AARP is a membership organization for people age 50 or over. This program enhances the quality of life for citizens as they age. AARP provides a range of benefits, special products and services for people over 50. For more information, call 1-888-687-2277 (toll free).

Social Services Programs

Housing

Need financial help with housing?

The U.S. Department of Housing and Urban Development (HUD) and other agencies fund programs that may be able to help you rent a house. It is recommended that you budget 25-30 percent of your monthly income for housing.

Low-rent housing

The government provides funds directly to apartment owners who will lower the rent they charge to low-income residents. Low-rent housing is also available to senior citizens, people with disabilities, families and individuals. To be eligible, you can earn no more than the state income limit.

For Example: a three-person family living in Avoyelles Parish - State Income Limits (**subject to change**)

- 30 percent of family income median: \$10,750
- Very Low Income: \$17,950
- Low-Income: \$28,750

To Apply: Visit the management office of any apartment or house for rent.

Public housing

Public housing was created to provide adequate and safe rental housing for eligible low-income families, elderly and persons with disabilities.

To Apply: If you are interested, contact your local Housing Authority (HA). Housing Authorities are responsible for the management and operation of its local public housing program. The HA uses income limits developed by the U.S. Department of Housing and Urban Development (HUD).

Housing Choice Vouchers:

Housing choice vouchers (formerly called Section 8) were developed by HUD to provide rental subsidies for eligible tenant families, including single persons that reside in newly constructed, rehabilitated, existing rental units and cooperative apartment projects.

To Apply: Contact the local Housing Authority.

Rural rental assistance programs

The U.S. Department of Agriculture (USDA) has rental assistance programs, home improvement and repair loans, grants and self-help housing loans for low-income individuals and families in rural communities.

To Apply: Contact the local Office of Rural Development (USDA) in your area (check the federal government listing in your telephone directory).

Federal rental housing programs and services:

Neighborhood Networks - trains residents in computers and job/career skills.

Step-up - a construction apprenticeship program for public housing residents and others who fall in the low-income limits.

Social Services Programs

Housing

You may qualify for one of the home ownership programs listed below offered through the U.S. Department of Housing & Urban Development (HUD) and Louisiana statewide agencies. HUD's mission is to increase ownership, support community development and increase access to affordable housing.

You can contact a housing counseling agency for advice on buying a home, renting, defaults, foreclosures, credit issues and reverse mortgages. Call 1-800-569-4287 for more information.

Louisiana Housing Finance Agency - administers the following first time homebuyer programs for low and moderate income Louisiana families, This includes assistance with down payment and closing costs. Contact 225-763-8700 or 1-888-454-2001 (toll free).

- **HOME/MRB Program Loans:** The HOME/MRB Program provides assistance to homebuyers whose annual income does not exceed 80 percent of the median income (adjusted for family size) in the parish in which the property being purchased is located.
- **Low-Rate Program Loans:** The Low-Rate Program is available to first-time homebuyers whose annual income does not exceed 115 percent of the median income (adjusted for family size) in the parish in which the property being purchased is located.
- **Teachers' Assisted Program Loans:** Buyer's annual income cannot exceed 115 percent of the median income (adjusted for family size) in the parish in which the property being purchased is located. The borrower must be an active, regular employee of a parish, city, or private school board, and hold a Louisiana teacher's certificate.
- **American Dream Downpayment Initiative (ADDI) for Single Parents:** This is a homeownership initiative in partnership with participating lenders to expand home ownership opportunities for low-income single parent households.

U.S. Department of Agriculture Rural Housing Development - This program affords low-income households in rural areas home ownership opportunities. Contact your local Rural Development office.

Louisiana Affiliates of Habitat for Humanity - This program builds new homes and rehabilitates existing homes for families in need through volunteer labor. Contact your local Habitat for Humanity office.



Social Services Programs

Additional Programs and Services

Louisiana Department of Social Services

The Louisiana Department of Social Services' mission is to efficiently guide individuals, children and families toward independence and safety through quality services and by partnerships. They offer the following programs and services:

Office of Community Services

The Office of Community Services provides for the public child welfare functions of the state and administers the federal grants for services directed at meeting the special needs of Louisiana's most vulnerable citizens.

See page 33 for an office in your area.

Office of Family Support

Provides the following programs and services:

Contact an office in your area (See page 33).

Child Care Assistance Program (CCAP) - Provides assistance to parents to help pay for the child care they need to work or attend school or training.

Disability Determinations Services Program (DDS) - Provides benefits to disabled individuals under Title II (Disability Insurance Benefits) and Title XVI (Supplemental Security Income).

Family Independence Temporary Assistance Program (FITAP) - Provides temporary cash assistance to families in need.

Strategies to Empower People Program (STEP) - Assists FITAP recipients with educational, training and work-related activities designed to lead to employment and self-sufficiency.

Food Stamp Program - Provides monthly benefits that help low income households buy the food they need for good health.

Kinship Care Subsidy Program (KCSP) - Provides cash assistance for eligible children who reside with qualified relatives other than parents.

Support Enforcement Services (SES) - Places the primary responsibility for support of children on their non-custodial parent(s) in an attempt to reduce the children's dependence on public assistance.

Louisiana Temporary Assistance to Needy Families (TANF) State Plan - This program is for needy families with or expecting children. It provides financial assistance and/or other services to include education, job preparation, work and support services under Louisiana's family independence temporary assistance program (FITAP).

Social Services Programs

Additional Programs and Services

Louisiana Rehabilitation Services

Provides the following programs and services:

Contact an office in your area (see page 34)

Blind Services - Provides both vocational rehabilitation and independent living services to eligible individuals who are blind or visually impaired.

Randolph-Sheppard Business Enterprise Program - Provides career opportunities for qualified individuals in the food service field.

Older Blind/Visually Impaired Program - Expands independent living services for persons who are age 55 or older and have a severe visual impairment.

Independent Living Program - (Contact an office in your area - see page 34) Provides services to individuals with significant disabilities to enhance their ability to live independently, function in their homes and with their families, and to participate in their communities.

Louisiana Commission for the Deaf (Contact an office in your area - see page 35)

Interpreter Services - Provides interpreter services to Deaf people in accordance with rules and regulations adopted by the Commission. Certifies interpreters and maintain a registry of certified interpreters.

Telecommunication Access Program - Provides eligible Louisiana citizens with hearing or speech disabilities the use of a text telephone, telebrailler, or amplification equipment.

Traumatic Head and Spinal Cord Injury Trust Fund Program - Provides services to Louisiana citizens who survive traumatic head or traumatic spinal cord injuries. The TH/SCI program enables individuals to return to a reasonable level of functioning and independent living in their communities.

Vocational Rehabilitation Program - Provides comprehensive rehabilitation services that includes work evaluation and job readiness services; assessment for and provision of assistive technology, such as customized computer interfaces for persons with physical or sensory disabilities; job counseling services, and medical and therapeutic services.

Social Services Programs

Additional Programs and Services

United Way Agencies

United Way identifies and builds on community strengths and assets, helps individuals and groups with specific community interests find ways to contribute their time and talents, support direct-service programs and community-change efforts, and advocate for public policy changes.

United Way of Central Louisiana
Phone: (318) 443-7203

Parishes: Allen, Avoyelles, Evangeline, Grant,
Rapides, Vernon

United Way for South Louisiana
Phone: (985) 879-2461
Parish: St. Mary

United Way of Acadiana
Phone: (337) 233-830
Parish: Acadia, St. Martin

United Way of Southwest Louisiana
Phone: (337) 433-1088
Parishes: Allen, Beauregard, Calcasieu,
Jefferson Davis

United Way of Iberia
Phone: (337) 364-0424
Parishes: Iberia

United Way for the Greater New Orleans Area
Phone: (504) 822-5540
Parishes: St. Tammany

St. Landry-Evangeline United Way
Phone: (337) 942-7815
Parishes: Evangeline, St. Landry

United Way of Northwest Louisiana
Phone: (318) 677-2504
Parishes: DeSoto, Natchitoches, Red River, Sabine

LA-BPOA Benefits

This project is designed to educate and assist individuals with disabilities receiving SSI/SSDI and those who support them regarding the impact of employment on various state and federal benefits/subsidies they receive. For more details, contact 1-888-942-8104 (toll free).

American Heart Association

The American Heart Association (AHA) is a national voluntary health agency whose mission is to reduce disability and death from cardiovascular disease and stroke. Contact an office in your area.

Alexandria 318-767-5700
Lafayette 337-521-8600
Lake Charles 337-439-4050
New Orleans 504-463-2300
Shreveport 318-227-3800

American Cancer Society

The American Cancer Society is a national organization with a goal to prevent cancer, save lives and help individuals who suffer from cancer.

Programs and Services

- Research
- Cancer Information Services
- International Programs
- Advocacy & Public Policy
- Community Programs & Services

Alexandria 318-445-4190
Lafayette 337-237-3736
Lake Charles 337-433-5131
Kenner 504-469-0021
Shreveport 318-227-8901

Legal Aid

The Legal Service Corporation is a non-profit organization designed to provide high quality civil legal services to the indigent regardless of income or status. The program will provide an attorney to represent you in the time of need. Contact the Legal Service office in the parish in which you live. (See page 32).

Dial 2-1-1 • Information & Referral

The following is a list of the regions for 2-1-1 services. There are clusters of parishes served in each region listed.

Northwest

Louisiana/Shreveport Area

(DeSoto, Natchitoches, Red River, and Sabine)

Call 2-1-1 or
318-227-2100

Northeast Louisiana/Monroe Area

Call 2-1-1 or
318-322-0400 or
1-800-594-8911

Southwest Louisiana/Lake Charles Area

(Allen, Beauregard, Calcasieu, Jefferson Davis, Avoyelles, Grant, LaSalle, Rapides, Vernon)

2-1-1 or
337-310-INFO or
1-866-310-INFO

South Central

Louisiana/Lafayette Area

(Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary)

2-1-1 or 337-232-HELP

Southeast Louisiana/New Orleans Area

(St. Tammany, Washington)

2-1-1 or
504-269-2673 or
1-800-749-2673

Capital Area & Surrounding Louisiana/Baton Rouge

2-1-1 or 225-923-2114
or 1-877-923-2114



2-1-1 is an easy telephone number to remember that connects people with important community services. People often don't know where to start when faced with family emergencies and in most cases end up going without necessary services. 2-1-1 can be accessed 24 hours by dialing 2-1-1 in your area from your home based phone. It cannot be accessed by cell phones, pay phones or computer-based office phones.

2-1-1 can offer access to the following services:

- Basic human needs resource: food banks, clothing closets, shelters, rent, & utility assistance
- Physical and mental health resources: health insurance programs, Medicaid and maternal health, children's health insurance program, medical information lines, crisis intervention services, support groups, counseling, drugs and alcohol intervention and rehabilitation
- Employment supports: financial assistance, job training, and transportation assistance and education programs
- Support for older americans and persons with disabilities: adult day care, congregate meals, meals on wheels, respite care, home health care, transportation, home maker services
- Support for children, youth, and families: childcare, after school programs, head start, family resource centers, summer camps, and recreation programs, mentoring, tutoring and protective services
- Volunteer opportunities and donations

Utility Assistance

Note: Local churches may also provide utility assistance.

Acadia Parish

Crowley Christian Care Center
337-783-5811
ASSIST Agency
337-788-7550
Acadia Council on Aging
337-788-1400
SMILE Community Action Agency
337-234-3272
The Welcome House
337-783-7066
Lafayette Catholic Service Centers, Inc
337-235-4972

Allen Parish

Allen Action Agency
337-639-4348
Allen Council on Aging
318-335-3195
Catholic Service Center
337-439-7436

Avoyelles Parish

Avoyelles Progress Action Comm.
318-253-6085
Avoyelles Council on Aging
318-253-9771
Catholic Community Services and Social Ministry
318-445-2401

Beauregard Parish

Beauregard Community Action Association
337-463-7895
Beauregard Council on Aging
337-463-6578
Catholic Service Center - Diocese
337-439-7436

Calcasieu Parish

Calcasieu Parish Police Jury/Office of Community Service
337-721-4020
Calcasieu Council on Aging
337-474-2583
Catholic Service Center
337-439-7436
Multi Purpose Center
337-437-3560

DeSoto Parish

DeSoto Parish Police Jury/Office of Community Service
318-872-0880
DeSoto Parish Council on Aging
318-872-3700
Catholic Diocese of Shreveport
318-868-4441

Evangeline Parish

Evangeline Community Action Agency
337-363-1306
Evangeline Council on Aging
337-363-5161
Christian Care and Share Center
337-363-8041
Lafayette Catholic Service Centers, Inc
337-235-4972

Grant Parish

Grant Community Development Center
318-627-3754
Grant Council on Aging
318-627-5757
Catholic Community Services and Social Ministry
318-445-2401

Iberia Parish

SMILE Community Action Agency
337-365-8151
Iberia Council on Aging
337-367-1556
Social Service Center
337-369-6384
Safety Net for Abused Persons (SNAP)
337-367-7627
Solomon House
337-364-7798

Rapides Parish

Cenla Community Action Committee
318-487-5878
Rapides Council on Aging
318-445-7985
Shepherd Center
318-448-3752
Catholic Community Services and Social Ministry
318-445-2401

Red River Parish

Red River Council on Aging
318-932-5721
DeSoto Parish Police Jury/Office of Community Service
318-872-0880
Catholic Diocese of Shreveport
318-868-4441
Pine Belt Multipurpose Agency
318-932-3639

Sabine Parish

DeSoto Parish Police Jury/Office of Community Service
318-872-0880
Sabine Council on Aging
318-256-4140
Pine Belt Multi-Purpose Agency
318-256-6942
Catholic Diocese of Shreveport
318-868-4441

St. Landry Parish

St. Landry Parish Community Action Agency
337-948-3651
St. Landry Council on Aging
337-942-1938
Lafayette Catholic Service Center, Inc
337-235-4972
I.C.O.N. Food Bank
337-594-8845

St. Martin Parish

SMILE Community Action Agency
337-394-6013
St. Martin Council on Aging
337-332-3063
Lafayette Catholic Service Center, Inc
337-235-4972
Safety Net for Abuse Persons
337-367-7627

St. Mary Parish

SMILE Community Action Agency
337-828-5703
St. Mary Council on Aging
337-828-4100 ext. 320
St. Mary Parish Outreach
985-385-4551
Sunshine House - Franklin
337-828-5703
Lafayette Catholic Service Center, Inc
337-235-4972
Safety Net for Abused Persons (SNAP)
337-367-7627

St. Tammany Parish

St. Tammany Parish Community Action Agency
985-646-2090
St. Tammany Parish Council on Aging
985-892-0377
The Samaritan Center
985-626-4457
Catholic Charities
504-523-3755

Vernon Parish

Vernon Community Action Council
337-239-4457
Vernon Council on Aging
337-239-4361
Catholic Service Center - Diocese of Lake Charles
337-439-7436

Washington Parish

Washington Parish Community Action Agency, Inc.
985-839-3966
Washington Council on Aging
985-839-4535

Statewide Assistance

The special assistance directory below will put you in touch with many agencies in the Cleco service area that offer services statewide.

Cerebral Palsy of Louisiana

Provides durable medical equipment, assistance with physical and occupational therapy, advocacy newsletter and more to citizens of Louisiana - no fees.

Baton Rouge Office **225-923-3420**
New Orleans Office **504-461-4266**

The Muscular Dystrophy Association

504-733-0005
877-668-2772

Green Thumbs, Inc. - State office

318-876-3954

Provides older (age 55 or older) and disadvantaged low income individuals with opportunities to learn, work, and serve others.

Leesville Developmental Center - Community Homes

337-239-2687

A short term residential facility for persons with mental retardation/developmental disabilities (MR/DD) to assist clients in adjusting to the demands of a structured home, school or other socially-oriented environment.

AIDS Law of Louisiana, Inc. **800-375-5035**

A nonprofit public interest organization providing legal services and referrals without charge to persons affected by HIV disease.

Cancer Care **800-813-4673**

A national nonprofit agency that offers free support, information, financial assistance, and practical help to people with cancer and their loved ones.

The Leukemia and Lymphoma Society (LLS)

800-955-4572

Offers information and financial aid to patients who have leukemia, non-Hodgkin's lymphoma, Hodgkin's lymphoma, or multiple myeloma.

Legal Services

Free legal aid for low income individuals.

Legal Services of Central LA **318-443-7281 or 800-256-4343**

Serves Avoyelles, Grant, Rapides, and Vernon Parishes

Legal Services of North LA **800-826-9265**

Serves DeSoto, Grant, Natchitoches, Red River, and Sabine Parishes

Acadiana Legal Services **800-256-1175**

Serves Acadia, Allen, Avoyelles, Beauregard, Calcasieu, Evangeline, Iberia, and Jefferson David Parishes.

Southeast LA Legal Services **800-349-0886**

Serves St. Tammany and Washington Parishes

The Candlelighters Childhood Cancer Foundation (CCCF)

800-366-2223

A nonprofit organization that provides information, peer support, and advocacy through publications, an information clearinghouse, and a network of local support groups. CCCF maintains a list of organizations to which eligible families may apply for financial assistance.

Office for Citizens with Developmental Disabilities (Cash Subsidy Program)

225-342-0095

This program, provides a flat monthly stipend to the families of children aged birth through 17 with severe developmental disabilities. These funds are to help families meet the extraordinary costs of services and equipment needed to maintain their children with disabilities in their homes. No fees.

Alexander-Graham Bell Association for the Deaf and Hard of Hearing

202-337-5220

Statewide Assistance

American Association of Retired People (AARP)

Call 866-448-3620 to locate the AARP location in your parish.

AARP Tax-Aide

Helps low and middle income individuals, with special attention to those 60 and older, with tax preparation.

AARP Driver Safety Program

Offers driver refresher course specially designed for drivers age 50 and older.

AARP Senior Community Service Employment Program (SCSEP)

Provides work experience and training for people 55 and over with low or limited income.

AARP Grief and Loss Program

Offers resources and information on bereavement issues for adults of all ages and their families.

OFFICE OF COMMUNITY SERVICES

Acadia Parish Office	318-788-7503
Allen Parish Office	318-355-1740
	318-355-1942
Avoyelles Parish Office	318-253-7734
Beauregard Parish Office	337-463-2056
	337-463-2069
Calcasieu Parish Office	337-491-2470
DeSoto Parish Office	318-872-6311
Evangeline Parish Office	337-363-6011
Grant Parish Office	318-627-3000
Iberia Parish Office	337-373-0026
Jefferson Davis Parish Office	337-824-9649
Natchitoches Parish Office	318-357-3128
Rapides Parish Office	318-487-5054
Sabine Parish Office	318-256-4104
St. Landry Parish Office	337-942-0050
St. Martin Parish Office	337-394-6081
St. Mary Parish Office	337-828-5278
St. Tammany Parish Office	985-893-6225
Vernon Parish Office	337-238-7030
	337-238-3098
Washington Parish Office	985-732-6800
(toll free)	888-320-6800

OFFICE OF FAMILY SUPPORT

Acadia Parish	337-788-7540
Allen Parish	337-639-2941
Avoyelles Parish	318-253-5941
Beauregard Parish	337-463-6091
Calcasieu Parish	337-491-2211
DeSoto Parish	318-872-0935
Evangeline Parish	337-363-2155
Grant Parish	318-627-3116
Iberia Parish	337-373-0060
Jefferson Davis Parish	337-824-3694
Natchitoches Parish	318-357-3112
Rapides Parish	318-487-5101
Red River Parish	318-932-5712
Sabine Parish	318-256-4121
	or 318-256-4122
St. Landry Parish	337-942-0121
St. Martin Parish	337-394-5545
St. Mary Parish	337-828-0310
St. Tammany Parish	985-893-6215
Vernon Parish	337-238-6414
Washington Parish	985-732-6622

Statewide Assistance

Louisiana Rehabilitation Services Regional Offices

NEW ORLEANS REGION I

6620 Riverside Drive, Suite 101
Metairie, LA 70003
(504) 838-5180 (office)
1(800) 737-2957

Parishes served: Jefferson, Orleans, Plaquemine, St.
Bernard, St. Charles, St. James, St. John, St.
Tammany

LAFAYETTE REGION IV

825 Kaliste Saloom Rd.
Brandywine VI, Suite 350
Lafayette, LA 70508-4285
Voice or TDD: (337) 262-5353
1-800-520-0587

Parishes served: Acadia, Evangeline, Iberia,
Lafayette, St. Landry, St. Martin, St. Mary,

LAKE CHARLES REGION V

3616 Kirkman St.
Lake Charles, LA 70607-3006
Voice or TDD: (337) 475-8038
1-800-520-0589

Parishes served: Allen, Beauregard, Calcasieu,
Jefferson Davis

ALEXANDRIA REGION VI

400 Murray Street, 2nd Floor
Alexandria, LA 71301-7699
Voice or TDD: (318) 487-5335
1-800-520-0578

Parishes served: Avoyelles, Catahoula, Concordia,
Grant, LaSalle, Rapides, Vernon

SHREVEPORT REGION VII

1525 Fairfield, Suite 708
Shreveport, LA 71101-4303
Voice or TDD: (318) 676-7155
1-800-737-2966

Parishes served: DeSoto, Natchitoches, Red River,
Sabine

Independent Living (IL) Program and State Personal Care Attendant Program

New Horizons, Inc.
9300 Mansfield Road, Suite 204
Shreveport, LA 71118
Phone: (318) 671-8131
1-877-219-7327 (Toll Free)

Resources for Independent Living, Inc.
3616 S. I10 Service Road, Suite 111
Metairie, LA 70001
Phone: (504) 522-1955
1-877-505-2260 (Toll Free)

Southwest Louisiana Independent Center, Inc.
1202 Kirkman Street
Lake Charles, LA 70601
Phone: (337) 477-7194
1-800-403-1062 (Toll Free)

Community and Family Support Program

Resources for Independent Living, Inc.
3616 S. I10 Service Road, Suite 111
Metairie, LA 70001
Phone: (504) 522-1955
1-877-505-2260 (Toll Free)

Statewide Assistance Directory

Louisiana Commission for the Deaf Regional Offices:

Northwest Region (DeSoto and Red River Parishes)

Deaf Action Center - Shreveport

318-425-7781 v/tdd

866-495-3323 v/tdd

Alexandria Region (Avoyelles, Grant, Natchitoches, Rapides, Sabine, Vernon Parishes)

Visual Communication Services

318-473-0308 voice

866-473-0308 voice

866-473-0398 tdd

866-629-1815 voice

Lake Charles Region (Allen, Beauregard, Calcasieu, Jefferson Davis Parishes)

Southwest LA Independence Center

337-477-7194 voice

337-477-7196 tdd

888-403-1062 voice/tdd

Lafayette Region (Acadia, Evangeline, Iberia, St. Landry, St. Martin, St. Mary)

Deaf Action Center - Lafayette

337-232-3463 v/tdd

800-463-6010 voice/tdd

Northshore Region (St. Tammany and Washington Parishes)

Deaf Action Center - North Shore

985-892-2581 voice

888-825-2639 voice/tdd

Assistance by Parish

Acadia Parish

Crowley Addictive Disorder Clinic

337-788-7515

Crowley Mental Health Center

337-788-7511

Serves Acadia, Evangeline, Iberia, Lafayette, St. Landry, St. Martin, St. Mary, and Vermillion Parishes

Acadia Parish Adult Education - Rayne -

No Fees

337-334-5530

Crowley Learning Center - Adult Education

337-783-5808

Crowley Christian Care Center

337-783-5811

Distribution to the needy of food and used clothing, helps paying rent and utilities (no deposits or reconnect charges), helps with prescriptions, referral to other agencies that may offer more services - No Fees

ASSIST (A Self Sufficiency Improvement Support Team) - Crowley

337-788-7550

Financial assistance to low income families to reduce the burden of home energy costs, medication, food, and emergency voucher assistance for shelter, home repairs and improvements - No Fees

Housing Authority of Crowley (HUD)

337-783-8521

Low income housing

Northgate Apartments-Crowley

337-783-8470

Section 8 low income HUD housing for the elderly, handicapped/disabled, low income families, or individuals

Shady Oaks Homes - Crowley

337-783-1993

Section 8 and low income housing individuals and families

The Welcome House - Crowley

337-783-7066

Homeless shelter which provides three meals a day, donates clothing, toiletries, financial assistance and transportation (for emergencies only) determined by needs

Acadia Parish Head Start Program

337-783-6377

Basile Housing Authority (HUD)

318-432-5423

Low income housing

Allen Parish

Allen Parish Families in Need of Services (FINS)

318-335-3150

Program for pre-delinquency status offenders under the age of 18

Allen Outreach

318-335-3578

Outpatient substance abuse clinic

Allen Mental Health Clinic

337-639-3001

Allen Parish Health Unit

337-639-4390 or 318-335-1147

Reading Education for Adult Development (READ)

318-215-0490

Kinder Housing Authority (HUD) 318-738-2077

Low income housing

Oberlin Housing Authority (HUD)

318-639-2625

Low income housing

Oakdale Housing Authority (HUD)

318-335-2417

Low income/Secton 8 housing City of Oakdale & Trinity Baptist Church

318-335-2757

Avoyelles Parish

Avoyelles Addictive Disorder Clinic

318-253-5645

No income or gender requirements

Avoyelles Childsearch and Childnet

318-876-2811 or 318-876-2812

Free evaluations and referrals for infants and young children (0-5) with disabilities

Avoyelles Mental Health/Welfare

318-253-9638

Based on income and number of people in household

Avoyelles Parish Adult Education

318-253-5511

Also work with the Avoyelles Parish FIND Work Program

Avoyelles Health Unit - Marksville

318-253-4528

Avoyelles Health Unit - Bunkie

318-346-2586

Assistance by Parish

Avoyelles Society for the Developmentally Disabled

318-253-5420

Day habilitation program, pre-vocational program, and support employment program

Hope Center (Residential Treatment)

318-253-8705

Residential substance abuse treatment facility

Avoyelles Progress Action Committee Head Start Program

318-253-6085

Jobs for Louisiana's Graduates (JAG) - Avoyelles

318-253-9608

Nation's largest school-to-work system for disadvantaged and at-risk youth - Open to everyone

OAD Gambling Services - Bunkie

318-346-9203

Avoyelles Addictive Disorders Clinic

318-253-5645

Outpatient gambling treatment- No charge for services

Bunkie Housing Authority (HUD)

318-346-6838

Low income housing

Avoyelles Parish Police Jury

318-253-9208

Section 8 housing

Marksville Housing Authority (HUD)

318-253-9256

Low income housing

Cottonport Housing Authority (HUD)

318-876-3457

Low income housing

Beauregard Parish

DeRidder Addictive

Disorders Clinic

337-463-7310 or 337-463-7317

DeRidder Housing Authority

337-463-7288

Low income housing

Beauregard Community

Concerns, Inc

337-462-1452 or 888-441-1311

Program for victims of domestic violence, providing emergency food, housing, group counseling - No Fees

Gods Food Box

337-463-4449

Free - Emergency food assistance

Calcasieu Parish

Family & Youth Counseling Agency

337-436-9533

Lake Charles Mental Health Center

337-475-8022

Provides screening and referral services to all persons in Calcasieu, Cameron, and Jefferson Davis Parishes

Southwest LA Legal Services Society, Inc.

337-436-3308

Provides legal services for no income or low income persons- Handles most civil matters

DeQuincy Housing Authority (HUD)

337-786-2381

Low income housing

Calcasieu Parish Police Jury

337-721-3577

Section 8 housing

Calcasieu Association for Retarded Citizens

(Residential Services)

337-433-0398

Provides community homes, respite, PCA, Children's Choice & HUD subsidized apartments - Medicaid funded program - Apartments rented based on income

Candle lighters Childhood Cancer Foundation

301-962-3520 or 800-366-2223

Provides information to families with children diagnosed with cancer

Southwest LA Center for Health Services

337-493-5155

Provides reliable, quality health care for the uninsured and underinsured

Habitat for Humanity

337-497-0129

Builds homes in partnership with families - Must have a need, ability to pay for and maintain the home, and be willing to work toward building the home

DeSoto Parish

Mansfield Housing Authority

(HUD) 318-872-1383

Low income housing

The Arc of DeSoto

318-872-3255

Day habilitation program for mentally retarded/developmental disability clients

Evangeline Parish

Evangeline Association of Retarded Citizens/Respite Center

337-363-2273

Assistance by Parish

Evangeline Parish Adult Education

337-363-3387

Evangeline Parish Health Unit

337-363-1135

Mamou Health Resources

337-468-2333

Community Health Resource Center

Ville Platte Addictive Disorder Clinic

337-363-6869

Ville Platte Mental Health

337-363-5225

Chateau Des Amis

337-363-4301

Provides low income housing for the elderly and disabled

City of Ville Platte Public Housing

337-363-3918

Gabriel Villa, Inc.

337-363-7214

Housing for low income, elderly and handicapped

Housing Authority of Evangeline Parish (HUD)

337-363-5653

Section 8 housing

Housing Authority of Mamou (HUD)

337-468-3539

Low income/Section 8 housing

Housing Authority of Ville Platte (HUD)

337-363-2535

Low income housing

Lakewood Apartments

337-432-5713

Housing for very low and low income elderly, handicapped or disabled

Meadow Run Apartments

337-468-4070

Low income housing

Oakwood Apartments

337-468-2665

Housing for very low income elderly, handicapped, and/or disabled

Parkview Village Apartments

337-363-1411

Low income housing for elderly, disabled or handicapped

Mamou Health

337-468-5959

Housing for very low income, elderly individuals

Mamou Health

337-468-5959

Housing for very low income, mentally ill individuals who are capable of living independently

Prairie Plaza Apartments

337-599-2246

Housing for elderly (62 years of age or older), handicapped and/or disabled

Prairieview Apartments

337-885-2094

Low income housing

Savoy Heights

337-468-2616

Low income housing for the elderly

Gabriel Villa Apartments

337-363-5992

Low income housing for the disabled or elderly, multi-family (mother or father and children)

Christian Care and Share Center - Ville Platte

337-363-8041

Gives food to the needy, household goods, furniture, clothes, help with rent and utility bills, transportation for emergencies and other emergency needs in urgent situations - Serves people in Evangeline Parish

Unlimited Home Care of Louisiana, Inc.

337-363-1663 or 800-297-2750

Free to Medicaid recipients

Grant Parish

Grant Addictive Disorders Clinic

318-627-3528

Grant Parish Childnet

318-627-5944

Grant Parish Health Unit

318-627-3133

Grant Parish Police Jury Head Start

318-627-5944

Helps babies and young children with special needs learn

Grant Parish Housing Authority

318-827-5889

Public housing

Colfax Housing Authority

318-627-5945

Very low income/Section 8 housing

Iberia Parish

New Iberia Mental Health Center

337-373-0002

Provides services to children and adults with acute and serious mental illnesses

Assistance by Parish

United Way of Iberia

337-364-0424

Assists individuals with a variety of needs

ARC Unlimited of Iberia

337-364-7215

Offers various programs for persons with mental, physical development disabilities and social disabilities

Progressive Education Program, Inc (PEPI) - New Iberia

337-365-0933

Education center for literacy, GED preparation and ESL Classes - No Fees

Southern Mutual Help Association - New Iberia

337-367-3039

Provides low income families and individuals with affordable housing opportunities through grants blended mortgages and 100 percent financing

New Iberia Addictive Disorder Clinic

337-373-2135

Based on income

School Days Apartments - New Iberia

337-367-1222

An independent living apartment complex for age 55 and older

Iberia Habitat for Humanity

337-367-3083

Builds homes in partnership with families - Must have a need, ability to pay for and maintain the home, and be willing to work toward building the home

St. Theresa Apartments - New Iberia

337-364-3636

Housing for the independent elderly, age 62 or older, who meet income guidelines

Iberia South Apartments

337-364-3929

Low income/Section 8 housing

Housing Authority of St. Martinville (HUD)

337-394-6288

Low income housing

Parks Housing Authority (HUD)

337-845-4003

Low income housing

City of St. Martinville (HUD)

337-394-2230

Section 8 housing

Social Service Center - New Iberia

337-369-6384

Helps Iberia Parish residents with milk, food, spiritual counseling, clothing, rent, utility payment assistance and temporary shelter - No fees

Iberia Comprehensive Community Health Center

337-365-4945

Medical and dental clinic - Based on income

Rapides Parish

Adolescent Children Services

318-484-6871 or 484-6425

Advantage Employment Specialist

318-640-0931

Central Louisiana Partners in Literacy

318-448-9070

Provides and coordinates adult literacy programs - Serves as a resource to surrounding parishes - Fees: cost of books needed by students and teachers

Family Counseling Agency, Inc.

318-448-0284

Offers counseling, regarding sexual assault and domestic violence - Anger control and life skills programs

Hope House

318-487-2061

Transitional housing and supportive services to

homeless women and their children in Central Louisiana

Office of Addictive Disorders

318-487-5191

Rapides Senior Citizens Center, Inc

318-487-1561

Provide congregate meals at 19 senior centers in Rapides

Parish; programs for seniors including wellness programs, information and assistance, telephone service and transportation

Shepherd Center

318-448-3752

Helps persons in crisis situations with several services - No fees

USDA Rural Development

318-473-7920

Homebuyer program in rural communities for low income individuals

Christmas Cheer for Children

318-442-3752

Provides a new toy and a box of food sufficient to prepare a complete Christmas dinner to low income families

Alexandria Housing Authority

318-442-8843

Low income/Section 8 housing

Assistance by Parish

Rapides Parish Housing Authority

318-793-4751

Low income/Section 8 housing

Housing Authority of Pineville

318-473-9729

Low income/Section 8 housing

Volunteers of America -

Rapides Supportive Housing Program

318-442-8026 or 800-520-8026

Provides permanent housing and case management for approximately one year to individuals who are homeless with a mental disability - Must meet HUD homeless guidelines, be receiving treatment for a mental

disability and have an income

Catholic Community

Services

318-445-2401

Assists persons with utilities, medications, food, and other special needs

Cenla Medication Access Programs

318-443-7494

Provides chronic prescription medications for people who cannot afford them

Community Health WoRX

318-473-0230

Provides free medication and medical clinic to the working poor and elderly

Central LA AIDS Support Services

318-442-1010

Provides assistance to individuals who are HIV infected and/or have AIDS

Inner-City Revitalization Corp.

318-442-1502

Provides affordable housing through home ownership and rental programs and training programs

Manna House

318-445-9053

Soup kitchen

Rapides Habitat for Humanity

318-449-9804

Builds homes in partnership with families - Must have a need, ability to pay for and maintain the home

Rapides Primary Healthcare Center

318-487-4400

Provides reliable, quality health care for the uninsured and underinsured

Salvation Army

318-442-0445

Provides on-site feeding program, transient/homeless shelter, drug and alcohol rehabilitation program, disaster assistance, etc.

Red River Parish

Volunteers of America - Red River Employment & Community Services

318-425-0618

Provides free job development, placement, and training for individuals with disabilities - Serves DeSoto, Grant, Natchitoches, Red River, and Sabine Parishes

North Louisiana Goodwill Industries Rehabilitation Center

800-259-4483

Provides job training and pre- and post-employment services, to people with workplace disadvantages and disabilities - Serves DeSoto, Natchitoches, Red River and Sabine Parishes

The Philadelphia Center

866-513-2863 (toll free)

HIV/AIDS resource agency - Serves DeSoto, Natchitoches, Red River and Sabine Parishes

Lions Club - Coushatta

318-932-6260

Provides assistance to individuals with vision problems

Pinebelt Multi Purpose Agency

318-932-3639

Assists with transportation, commodities, food, utilities, etc.

Red River Parish Health Unit

318-932-4087

Provides education, preventive health care, referrals and follow-up

Red River Mental Health Clinic

318-932-4029

Provides services for the mentally ill, adults and children- Fees based on income

Red River Parish Housing Authority

318-932-5719

Provides Section 8 Rental Certificates to very low income families/individuals

YWCA of Northwest Louisiana

318-932-4007

Provides refuge and support services to abused women and their children - No Fees

Assistance by Parish

Sabine Parish

Pinebelt Multi Purpose

Agency

318-256-6942

Provides cleaning services for elderly, assists with utility cutoff & eviction notices - Medicaid application center

The ARC of Sabine

318-256-2025

Day habilitation provides employment for those adults who otherwise could not work independently

House of Hope

318-256-6124

Assists with clothing, furniture and food

Lion's Club

318-256-3238

Provides assistance to individuals with vision problems

Sabine Mental Health Club

318-256-4119

Provides outpatient services for the mentally ill, adults and children

Sabine Parish Health Unit

318-256-4105

Provides education, preventive health care, referrals and follow-up

Sabine Parish Housing Authority

318-256-3359

Provides low-rent public housing

St. Landry Parish

Eunice Food Bank

337-457-7541

Offers free food every other month to those in need

Eunice Development Center

337-546-0667

Provides day habilitation, supported employment, and community homes for the disabled - Ages of 18-70 with Medicaid are eligible

Southwest Louisiana

Primary Healthcare Center - Medical

337-942-2005

Dental

337-942-4147

Eunice Adult Education Center

337-457-7428

Faith House/St. Landry Parish Outreach Branch

337-948-5974

Offers counseling and advocacy for adults and children - Referrals, legal options, assistance in filing temporary restraining orders and assistance in locating shelters - No fees

St. Landry Public Assistance Corporation

337-948-0901

Medicaid enrollment site and offers legal advocacy for those individuals applying for Social Security benefits - No fees

Opelousas Addictive Disorders Clinic

337-948-0228

Based on income

Eunice Health Unit

337-457-2767

St. Landry Parish Health Unit - Eunice

337-457-2767

St. Landry Parish Health Unit - Opelousas

337-948-0220

New Life Center - Opelousas

337-948-3161

Free emergency shelter for homeless women and children, financial assistance for fire victims, emergency situations, etc. - Serves Acadia, Avoyelles, Evangeline, Iberia, Lafayette, St. Landry, and St. Mary Parishes - Ten percent of income is required after 30 days of residency

Goodhope Place Apartments - St. Landry Parish

337-457-3870

Low income housing for the elderly, disabled, and/or handicapped - Rent is based on income and a utility allowance is given

Holy Trinity Villa I & II - St. Landry Parish

337-948-7236

Provides low income housing to the elderly and handicapped

St. Elizabeth Manor Apartments, Inc. - St. Landry Parish

337-550-0444

Section 8 housing for the physically disabled or handicapped

Eunice Head Start Center

337-457-8905

Opelousas Head Start Academy

337-948-3821

St. Landry Parish Head Start Program

337-942-9669

Assistance by Parish

USDA Rural Development - Opelousas

337-948-3091

Services include home loans to very low or low income families (with good credit and repayment ability)

United Community Health Center - Eunice

337-457-1205

Provides free primary health care - Serves St. Landry & Evangeline Parishes

Eunice Housing Authority (HUD)

337-457-7716

Low income housing

St. Landry Parish Housing Authority (HUD)

337-826-3686

Low income/Section 8 housing

St. Martin Parish

Even Start/St. Martin Parish Family Literacy Program

337-394-4763 ext 2260

An integrated program of early childhood education for children, parenting education and literacy and adult basic education - No fees

St. Martin Parish Health Unit

337-380-2441

Cypress Gardens Apartment

337-394-5516

Provides strictly section 8 housing only for the handicapped, elderly (over 62), and disabled - Rent based on income

Breaux Bridge Head Start Center

337-332-4615

St. Martin/Iberia Parish Head Start Program

337-394-6071

Housing Authority of Breaux Bridge (HUD)

337-332-2808

Low income housing

St. Martinville Head Start Center

337-394-6424

St. Martin Parish Police Jury (HUD)

337-394-2246

Section 8 housing

St. Mary Parish

Fairview Treatment Center

985-395-6750

Substance abuse program offering individual, group, and family counseling

St. Mary Mental Health Center

985-380-2460 or 800-481-6882

Serves both adults and children/adolescents

St. Mary Literacy Council

337-828-4959

An adult literacy program - No fees

Teche Action Clinic

337-828-2550

Community Health Center

Chez Hope, Inc. - Franklin

337-828-4200

Temporary emergency shelter which offers short or long term counseling to battered women and their children - No fees

St. Mary Association for Mental Health Issues

985-380-2460

St. Mary Addictive Disorders Clinic

985-380-2455

Based on income

St. Mary Community Action Agency Head Start

337-828-5703

Housing Authority of Patterson (HUD)

985-395-3736

Low income housing

St. Jules Apartments - Franklin

337-828-2421

Section 8 housing for seniors and individuals with disabilities

Franklin Hope Haven

337-828-4028

Affordable housing to low income multi-family and/or elderly or disabled

Housing Authority of Berwick (HUD)

985-385-1546

Low income housing

Sunshine House - Franklin

337-828-5703

Provides a temporary homeless center for parent(s) with children (no individuals without children), food bank for low income persons in the shelter and in the community, assistance with locating permanent housing, utilities, etc. - No fees

Jeanerette Head Start Center

337-276-5252

Housing Authority of Jeanerette (HUD)

337-276-4500

Section 8 housing

Village Due Vie - Jeanerette

337-276-4144

Housing for the independent elderly, age 62 or older, who meet income guidelines

Better Housing, Inc - Jeanerette

337-276-3646

Low to moderate income housing for families, disabled, and handicapped

Assistance by Parish

St. Tammany Parish

Social Services Information & Referral

985-646-9288

Adult Vocational/Habilitation

- STARC East

985-646-4999

-STARC West

985-727-9439

STARC Adult Services offers training to enable people with mental retardation and/or developmental disabilities to reach their potential through prevocational work training and work adjustment programs

STARC Commercial Lending

985-641-0432

Provides work opportunities for individuals with mental retardation and/or developmental disabilities

American Red Cross - Northshore Region

985-892-4317

Broadway, Inc.

985-641-1425

Provides residential treatments for abused children with emotional or behavior problems

Caring Center of Slidell

985-646-1368

Homeless shelter serving homeless women and children

Christmas Donation

Distribution

985-646-2090

Provides assistance to families that cannot afford the holiday expense of providing gifts for their children

Volunteers of America (VOA) Creative Counseling Services

985-727-7767

Provides individual and family counseling, relationship counseling, anger management, psychological assessments, parenting education, substance abuse recovery and other support group services

Crisis Pregnancy Help Center

985-643-4357

Provides pregnancy testing and Christian counseling - Provides material items, including baby clothes and diapers

Deaf Action Center

Northshore, Inc

985-892-2581

Assists the hearing impaired

Habitat for Humanity St. Tammany West

985-893-3172

Builds safe, decent, affordable new houses in partnership with families in need - Families work sweat equity hours and purchase their house with a no interest mortgage

Kids in Crisis Project -

Northshore

985-792-1920

Southshore

504-887-5955

Counseling, training and resource center to help families, youth, teens, couples, to cope with life's pressures

Lurline Smith Mental Health Center

985-624-4450

Provides a range of outpatient mental health services to chronically mentally ill adults and severely emotionally disturbed children

The Northlake Addictive Disorder Clinic

985-871-1380

Northshore Families Helping Families, Inc.

985-875-0511 or 800-383-8700
Resource center for individuals with disabilities and their families

Office for Citizens with Development of Disabilities

985-871-8300 or 800-866-0806

State agency that provides support and services to children and adults with developmental disabilities

Safe Harbor, Inc.

504-643-0496 or 888-371-3400 or 504-871-9942

Shelter for battered women and their children

St. Tammany Literacy Assistance Program

985-649-9818 or 800-897-3690

Provides one-on-one tutoring for reading, writing, and math

Slidell Head Start

985-649-5352

St. Tammany Parish Health Unit

985-646-6445

Assistance by Parish

Samaritan Center

985-626-4457

Provides food, some medical and dental services; help with utilities; limited rent assistance; school supplies, school shoes, and uniforms; funding for childcare, counseling and scholarships; budgeting assistance; and a thrift shop

TurnAround Village, Ltd.

985-892-8888 or 800-831-3656

Provides comprehensive, transitional assistance to prison inmates re-entering society

Work Initiative Network

985-867-1213

Connects pathways to self sufficiency - Community resource for literacy and GED programs, work readiness and occupational training in West St. Tammany

The Youth Service Bureau (YSB)

985-893-2570

Intervention programs for at-risk youth and their families

Covington Housing Authority (HUD)

985-898-0345

Low income/Section 8 housing

Pearl River Housing Authority (HUD)

985-726-9000

Section 8 housing

Slidell Housing Authority (HUD)

985-726-9000

Low income/Section 8 housing

Vernon Parish

Vernon Parish Helpline

337-239-HELP

Twenty-four hour crisis intervention, information, and referral assistance

AC Dowden Memorial Shelter

337-238-5328

Transitional housing providing supportive services, shelter, and case management - For those 18 years of age or emancipated, and homeless with no fixed residence

Childnet-Vernon/Early Steps

337-239-1689

Vernon Parish School Board Special Education Center for disabled children

Headstart and Early Childhood

337-239-6899

Leesville Housing Authority (HUD)

337-238-1912

Low income/Section 8 housing

Leesville Mental Health Clinic

337-238-6431

Vernon Addictive Disorders Clinic

337-239-2946

Vernon Parish Adult Education

337-537-4091

Provides job preparation, work, and supportive services to FITAP recipients to enable them to leave the program and become self-sufficient

Vernon Parish Schools (GED Program)

337-392-0008

Vernon Parish Headstart and Early Childhood

337-239-6899

Vernon Parish Health Unit

337-238-6410

Vernon Parish Housing Authority (HUD)

337-537-0339

Low income/Section 8 housing

Vernon Workforce Center

337-238-4179

Provides financial assistance to eligible customers to attend college for educational enrichment - Includes tuition, books and travel

Outpatient Medical Center

337-238-1274

Washington Parish

Washington Parish Housing Authority (HUD)

985-839-5635

Section 8 housing

Habitat for Humanity

985-732-4407

Builds homes in partnership with families - Must have a need, ability to pay for and maintain the home, and be willing to work toward building the home

Youth Service Bureau (YSB)

985-839-4090

Provides troubled or at-risk youth and their families with prevention and early intervention programs that enable the youth to choose a new direction and become responsible community members

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