



Handbook for Consumers

HANDBOOK FOR CONSUMERS



DEPARTMENT OF HEALTH AND HOSPITALS NORTHEAST DELTA HUMAN SERVICES AUTHORITY

**MONROE BEHAVIORAL HEALTH CLINIC
4800 SOUTH GRAND STREET
MONROE, LA 71202
318-362-3339**

**BASTROP BEHAVIORAL HEALTH CLINIC
320 SOUTH FRANKLIN
BASTROP, LA 71220
318-283-0868**

**RUSTON/JONESBORO BEHAVIORAL HEALTH CLINIC
602 EAST GEORGIA AVENUE
RUSTON, LA 71270
318-251-4125**

**COLUMBIA/WINNSBORO BEHAVIORAL HEALTH CLINIC
5159 HWY 4 EAST
COLUMBIA, LA 71418
318-649-2333**

**TALLULAH BEHAVIORAL HEALTH CLINIC
1012 JOHNSON STREET
TALLULAH, LA 71284
318-574-1713**

**MONROE WOMEN/CHILDRENS BEHAVIORAL HEALTH CLINIC
3200 CONCORDIA
MONROE, LA 71201
318-362-5188**

INTRODUCTION:

The purpose of this handbook is to provide answers to questions you may have about the services provided by Northeast Delta Human Services Authority (NE Delta HSA). It will also give you an overview of your rights and responsibilities as a consumer of Behavioral Health services and general information about the operation of the Behavioral Health Clinics in the twelve parishes NE Delta HSA serves. Should you have questions or concerns about any of these areas, you are encouraged to address these matters with your clinician, your clinician's supervisor, or the Clinic Manager.

MISSION

NE Delta HSA serves as a catalyst for individuals with mental health, developmental disabilities, and addictive disorders to realize their full human potential by offering quality, excellent care with greater accessibility.

THESE THREE TENETS GUIDE OUR ACTIONS

- Greater access to services
- Excellent customer service
- Quality, competent care

VISION

The NE Delta HSA vision is to build a unified Northeast Louisiana where individuals are thriving and reaching their full human potential.

PHILOSOPHY

- Demonstrate that we understand citizens' concerns. Provide hope and integrity.
- Connect with citizens we serve and help them reach their best potential.
- Focus on commonalities among us rather than differences. Unify around opportunities.
- Accountability for our actions.
- Opportunity for success equal for all citizens regardless of demographics.
- Acknowledge any previous shortcomings and demonstrate how we are improving. Build trust through accountability.
- We are a catalyst and co-advocate for people to engage and believe they can reach new heights.

VALUES

- Caring/ compassion - treating staff and consumers with kindness and a willingness to help while working toward understanding their thoughts and feelings
- Respect/ dignity - demonstrating to staff and consumers alike the honor, value and inner strength of each individual in a culturally competent manner
- Autonomy/ self-determination - each individual has a right to make informed decisions and *treatment choices*

- Ethics/ integrity - representing the agency and self in an open, honest manner, which fosters clear communication and informed decision-making
- Innovation - there are always improvements that can be made and they should be continuously discovered
- Teamwork/ collaboration/ communication – the best results will be realized when there is collaboration within the agency, between agencies, with the consumer, with the family and other supports.
- Commitment to excellence - employees are invested in continually striving to modify the system in order to provide the best service which results in the best consumer outcomes
- Accountability - employees are committed to the mission and the organization such that they consistently work toward peak performance

DECLARATION OF PRACTICE STATEMENT AND PHILOSOPHY

The Northeast Delta Human Services Authority is dedicated to serving adults with severe and persistent mental illness and/ or substance use disorders and children/youth with emotional/behavioral disorders and/or substance use disorders. NEDHSA employs dedicated, qualified staff for delivery of mental health services. The staff works together in a multi-disciplinary team which includes: psychiatrists, physicians, registered nurses, licensed clinical social workers, licensed professional counselors, social service counselors, pharmacists, psychologists, clinical social workers, and support staff.

We provide behavioral health treatment that follows a person-centered approach and is based on an individual's strengths, believing that each person has the potential to grow, learn, and change. Our goal is to assist each consumer in the area to improve his/her ability to live successfully in the environment of his/her choice with the least amount of professional intervention.

The philosophy of the Northeast Delta Human Services Authority is to respect the dignity and rights of individuals. In order to maximize the potential of each individual, services will be culturally sensitive and address the uniqueness of the individual, the family, and the community. Implementation of this philosophy in NEDHSA focuses on the strengths of the individual in all aspects of service delivery.

CODE OF ETHICS/PROFESSIONAL CONDUCT

Policy for the employees of NEDHSA states:

- Information regarding clients is privileged and confidential.
- Employees are to display professional demeanor to clients and the general community.
- Employees are to respect the rights of clients, especially the right of self-determination.
- Employees are not to burden clients or the public with their personal problems
- Employees are required to maintain a strictly professional relationship with clients; personal and/or financial relationships with clients are strictly prohibited.

ADMISSION PROCEDURES

- If you are seeking Behavioral Health Services at one of the Clinics in NEDHSA, you must first complete a Registration for services. You may call for an appointment or walk in unscheduled to register for services. Walk-in scenarios may require you to wait briefly to be "worked in" as clinicians become available to perform an assessment interview. The receptionist can inform you of the estimated wait time when you arrive at the clinic.

- Once you have registered, a clinician will perform an individual person centered assessment of your reason for seeking treatment and gather some information on your previous experiences in treatment, your family and other information so that you may be provide the most appropriate treatment to meet your needs. Based on the information obtained from the interview:
 - You may be admitted for services. Once admitted, your clinician will work with you to develop and individual plan which sets goals to be addressed during treatment. Also, an appointment with a physician will be made, if this has not already occurred.
 - If you are in crisis or experiencing symptoms which are severe in nature, you may be seen by a physician to be examined, and a determination of appropriate action will be made to prioritize your treatment.
 - Or, you may not meet criteria for clinic admission, but might benefit from other services. In this case, referrals for appropriate treatment or other services will be provided to you at the end of your assessment interview.

Community agencies and hospitals may refer clients for services. In these cases, the referring agency will call the appropriate NEDHSA clinic to schedule an appointment for their client. Referrals from hospital inpatient units will be given priority status.

CLINIC HOURS

The following are the operating hours for NEDHSA clinics. In general, services provided after 4:30 PM are for Substance Use Disorder groups; clinic hours are posted at the main entrance and/or reception area of each clinic:

	Monday	Tuesday	Wednesday	Thursday	Friday
Monroe BHC	8AM-7:30 PM	8AM-7:30 PM	8AM-7:30 PM	8AM-6:30 PM	8AM-4:30 PM
Bastrop BHC	8AM-4:30 PM	8AM-4:30 PM	8AM-4:30 PM	8AM-4:30 PM	8AM-4:30 PM
Columbia BHC	8AM-4:30 PM	8AM-7:30PM	8AM-4:30 PM	8:AM-7:30PM	8AM-4:30 PM
Winnsboro Outreach		8AM-4:30PM	8AM-4:30 PM		
Ruston BHC	8AM-4:30 PM	8AM-8PM	8AM-4:30 PM	8AM-8PM	8AM-4:30 PM
Jonesboro Outreach		8AM-4:30 PM			
Tallulah BHC	8AM-4:30 PM	8AM-4:30 PM	8AM-4:30 PM	8AM-4:30 PM	8AM-4:30 PM
Monroe Women/Children	8AM-5:30PM	8AM-5:30PM	8AM-5:30PM	8AM-5:30PM	8AM-4:30PM

FEES

When you register for services, NEDHSA support staff will discuss the fees for your treatment and gather financial information from you. Fees are based on your annual income and the number of dependents in the household. If you are required to pay fees, you will be assessed up to a yearly maximum liability limit based on your income/dependents. If you have Medicare, Medicaid, or private insurance, these will be billed. Fees and financial status are assessed annually. It is important that this information be provided at the time it is due. If you have significant changes in household income, insurance coverage, or other financial areas, please let your clinician as soon as possible of the change(s). **If information is incomplete, you will be assessed fees** for the year. Proof of income may be by check stubs, income tax

records, SSI award letter, or other notarized documentation. Your clinician may assist with obtaining the appropriate form for reporting income.

INFORMED CONSENT

As a consumer of behavioral services in NEDHSA, you will be provided “informed consent” regarding treatment. This means you and/or your guardian (if you are under the age of 18) will:

- Receive an explanation about your diagnosis by staff
- Discuss choices regarding your treatment as well as any potential risks
- Be provided information about the least and most restrictive treatment options
- Participate in goal development and achievement
- Be informed of the expected length of treatment

ADVANCE DIRECTIVES

If you desire, you will be provided an opportunity to complete a Mental Health Advance Directive. This is a legal document indicating your choices for mental health care made while you are not in crisis to be used at a later time if you experience a crisis. A Mental Health Advance Directive can give instructions about your mental health treatment, according to your wishes, during such times. You may ask your clinician for more information about the “Advance Directive.”

CONSUMER RIGHTS

Protecting the rights of you or your family member is a priority for NEDHSA. Individuals receiving services at any of our facilities have the same rights and privileges as any other citizen of the State of Louisiana; an individual’s rights can only be limited through a court order or other legal means. An individual’s participation in treatment at an NEDHSA facility is usually voluntary; there are only infrequent instances in which persons are ordered by the court to participate in treatment. In addition to the Treatment Rights, which are part of the application for services that you signed, the following individual rights apply:

- You will receive information about your rights.
- You will be involved in decisions about care, treatment, and services provided.
- You will receive adequate information about the person(s) responsible for the delivery of care, treatment, and services to you/your family member.
- You have the right to receive informed consent regarding your care, treatment, or services.
- You have the right to refuse care, treatment, and services in accordance with law and regulation.
- You (and when appropriate, your family) will be informed about the outcomes of care, treatment, and services, including unanticipated outcomes/potential risks.
- You will have access to a process of filing a complaint and having resolution addressed.
- Your needs for confidentiality, privacy, and security are respected.
- You have the right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- You have the right to access protective and advocacy services.

- You have the right to an environment that preserves dignity and contributes to a positive self-image.
- The right for appropriate referral for pain management, when applicable.
- The right to exercise citizenship privileges.

If you believe that your individual or treatment rights have been infringed, you are encouraged to discuss this with your clinician, a supervisor, or the Clinic manager. Often these matters can be resolved by discussing the situation with someone. However, there is a process for resolving complaints, and someone will assist you in completing this process, if necessary.

All patients of the Northeast Delta Human Services Authority shall have the right to be served without discrimination as to age, sex, race, creed, color, national origin, disability, income, sexual preference, or political belief.

CONSUMER RESPONSIBILITIES

Along with rights, individuals also have responsibilities that must be followed in order to enhance your care, service, and treatment. These responsibilities include:

1. Providing Information
 - Giving accurate history. This includes past treatment/medication, allergies, and response to treatment.
 - Reporting problems with medications/treatment
 - Discussing situations that present difficulties
 - Reporting significant changes in circumstances such as changes of address, telephone number, income/employment, insurance benefits, etc.
2. Asking Questions
 - You should ask questions if you do not understand care, treatment, services, or expectations.
3. Following Instructions
 - The plan of care which you participated in developing must be followed, or modified only after discussing changes with your worker and/or physician.
4. Accepting Consequences
 - You are responsible for adverse outcomes if the plan of care is not followed.
 - If you cannot make an appointment, it is your responsibility to contact your clinician to schedule an appointment so that there will be no gap in services/ medication. If appointments are missed, you may be rescheduled. However, you may be scheduled in a “missed appointment group” or you may walk-in and wait for your clinician to have an opening in their schedule.
 - If appropriate financial information is not provided, you will be responsible for applicable fees.
5. Showing Respect and Consideration
 - Respect the rights of other consumers to enjoy privacy, safety, and comfort at our facilities.
 - Be respectful and considerate to facility staff and property.
6. Following facility rules and regulations
 - Smoking is prohibited in NEDHSA facilities and grounds.
 - Follow posted safety rules and regulations.

- Weapons, illegal substances (e.g., drugs), and unlabeled medication are prohibited in NEDHSA facilities.

CONFIDENTIALITY

As a consumer of behavioral health services, you have an expectation and right to a level of confidentiality and privacy regarding the information that is maintained on your chart. This section describes confidentiality in a number of areas.

- **Case Records (Charts)** – The confidentiality of these records is protected by Federal Law/Regulation (HIPAA and 42CFR). Generally, we will not disclose to persons outside our agency that an individual is or is not receiving services unless:
 1. You provide written consents and name the persons/agencies we may release information to about your treatment.
 2. Your records are requested to be released by a Court order.
 3. You have a medical emergency requiring disclosure be made to medical personnel so you may receive appropriate emergency medical treatment.
- **Group Settings** – as part of your treatment, you may be involved in group therapy or group educational settings. Those individuals that participate in groups are advised that it is their responsibility to respect the rights and confidentiality of others in the group; that they will not disclose the name/identity of other group members or anything that was discussed during groups to any persons outside the group.
- **Duty to Warn** – Louisiana law (Revised Statute 37:2718(b)(3)) requires that information regarding abuse and neglect or suspected abuse and neglect or an individual's homicidal/suicidal intentions must be reported to appropriate authorities and/or involved individuals for the protection of all involved persons.
- **Mandatory Reporting** – all mental health professionals are mandatory reporters for child abuse or elder abuse matters. This information, by law, must be reported to agencies responsible for investigating these incidents.
- **Consent to Share Information** – often it is helpful for your mental health provider to send information regarding your treatment to other health care providers and for other health care providers to send information to us. In order to do this, it is necessary for you to sign a consent to release information form authorizing this exchange of information.

NE DELTA HSA AVAILABLE CLINIC SERVICES

- **Screening, Assessment, and Referral**: These services are provided by each Clinic or Clinic for both adults and children/youth.
- **Emergency Services**: Individuals that are experiencing crisis may come into a Clinic for assessment. If you are currently receiving services in a NEDHSA clinic, we ask that you or a family member call, if at all possible, to inform us what type of emergency you are experiencing. We will then be able to make plans to provide appropriate services to address your emergency. Please be advised that not all clinics have physician coverage all days – therefore, you may be referred to another medical facility if the situation dictates. Should you experience a crisis after clinic hours, holidays, and weekends, there are professional staff on call to provide referral and other information. In Monroe the telephone number is 318-362-3339. For those persons who reside outside of Monroe, the number is 1-800-256-2522

- Outpatient services (Adult Mental Health): Treatment teams composed of mental health professionals – physicians, nurses, social workers, counselors, and support staff - provide individual therapy, group therapy, medication therapy and monitoring, and mental health education.
 - Counseling Clinics – generally, new clients are initially admitted for counseling. Individuals receive individual and/or group counseling/therapy services that include a number of approaches – including supportive, cognitive, and dialectical therapies. Physician and medication services may also be included. A typical length of stay in the program is six – twelve months. At that time, you and your treatment team will discuss transitioning your care to the medication management clinic to maintain your mental health status.
 - Medication Management Clinics – generally, these individuals have been in treatment for some time and are on a relatively stable course of medication and require minimal interventions. These individuals receive medication management, educational, and referral services.

- Outpatient services (Adult Addictive Disorders):
 - Intensive Outpatient Program – provides addictive disorder treatment for nine hours a week (2 ½ hours 4 days a week) in a group setting, typically for six weeks.
 - Outpatient Program – provides addictive disorder treatment for two hours a week (one hour per day twice a week) for about six weeks.
 - Aftercare Program – one hour a week for an indefinite period of time.
 - DWI program – a one day program for first offense DWI.
- Pharmacy Services: The Regional Pharmacy is located in the Monroe Clinic and provides medication for all the clinics in the area. If your treatment includes medication, your physician or pharmacist will provide you information about these medicines. If you have Medicare, Medicaid, or private insurance, you will be given a prescription to be filled. If you qualify for pharmacy services, your clinician will explain to you the procedures for getting medicine.
- Referral to Acute Psychiatric Care: NEDHSA does not directly manage any psychiatric hospital beds. However, we can refer Adult individuals to LSU Medical Center (E. A. Conway Psychiatric Unit) and St. Francis North/St. Patrick’s in Monroe and Glenwood Behavioral Health Unit in West Monroe. Adolescents and children will be referred to Liberty Behavioral Health in Bastrop. If these facilities are full, patients will be referred to the nearest available hospital for placement.
- Referral to Inpatient Addictive Disorders/Detox: NEDHSA does not directly manage any inpatient beds for addictive disorders. Referrals for those individuals that would benefit from inpatient care are made to Rayville Recovery. If medical intervention is needed, a referral to a general hospital is made.
- Women and Children Specialty Clinic (Monroe):
 - Children/Adolescent Response Team (CART) – this program assists children and their families during times of crisis. The mission of the program is to provide families with support, advocacy, crisis stabilization, and to decrease hospitalization. CART may be accessed through the Monroe Clinic by telephone at 318-362-5188, but the program serves the entire region. After hours, weekends and holidays the CART program can be accessed at 1-800-256-2522.
 - Adolescent Substance Abuse Group – provides group intervention for youth with substance abuse disorders.

- Gender Specific Group – substance use disorder group intervention for women may be at risk because health problems (e.g., pregnancy), involvement with child protection agencies, and/or involvement with law enforcement or courts.

NEDHSA SUPPORT SERVICES:

In addition to direct clinic services, NEDHSA also contracts with other service agencies to provide additional services to those persons receiving services through our clinics. Ask your clinician if you are interested in any of the following contracted or Regional services:

Adults:

- Intensive Case Management (ICM) – This service is available for adults who live in the service area. The program provides community based supports and services which address improved independent living skills, symptom management, avoiding hospitalization, budgeting, household management, problem-solving, and improving interpersonal relationships. These services are intended to help consumers remain in the community rather than in residential care.
- Peer Support Centers – NEDHSA operates two centers located in Monroe and Ruston. These centers provide a place of security and comfort for NEDHSA consumers where they can feel accepted and independent. The programs also provide opportunities to improve social skills, expand the participants' social and support networks, encourage community integration and increase the community activity of adults who enter the program. The Resource Centers also provide a place for consumers to hold formal and informal meetings and develop a network of consumer activism.
- Benefit Application Assistance – Provides assistance for consumers in applying for SSI/SSDI, Medicaid and other benefits.
- Transitional Housing – Provides housing supports for up to 25 homeless consumers with a mental illness or co-occurring disorder. The program provides assistance in locating housing in sites scattered throughout the Region and can last for up to 24 months, with the consumer eventually taking over the management of his/her own housing.
- Fairhaven – Provides a safe environment with training and activities to equip consumers with the skills and support to move into independent living. The program is available to male and/or female NEDHSA consumers.
- Jackson House – Provides long term residential services for individuals with serious mental illness that require a structured setting.
- Transportation – Assists with arranging for transportation for NEDHSA consumers who do not have Medicaid or other transportation to attend their Behavioral Health appointments. This program is not available for transportation to Addictive Disorder group therapy.
- Supported Employment – Assists clients with obtaining employment through job skills and resume development, employment interview training, placement and job coaching.

- Peer Support Specialists – Provides support through a “we’ve been where you are” perspective to Behavioral Health clients. These peers provide WRAP – Wellness Recovery Action Plan groups/training and may speak with clients on an individual basis to offer support and reassurance during the recovery process.
- Laboratory Services – For many medications, monitoring blood levels is important. This program provides laboratory monitoring for persons without Medicare, Medicaid, or private insurance.

Children:

- Wraparound – Provides consumer care funds for families of children/youth clients who may need temporary financial supports to achieve, maintain or improve the community living status of the consumer. This assistance is available after you have been receiving services for a period of no less than six months and are unable to locate other community resources to address the stated need. The program is intended to meet initial, temporary, or emergency need and may only be requested once every six months.
- Children’s Crisis System (CART) – Connects with appropriate crisis services as indicated.
- Transportation – Provides assistance in accessing transportation services for their Behavioral Health appointments of non-Medicaid consumers.

Regional:

- Prevention Services – Provides education programming and support to the community to prevent substance use and promote mental health in youth.
- Gambling Addiction Services – Provides services and supports for individuals with problem or compulsive gambling.
- Afterhours Crisis Program – Provides a licensed clinician by phone on nights, weekends, and holidays to appropriately inform and refer persons who are experiencing a crisis.

DISCHARGE PROCEDURES

As part of any good medical practice, discharge planning will be one of the components of your treatment plan. Depending on your diagnosis and other circumstances, your treatment at a NEDHSA Clinic may be short or long-term. Discharges from services may be planned or unplanned:

Planned Discharges

- This means your treatment goals and plans are achieved. You may or may not be referred for other services, depending on your situation.
- Referral to another agency or service. This includes being transferred to a primary care physician to follow your case or to a mental health rehabilitation agency if your level of need requires a higher level of services.
- Relocation – if you move, your case can be transferred to another Behavioral Health Clinic in the State. If you move out of state, your case information can be sent to a behavioral health services provider in the area to which you are moving. It is important you tell your clinician of your impending move so that there will be no loss of services.

Unplanned Discharges

- Failure to keep appointments – cases that have had no contacts in 90 days will be designated as inactive.

- Involuntary discharges – discharges completed because of the following circumstances:
 1. Documented consistent and willful refusal to follow through on treatment
 2. Documented inability to benefit further from services
 3. Documented failure to abide by program policy
 4. Documented evidence of using the program for personal gain with no attempt to deal with psychiatric problems.

SAFETY

It is our goal to provide a healthy and safe environment for consumers, visitors, and employees of NEDHSA. In general:

- Violence of any type is not tolerated. Depending on the situation, persons who present violent behaviors toward staff or other clients may be prosecuted.
- Weapons, Alcohol, and Illegal Drugs are prohibited on NEDHSA premises.
- Consumers and visitors are to use the front entrances of Clinics and to check in with the receptionist. Please remain in the main lobby until directed to your worker.
- Evacuation routes and maps of the clinic are posted in each Clinic. In the event of an emergency, clinic staff will assist you with evacuating the building.
- Please observe posted safety messages (for example, wet floor signs).
- Smoking is not allowed on Northeast Delta Human Services Authority grounds.
- If you bring children with you to your appointment, please ensure that they do not disturb others who are waiting for appointments.

FEEDBACK

Your opinion regarding the services you receive at NEDHSA is important to us. Each clinic has a place for you to anonymously make suggestions you feel are needed to improve the overall quality of care you receive. In addition, you may be asked to periodically complete a computer based survey called TOMS (Telesage Outcomes Measuring System). This survey will allow you to rate how well your treatment goals have been met and your overall satisfaction with the services you have been provided.

INFECTIOUS DISEASES

Human Immunodeficiency Virus/Acquired Immunodeficiency Disease (HIV/AIDS), Hepatitis B, and Hepatitis C are serious public health concerns. You will be provided information about the prevention and treatment of these disorders. Should you have concerns about other health conditions, ask your clinician about providing information and or referral regarding these concerns.

CONSUMER COMPLAINT PROCESS

Should you feel you have been treated unfairly or inappropriately, you have the right to submit a written complaint to the clinic's Manager. A copy of the complaint form is included in this handbook, but you may also request one from your clinician or other clinic staff. If you need assistance with the form, a staff member with whom you do not have grievance, will be happy to assist you. Your complaint will be reviewed with you and a response to your grievance will be provided. If you are not satisfied with the response, that shall also be noted on the form. The Executive Director, through Corporate Compliance staff, will receive notice of any complaints

not handled to your satisfaction and further response shall be provided to attempt resolving your complaint.

NEDHSA
COMPLAINT FORM

Complainant: _____ Date: _____

Subject of Complaint: _____

Statement of Complaint: _____

Complainant Signature

Received by: _____ Date: _____

Response: _____

Is Complaint satisfied with Response: Yes No If no, what further action is being taken:

Signed – Name, Title

Date

**MENTAL HEALTH ADVOCACY GROUPS
AND OTHER RESOURCES**

National Alliance for the Mentally Ill
Colonial Place Three, Suite 300
2107 Wilson Blvd.
Arlington, VA 22201
703-524-7600

Advocacy Center for the Elderly and
Disabled
106 E. Kings Highway, Suite 201
Shreveport, LA 71104
318-865-6186 or 1-800-960-7705

Mental Health Associate of
Greater Baton Rouge
544 Colonial Drive
Baton Rouge, LA 70806
225-929-7674 or 1-877-274-3446

National Alliance for the Mentally Ill – LA
11762 S. Harrell's Ferry Road, Suite D
Baton Rouge, LA 70816
225-292-6928

Ruston Alliance for the Mentally Ill
Ruston, LA
318-251-1233

Mental Health Advocate's Office
Central Louisiana State Hospital, Unit #1
P O Box 5031
Pineville, LA 71361
318-484-6348

Mental Health America of LA
5721 McClelland Drive
Baton Rouge, LA 70805
225-356-3701
1-800-241-6425

United Way First Call For Help
Dial 2-1-1

Bridges Support Group
318-322-5971

Monroe Peer Support Center
(Education/Support/Recreation)
912 St. John St.
Monroe, LA 71202

Wellspring Crisis Line
(formerly YWCA)
(Domestic Violence/Sexual Assault)
318-353-4112

Salvation Army
318-325-1755

Ruston Peer Support Center
901 White Street
Ruston, LA 71270
318-251-4150

Mental Health America of
Caldwell Parish
P. O. Box 136
Columbia, LA 71418
318-649-2138

