

# Resource Guide For Your Workforce

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**A Directory of Services**



# Welcome,

The Seventh Planning District Consortium Workforce Development Board is a network for local public and private partners that serves job seekers and businesses to reach their full economic potential. This is accomplished through the collaborative integration of employment, training, education and economic development services for job seekers, students, workers and employers.

The Workforce Services Resource Guide will help partners:

- Understand the comprehensive services offered in Seventh Planning District Consortium.
- Connect participants to the multiple programs and resources available that will help them advance and succeed in the labor market.
- Will actively help partners refer participants to the multiple services needed to succeed.

Aligning services through active referrals will contribute to a fully integrated workforce development system that helps participants easily access an array of services to advance their careers and increase economic self-sufficiency.

We welcome your comments and suggestions for how we can better serve you. We try to ensure information is up-to-date and accurate. If you would like to request an update to your organization's listing, please contact us at (318) 401-6025 or [rberry@eckerd.org](mailto:rberry@eckerd.org).

Sincerely,

Robin Berry  
One-Stop Operations Manager



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# The Coordinating and Development Corporation

## The Workforce Innovation and Opportunity Act (WIOA)

**Services:** The Workforce Innovation and Opportunity Act (WIOA) offers an integrated and comprehensive range of services consisting of workforce development activities benefiting employers, job seekers, and communities by providing individuals with barriers to employment the access to employment, education, and training opportunities along with access to support services needed to succeed in the labor market. It improves the quality and labor market relevance of workforce investment, education and economic development efforts to provide individuals with the skills and credentials necessary to secure and advance in employment with family sustaining wages, and to provide employers with the skilled workers needed to succeed in a global economy. All services are locally housed within your local American Job Center.

**Eligibility:** WIOA primarily serves 3 groups of individuals (listed below)

**Low Income Adults:** Adults 18 years old and up who are unemployed or underemployed and need help with training or other assistance to move into a job that will support them and their families.

**Dislocated Workers:** Adults are considered a Dislocated Workers if they have lost their job through no fault of their own and are unlikely to return to the previous industry or occupation usually due to outdated skills, job loss, mass layoff, military move, or other economic conditions. Most individuals must be eligible for or have already exhausted their Unemployment Insurance benefits.

**Low Income Youth:** Assists youth to prepare and develop for post-secondary education, attain educational and/or skills training credentials and help secure employment with career opportunities.

### The WIOA Program Can Help You With The Following:

- Funding for basic skills, occupational/vocational training and books
- Basic tools needed for your new job
- Help looking for work
- Referrals for assistance with childcare
- On-the-job training skills available to help you gain new skills
- Help with transportation issues
- Necessary clothing for an interview or new job
- All WIOA services are free!

**How to apply:** Interested individuals may fill out the WIOA Pre-Application Screening Form online at <https://cdconline.org/wioa-pre-app> and should be prepared to email the following documents to [eligibility@cdconline.org](mailto:eligibility@cdconline.org)

- Social Security Card
- Birth Certificate
- Louisiana Driver's License or Picture I.D.
- Income verification for 6 months prior
- Proof of Address (utility bill or letter)
- The following if applicable:**
  - Selective Service Letter (Males 18 or older)
  - Social Security Award Letter (includes SSI)
  - Unemployment Insurance information
  - DD214 or Discharge papers if you are a Veteran

# 211 Resource Line

## United Way of Northwest Louisiana

**Office:** United Way of Northwest Louisiana

**Address:** 820 Jordan St, Ste 370, Shreveport, LA

**Phone:** 318-677-2504

**Web Address:** <https://www.louisiana211.org>

**Services:** 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. Services are available 24/7 every day of the week. United Way of Northwest Louisiana operates 211 locally and has the capability to serve multilingual individuals and those that are hearing impaired. 211 has a database of resources and services Statewide.

For example, 211 can offer access to the following types of services:

- **Basic Human Needs Resources:** food, clothing, shelter, and financial assistance.
- **Physical and Mental Health Resources:** medical information lines, crisis intervention services, support groups, counseling, drug and alcohol intervention, rehabilitation, health insurance programs, Medicaid and Medicare, maternal health and children's health insurance programs.
- **Employment Support:** unemployment benefits, financial assistance, job training, transportation assistance and education programs.
- **Support for Older Americans and Persons with Disabilities:** home health care, adult day care, congregate meals, respite care, transportation, and homemaker services.
- **Support for Children, Youth and Families:** Quality childcare, after school programs, family resource centers, summer camps and recreation programs, mentoring, tutoring and protective services.

**Eligibility:** Anyone can contact 211 for services in their location.

**How to apply:** Individuals can call 211 or use the online service at <https://unitedwaynwla.org/2-1-1/access-2-1-1/for-services> in Northwest Louisiana. Louisiana 211 calls are answered by trained information and referral specialist within partnering non-profits located in Louisiana. Should you need assistance, simply dial 211 or text your zip code to 898-211



United Way of Northwest Louisiana

# American Job Center

**Office:** American Job Center (AJC)

**Phone:** 1-866-783-5567

**Web Address:** <https://www.careeronestop.org/>

**Services:** The American Job Center Network provides a comprehensive range of no-cost employment and training services for employers and job seekers. American Job Center Network staff can assist employers in finding and hiring skilled workers. Employers can also connect with local resources to provide training programs for their employees, learn about tax credits for their business, and access additional resources, including labor market information. The American Job Center Network can also assist job seekers in obtaining employment and strengthening their skill set through Workforce Development. Many workshops and training classes, such as interview techniques, are available and job seekers can receive career guidance. Both employers and job seekers have unlimited access to Louisianaworks.net. Employers can post unlimited job listings, search and screen resumés, and contact potential applicants. Job seekers can post resumés, and search and apply for job openings.

The American Job Center also provides Unemployment Insurance assistance to workers who have lost their jobs due to no fault of their own and meet the program's eligibility requirements, Workers' Compensation claims for employers and injured workers, Veterans Services, Wagner-Peyser, and many other programs.

**Eligibility:** Individuals who can utilize services to help them search, find, obtain and retain employment. Those individuals willing to take workshops to better develop their job readiness.

**How to apply:** Visit the AJC website and create your HiRE account at <https://www.louisianaworks.net/hire> Inform individual WIOA services available by visiting <https://cdconline.org/about-wioa>



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# Louisiana Workforce Development Area 70

## American Job Center Locations

**Bossier Parish**  
**American Job Comprehensive Center**  
4000 Viking Drive, Suite B-1  
Bossier City, LA 71111  
318-741-736

**Bienville Parish**  
2434 Manning Street  
Ringgold, LA 71068  
318-894-9173  
*Open Tuesday Only*

**Caddo Parish**  
125 E. Louisiana Avenue  
Vivian, LA 71082  
318-676-5721

**Desoto and Red River Parish**  
142 Lake Road  
Mansfield, LA 71052  
318-871-2391

**Lincoln Parish**  
307 N. Homer Street, Suite 307  
Ruston, LA 71270  
318-251-5023

**Natchitoches Parish**  
303 Bienville Street  
Natchitoches, LA 71457  
318-357-3145

**Sabine Parish**  
1125 W. Mississippi Avenue, Suite A  
Many, LA 71449  
318-256-2698

**Webster and Claiborne Parish**  
902 Lee Street  
Minden, LA 71055  
318-371-3024

Each office is equipped with professional Resource Room providing a variety of employment resources at no cost. You can find additional information about services offered at <https://www.cdconline.org/wioa-job-seekers>



# American Job Center

## Louisiana Workforce Commission

### Unemployment Insurance

**Office:** Louisiana Workforce Commission Unemployment Insurance

**Phone:** 1-866-783- 5567

**Web Address:** <https://www.louisianaworks.net/hire/vosnet/unemployment.aspx>

**Services:** Louisiana Workforce Commission Unemployment Insurance (UI) is a program designed to provide temporary financial assistance to workers who are unemployed through no fault of their own and who meet the requirements of the Louisiana Employment Security Law. UI benefits are paid as a matter of past employment and legal entitlement, and not on the basis of need.

**Eligibility:** The law sets qualifying requirements in three main areas: your past wages, your job separation, and ongoing availability and work search requirements. You must meet all of the following qualifying requirements in order to receive benefits.

**Past Wages:** You must have earned enough wages in your base period. The base period is the first four of the last five completed calendar quarters before you filed your claim.

**Reason for separation from your last work:** You must be unemployed or partially unemployed through no fault of your own in order to receive benefits.

**Ongoing availability and work search:** You must be physically able and available to work. You must also be actively seeking work. If you are temporarily laid off and have a definite return-to-work date, your work search requirements may be waived.

**How to apply:** To file a claim for unemployment insurance, you may contact the UI Call Center at 1-866-783-5567 or you may file online at <https://www.louisianaworks.net/hire/vosnet/registration/ind/uiclaim.aspx>



The Department of Labor

# Shreveport Job Corps Center

**Office:** Shreveport Job Corps Center (MINACT, Inc.)

**Address:** 2815 Lillian Street, Shreveport, LA. and at  
4000 Viking Drive, Suite B, Bossier City, LA

**Phone:** 318-629-7544

**Web Address:** <https://shreveport.jobcorps.gov/>

**Services:** Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 to 24 improve the quality of their lives through career technical and academic training. The Job Corps program is authorized by Title I-C of the Workforce Innovation and Opportunity Act of 2014. Each Job Corps center offers a selection of 81 career paths including earning a high school diploma while they train for careers in high-demand industries. Participants are housed at the Job Corps center closest to home.

**Eligibility:** To be eligible for Job Corps you must be:

- 16 to 24 years old
- In need of job skills
- Income eligible by meeting on or more condition: receives public assistance, earns poverty-level income, is homeless, is a foster child, or qualifies for free or reduced-price lunch.
- Must be authorized to work in the United States
- Must have suitable childcare arrangements
- May not be eligible if they have certain criminal convictions or require court supervision
- No behavior issues
- No illegal drug use

**How to apply:** Apply online at <https://www.jobcorps.gov/recruiting/enrollment-interest> or call 800-733-5627 or 877-889-5627 TTY



# Senior Community Service Employment Program (SCSEP)

## A.N.P.P.M. Project Ayuda

**Office:** A.N.P.P.M. Project Ayuda

**Address:** 820 Jordan Street, Ste. 310, Shreveport, LA

**Phone:** 318-221-7611

**Services:** Created in 1965, SCSEP (Project Ayuda-Louisiana) is the nation's oldest program to help low-income, unemployed individuals aged 55+ find work. SCSEP matches eligible older adults with part-time training assignments for non-profit organizations. Participants build skills and self-confidence, while earning a modest income. For most, their SCSEP experience leads to permanent employment.

**Eligibility:** To be eligible for SCSEP, you must be:

- 55 or older
- Unemployed
- Living on a family income of no more than 125% of the federal poverty level (if you're not sure, contact a local SCSEP office)

**How to apply:** Contact your local SCSEP (Project Ayuda-Louisiana) office at 318-221-7611

**Hours of Operation:** Monday – Friday 8:30 am – 4:30 pm



# Vocational Rehabilitation

## Louisiana Rehabilitation Services (LRS)

### Louisiana Workforce Commission

**Office:** Louisiana Rehabilitation Services

**Address:** 1525 Fairfield Ave #708, Shreveport, LA

**Phone:** 318-676-7155 / 318-741-7360

**Web Address:** [laworks.net/workforcedev/lrs/lrs\\_rehabilitation.asp](http://laworks.net/workforcedev/lrs/lrs_rehabilitation.asp)

**Services:** Vocational Rehabilitation, the flagship program of Louisiana Rehabilitation Services, is a one-stop career development program that offers individuals with disabilities a wide range of services designed to provide them with the skills, resources, attitudes, and expectations needed to compete in the interview process, get the job, keep the job, and develop a lifetime career.

LRS' Vocational Rehabilitation Program provides comprehensive rehabilitation services that go far beyond those found in routine job training programs. This frequently 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.

The Vocational Rehabilitation Program increases revenues for all levels of government and decreases the burden of income maintenance programs. As individuals with disabilities achieve gainful employment and independence, they become taxpaying citizens and more than "pay back" the costs of the program.

**Eligibility:** Eligibility is determined upon an individual with a disability benefiting from vocational rehabilitation services in terms of achieving employment, including supported employment. Therefore, applications for services are accepted at the time an individual with a disability reaches or nears the minimum age of legal employability.

To be eligible for vocational rehabilitation services, the individual must have a physical or mental disability which for the individual constitutes or results in a substantial impediment to employment; and be able to benefit from vocational rehabilitation services in terms of employment; and require vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment.

**How to apply:** Contact the LRS Regional Office at 318-676-7155



The Department of Labor

# Jobs for Veterans

## Louisiana Workforce Commission

### **Bossier, Webster, Bienville, Claiborne Parishes**

4000 Viking Drive, Suite B  
Bossier City, LA  
318-676-7892

### **Caddo Parish**

2121 Fairfield Avenue, Suite 100  
Shreveport, LA  
(A-L) 318-676-7892  
(M-Z) 318-676-5873

### **Natchitoches, Sabine, Desoto, Red River Parishes**

303 Bienville Street  
Natchitoches, LA  
318-357-3149

### **Lincoln Parish**

24 Accent Drive, Suite 151  
Monroe, LA  
318-460-3934

**Services:** The Jobs for Veterans State Grants Program (JVSG) helps veterans find good jobs by providing employment services at American Job Centers and other locations through funding for Disabled Veterans Outreach Program (DVOP) specialists and Local Veterans Employment Representative (LVER) staff. DVOPs and LVERs are state employees who provide employment services to the United States, District of Columbia, Puerto Rico, U.S. Virgin Islands and Guam.

DVOP specialists provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with the maximum emphasis directed toward serving those who are economically or educationally disadvantaged, including homeless veterans, and veterans with barriers to employment. LVER conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of veterans.

**Eligibility:** JVSG program funds support services to veterans, including special disabled veterans, disabled veterans, economically or educationally disadvantaged veterans, and veterans with other barriers to employment (especially homeless veterans).

**How to apply:** Contact your local Veterans' Employment Representative within the Louisiana Workforce Commission/American Job Center.



# Trade Adjustment Allowances (TAA) Louisiana Workforce Commission

**Office:** Louisiana Workforce Commission- American Job Center TAA

**Address:** 2121 Fairfield Avenue, Shreveport, LA

**Phone:** 318-676-7762

**Web Address:** [www2.laworks.net/FAQs/FAQ\\_NAFTA\\_TAA.asp#answer\\_1](http://www2.laworks.net/FAQs/FAQ_NAFTA_TAA.asp#answer_1)

**Services:** The Trade Adjustment Assistance program provides services to workers who lose their jobs or whose hours of work and wages are reduced because of international competition. TAA services, which are offered at no cost, may include training awards, job search and relocation allowances, income support and health coverage tax credits.

**Eligibility:** Before a worker can qualify for TAA, a petition for TAA and/or NAFTA must be filed to cover the workers of a particular company. Once the company receives certification from the U.S. Department of Labor's Office of Trade Adjustment Assistance (OTAA), workers can apply for services and benefits.

**How to apply:** Contact your local TAA representative at 318-676-7762.



The Department of Labor



# Rapid Response

## Louisiana Workforce Commission

**Office:** Louisiana Workforce Commission – American Job Center Rapid Response

**Address:** 4000 Viking Drive, Building B, Suite 1, Bossier City, LA

**Phone:** 318-741-7193

**Web Address:** [www2.laworks.net/WorkforceDev/WFD\\_rapidresponse.asp](http://www2.laworks.net/WorkforceDev/WFD_rapidresponse.asp)

**Services:** Rapid Response provides early intervention seminars to inform affected employees on how to access a variety of valuable services. These include reemployment services, retraining services, readjustment services, and other appropriate assistance to workers affected by layoffs.

Rapid Response services are offered as a group activity at no cost to the employer or the participating employees. Individual services, such as crisis counseling, can be made available as warranted.

**Eligibility:** Services are available to employers and workers facing a layoff/plant closure.

**How to apply:** For further information, you may contact the Regional Rapid Response office at 318-741-7193



The Department of Labor



Company  
Closed



# Child Welfare

## Department of Children and Family Services (DCFS)

**Office:** Child Welfare

**Address:** 1525 Fairfield Avenue, Shreveport, LA

**Phone:** 1-888-524-3578 / 1-844-224-6188 TTY

**Web Address:** [dss.state.la.us](http://dss.state.la.us)

## Report Child Abuse

### Call 1-855-4LA-KIDS (1-855-452-5437)

### Toll-free 24 hours a day / 365 days a year

**Services:** The Child Welfare Division works to meet the needs of Louisiana's most vulnerable citizens. The Child Welfare division works to protect children against abuse and/or neglect, find permanent homes for Louisiana's foster children and to educate the public on Safe Sleep and Louisiana's Safe Haven Law. This Division maintains a State Repository and a State Central Registry of all reports of child abuse and/or neglect. Other services include: Becoming a Foster Parent and Adoption

Child Abuse and Neglect Clearances for employment/volunteer purposes at a child care facility or family day care home licensed in Louisiana are requested through the Louisiana Department of Education at <https://www.louisianabelieves.com/early-childhood/early-childhood-programs/criminal-background-checks>.

The Louisiana Child Abuse and Neglect Clearance System (CANS) is the mechanism to request other types of searches. This system can be accessed at <https://dcfscans.dcf.la.gov/>. Some clearances require a \$25.00 fee.

**Eligibility:** Child Protection Services is available by reports made via: Child Abuse Hotline 1-855-4LA-KIDS (1-855-452-5437).

Foster Parenting qualifications include minimum age of 21, any marital status, must be financially stable, good physical, emotional and mental health, have adequate space in home, pass state and federal criminal clearances, attend 21 hours of pre-service training, and participate in home study process

**How to apply:** To become a foster parent contact your regional DCFS Home Development office 1-318-676-7323 for the most up-to-date information on orientation and training if you are interested in becoming a foster caregiver.

**How to apply:** To become a foster parent contact your regional DCFS Home Development office 1-318-676-7323 for the most up-to-date information on orientation and training if you are interested in becoming a foster caregiver.

# Child Support Enforcement, Economic Stability, TANF Department of Children and Family Services (DCFS)

**Office:** Child Support Enforcement, Economic Stability, TANF

**Address:** 1525 Fairfield Avenue, Shreveport, LA

**Phone:** 1-888-524-3578 / 1-844-224-6188 TTY

**Web Address:** [dss.state.la.us](http://dss.state.la.us)

**Services:** Child Support is an obligation of a parent to provide emotional, financial, and medical support for a child or children. DCFS offers parent locator and paternity establishment services, as well as assistance to establish and enforce child support orders and collection and distribution of child support payments.

The Economic Stability (ES) section of DCFS assists families with needed assistance programs, including Supplemental Nutrition Assistance Program (SNAP – formerly Food Stamps), Louisiana Combined Application Project (LACAP), Kinship Care Subsidy Program (KCSP), and the Family Independence Temporary Assistance Program (FITAP).

The Louisiana TANF programs are administered and supervised by the Louisiana Department of Children and Family Services. Needy families with, or expecting children, will be provided financial assistance and/or other services to include education, job preparation, work and support services under Louisiana's Family Independence Temporary Assistance Program (FITAP), Kinship Care Subsidy Program (KCSP), and Strategies to Empower People (STEP) Program .



**Eligibility:** Child Support Enforcement services is available to any parent or person responsible for a child who needs our assistance. Anyone who receives FITAP, KCSP, or is referred to DCFS by Medicaid automatically receives child support enforcement services.

Eligibility for Supplemental Nutrition Assistance Program (SNAP – formerly Food Stamps). To get benefits through regular SNAP, households must meet certain tests, including resource and income tests. Eligible households can receive food assistance through regular SNAP or through the Louisiana Combined Application Project (LaCAP).

For FITAP eligibility a dependent child must be: Under 18 years of age, or 18 years of age and enrolled in a secondary school or its equivalent. For KCSP eligibility, a dependent child must be under 18 years of age. Unborn children are not eligible for FITAP. A pregnant woman who has completed the fifth month of pregnancy may be certified if otherwise eligible (unborn is not eligible). To qualify for cash assistance, a child must reside in the home of a parent or other qualified relative who is responsible for the day-to-day care of the child.

Strategies to Empower People (STEP) Program – Work-eligible members of cash assistance programs are required to participate in STEP activities.

**How to apply:** All services (SNAP (formerly Food Stamps), Family Independence Temporary Assistance Program (FITAP), or Kinship Care Subsidy Program (KCSP), or Child Support Enforcement Services can be accessed and applied for online through the LA Café Self Service Center <https://sspweb.ie.dcfs.la.gov/selfservice/selfserviceJSPController?id=0.7276029202563172&tab=1>



## Department of Children & Family Services

*Building a Stronger Louisiana*

# Low Income Housing

<p><b>Bienville/Claiborne/Lincoln Parish Police Jury</b>              829 E. Georgia Avenue, Suite 7, Ruston, LA              318-251-9867              Public housing and voucher program</p>	<p><b>Bossier Parish Housing Authority</b>              3022 Old Minden Road, Suite 206              Bossier City, LA              318-747-7823              Public housing and voucher program</p>
<p><b>Housing Authority of the City of Minden</b>              1209 East Street, Minden, LA              318-377-1077  <a href="https://www.mindenhousing.org">https://www.mindenhousing.org</a>              Low Income Public Housing</p>	<p><b>Housing Authority of the City of Natchitoches</b>              536 Culbertson Lane, Natchitoches, LA              318-357-9774, Ext. 13              mllorence@cp-tel.net              Low Income Public Housing</p>
<p><b>Housing Authority of Natchitoches Parish</b>              525 4th Street, Natchitoches, LA              318-357-0553              Public housing and voucher program</p>	<p><b>Housing Authority of the City of Shreveport (HACS)</b>              2500 Line Avenue, Shreveport, LA              318-698-3600 • <a href="https://hacsla.com">https://hacsla.com</a>              Public housing and voucher program</p>
<p><b>Housing Authority of Mansfield</b>              600 Kennedy Street, Mansfield, LA              318-872-1383              Housing Authority of Mansfield</p>	<p><b>Housing Authority of Sabine Parish</b>              210 North Highland Drive, Many, LA              318-256-3359 • <a href="http://sabineparishha.org">sabineparishha.org</a>              Public housing and voucher program</p>
<p><b>Ruston City</b>              401 North Trenton Street, Ruston, LA              318-251-3203              Public housing and voucher program</p>	<p><b>Housing Authority of Ruston</b>              615 North Farmerville Street, Ruston, LA              318-255-3644              Public housing and voucher program</p>
<p><b>Public Housing Authority of the Town of Oil City</b>              126 North Dickey Street, Oil City, LA              318-995-6669 • <a href="mailto:ocha108@bellsouth.net">ocha108@bellsouth.net</a>              Public housing and voucher program</p>	<p><b>H.U.D. Red River Parish</b>              615 East Carroll, Coushatta, LA              318-932-5719              Public housing and voucher program</p>
<p><b>U.S. Department of Housing and Urban Development (HUD)</b>  <a href="https://www.hud.gov/states/louisiana/renting">https://www.hud.gov/states/louisiana/renting</a>              Search for subsidized apartment, Public Housing and Housing Choice Vouchers (Section 8)</p>	

# Emergency Shelters

<p><b>Shreveport / Bossier Rescue Mission</b>            901 McNeil Street, Shreveport, LA            Women/Children's Phone: 318-227-2868, Ext. 127            Men's Phone: 318- 227-2868, Ext. 125</p> <p><i>Services for the hungry, homeless, abused, and addicted</i></p>	<p><b>Mercy Center</b>            (Individuals living with HIV/AIDS)            2020 Centenary Boulevard, Shreveport, LA            318-222-6633, Ext. 2210  <a href="http://www.philadelphiacenter.org">www.philadelphiacenter.org</a></p> <p><i>Permanent housing program with 19 beds. Must be living with HIV and homeless to qualify. Subject to availability.</i></p>
<p><b>Holy Cross Hope House</b>            (Day Shelter only 7am-2pm)</p> <p>762 Austin Place, Shreveport, LA • 318-220-7649</p> <p><i>A ministry of Holy Cross Services for individuals to take showers, do laundry, receive mail &amp; make phone calls.</i></p>	<p><b>Project Celebration</b>            (Domestic Violence) 888-411-1333  <a href="mailto:caddodvshelter@projectcelebration.com">caddodvshelter@projectcelebration.com</a></p> <p>Serves: Bossier, Caddo, Sabine, and Natchitoches</p> <p><i>Operate 2 domestic violence shelters that provide safe housing for women and children fleeing domestic violence.</i></p>
<p><b>Salvation Army</b>            147 East Stoner Ave, Shreveport, LA            318-226-1110</p> <p><i>Provides shelter, food and clothing assistance as well as after school and summer camp to the residents of Northwest Louisiana.</i></p>	<p><b>Domestic Abuse Resistance Team</b>            (Domestic Violence)            108 West Alabama Avenue, Ruston, LA</p> <p>Crisis Hotline: 888-411-1333  <a href="https://www.dartla.org">https://www.dartla.org</a></p> <p>Serves: Ruston/Bienville/Claiborne</p> <p><i>Shelter can house up to twelve people for women or men and their children.</i></p>
<p><b>Providence House</b>            814 Cotton Street, Shreveport, LA  <a href="https://theprovidencehouse.com">https://theprovidencehouse.com</a> • 318-221-7887            Administrative Office: 318-513-9373</p> <p>Email Intake: <a href="mailto:patriciam@theprovidencehouse.com">patriciam@theprovidencehouse.com</a></p> <p><i>Providence House is a residential development center for homeless families with children.</i></p>	<p><b>Hope Connections</b>            10420 Heart of Hope Way, Keithville, LA            318-670-4591 • <a href="http://nwlahope.org">nwlahope.org</a></p> <p><b><i>Maternity home for ladies age 11-23 experiencing an unplanned pregnancy.</i></b></p> <p><i>Hope Connections is a collaboration of organizations to end homelessness in Northwest Louisiana</i></p>
<p style="text-align: center;"><b>Heart of Hope</b>            10420 Heart of Hope Way, Keithville, LA            318-925-4663 • <a href="http://heartofhopeministry.org">heartofhopeministry.org</a></p> <p style="text-align: center;"><i>Maternity home for ladies age 11-23 experiencing an unplanned pregnancy.</i></p>	

# Behavioral Health Resources

**SAMHSA's National Helpline**  
1-800-662-HELP (4357)

Is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

<https://www.samhsa.gov>

**Council on Alcoholism & Drug Abuse (CADA) of NWLA**

1525 Fullilove Drive, Bossier, LA

318-222-8511 8 am – 5 pm M – F  
318-747-1211 for After hours/weekends

[cadanwla.org](http://cadanwla.org)

**Active Recovery**

3821 Southern Ave. Shreveport, LA  
318-946-8157

1505 Doctors Drive, Bossier, LA  
318-584-7135

421 Meadowview Drive, Minden, LA  
318-377-1072

[ActiveRecoveryLA.org](http://ActiveRecoveryLA.org)

**Minden Behavioral Health Clinic**

502 Nella Street, Minden, LA

318-371-3001  
[nlhsd.org](http://nlhsd.org)

**North Louisiana Human Services**

210 Medical Drive, Natchitoches, LA

318-357-3122  
[nlhsd.org](http://nlhsd.org)

**Shreveport Behavioral Health Clinic**

1310 North Hearne Avenue, Shreveport, LA

318-676-5111  
[nlhsd.org](http://nlhsd.org)

**Center of Recovery (CORE)**

635 Stoner Avenue, Shreveport, LA

318-424-4357  
[centerofrecovery.org](http://centerofrecovery.org)

**Ruston Behavioral Health Clinic**

602 East Georgia Avenue, Ruston, LA

318-251-4126  
Crisis Hotline: 800-256-2522  
[nedeltahsa.org](http://nedeltahsa.org)

**Street Outreach Solutions LLC**

2715 Mackey Place Shreveport, LA 71118

318-771-7707

**New Vision at Desoto Regional Health System**

207 Jefferson St. Mansfield, LA 71052

318-368-9170  
[specialcarecorp.com/locations/mansfield-louisiana](http://specialcarecorp.com/locations/mansfield-louisiana)

# Emergency Financial Assistance

**Bossier Office of Community Services, Inc.**

700 Benton Rd, Bossier  
318 747-1045

*Bossier, Claiborne, Union and Morehouse parish. Assistance includes grants for paying energy bills as part of LIHEAP as well as referrals to low income housing or rent programs. Free food and applications for state of Louisiana and federal benefits are offered.*

**Caddo Community Action Agency**

4050 St Vincent Ave, Shreveport  
318 861-4808 (Intake)

*Family Support Services, vouchers for the homeless, emergency rental, utility bill, or deposit assistance as well as food programs.*

**Claiborne Parish Police Jury**

621 S. Main St. Homer, LA 71040  
318-927-3557

*Family Support Services, vouchers for the homeless, emergency rental, utility bill, or deposit assistance as well as food programs.*

**Desoto Parish Police Jury**

404 Polk Street, Suite B, Mansfield, LA  
318-872-0880 • 800-872-0889

*Desoto, Red River, Sabine, and Bienville Family Support Services, LI-HEAP and weatherization.*

**Humanitarian Enterprises of Lincoln Parish**

307 North Homer Street, 2<sup>nd</sup> Floor, Ruston, LA  
318-251-5136 • <https://www.lphelpagency.org>

*LIHEAP, weatherization, transportation, prescription drug, childcare, food baskets, shelter expenses for Lincoln Parish.*

**Natchitoches Office of Community Services**

415 Martin Luther King Jr., Natchitoches, LA  
318-357-2213 • <https://npgov.org/ocs>

*Array of funding for vital community initiatives including assistance for education, employment, emergencies, housing and health care.*

**Webster Parish Police Jury/Office of Community Services**

208 Gleason St, Minden, LA  
318-377-7022 • <https://www.websterparishla.org/community-services.html>

*Section 8 Housing, Head Start, LIHEAP, Family Day Care USDA, Head Start Food Service, Transportation (Rural & Small Transit), Medicaid.*

# Catholic Charities of North Louisiana

**Office:** Catholic Charities of North Louisiana

**Address:** 331 East 71st Street, Shreveport, LA

**Phone:** 318-865-0200

**Web Address:** <https://ccnla.org>

**Services:** Catholic Charities offers a variety of programs to assist families with rent, utility assistance, financial literacy, immigration services and more.

**Emergency Assistance Program** assists families with rent, utilities, food and other daily needs.

**Money School** is a course dedicated to helping on understand the impact of their credit score, banking basics, management of income, predatory lending, saving for the future, and asset building.

**Gabriel's Closet** services low-income new parents, their infants, and small children by supplying many of the items that they might need for their children.

**Immigration and Family Services** practitioners work with individuals who need help in navigating forms, legal documents, immigration standing and understanding the requirements necessary for immigrants and their families to successfully live in our community.

**English as a Second Language Courses** in both ESL and Citizenship in our desire to help our immigrant neighbors can live and work in our community.

**State Benefit Application Assistance** – Our case worker assists individuals in completing applications for SNAP (Supplemental Nutritional Assistance Program – formerly the Food Stamp Program) as well as other programs that help families to be whole.

**Eligibility:** Programs have different eligibility requirements.

**How to apply:** Complete the Client Intake Form at <https://ccnla.org/apply-for-assistance> or call **318-865-0230** M-F 8:30 am- 4:30pm.



# Goodwill Industries of North Louisiana

**Office:** Goodwill Industries of North Louisiana

**Address:** 800 West 70th St, Shreveport, LA

**Phone:** 318-868-4701

**Web Address:** <https://goodwillnla.org>

**Services:** Goodwill is a non-profit leader in providing education, training, and career services to people with disabilities and disadvantages, such as physical, mental, or emotional disabilities; lack of education or work experience; and those with criminal histories and/or homeless. Last year, Goodwill Industries of North Louisiana helped thousands of people gain and maintain employment. As a result, we saw many lives transformed through the power of work. Services include:

**Supported Employment Program** is a program designed to provide job placement and retention services to persons with disabilities. A referral from the Louisiana Workforce Commission (LWC)/ Louisiana Rehabilitation Services (LRS) is necessary to enter this program. The services provided through this program are free to individuals who are referred for services. This program is funded through the LWC Rehabilitation Service and paid for by the State of Louisiana.

**Open and Outreach Placement Programs** is designed to serve clients with barriers to employment through work readiness training, self-directed job search and individualized case management. No referral is necessary to receive these services, only the desire to gain employment. The services are free to anyone who needs assistance. This program is funded by the Community Foundation of North Louisiana.

**Good Support Program** is a referral-based program through the Caddo Parish Juvenile Court that helps aid non-custodial parents. It provides job readiness training, self-directed job search and individualized case management, with the goal of obtaining employment, empowerment and providing successful financial support of their families. This program is funded by the Caddo Parish Juvenile Court, and it is free to participants.

**Reentry Program** provides case management, discharge planning and job readiness training services to inmates housed at Caddo Correctional Center. The goal is to assist with successful reentry back into the community. The Reentry Program is funded by the Caddo Parish Sheriff's Office.

**Ex-Offender Placement** is designed to serve clients, who have a criminal record, with work readiness training, self-directed job search and individualized case management in Caddo, Bossier, Webster or DeSoto parishes. These direct services are free to anyone who has a criminal record who seeks our assistance. This program is funded by the Community Foundation of North Louisiana.

**EXIT-318 Program** is a referral-based program through the Department of Corrections that serves high risk, high need ex-offenders with individualized case management and wrap-around services in Caddo, Bossier and Ouachita parishes. As part of this collective impact project, each partner is charged with providing different services to address specific needs of ex-offenders. The State of Louisiana Department of Corrections provides funding for this program, and all the services are provided free to participants with the goal to help them not recidivate.

*Continued on next page...*

**Good Futures** is a program to improve educational and employment opportunities for at-risk youth, ages 16-19, to achieve lasting financial stability and self-sufficiency. For students who have not graduated high school, we partner with Bossier Parish Community College (BPCC) to provide HiSET classes, as well the opportunity to receive a nationally recognized retail certification. This program is funded by Bossier Parish Community College and is offered at no cost to its participants.

**Good Transitions** is a referral-based program through the Department of Children and Family Services (DCFS) that provides free services to youth ages 14-21 in foster care. The program's goal is to develop skills and supportive services necessary for the youth to become independent and to transition into adulthood and assume personal responsibility for their daily care. This program is funded by the Department of Children and Family Services (DCFS).

**SYNAR** is aimed at decreasing youth access to tobacco products. The program is overseen by the Department of Health and contracted through the Northwest Louisiana Human Service District and Northeast Delta Human Services Authority with a goal to educate tobacco merchants on the laws on the sale of tobacco products to underage youth within Northwest and Northeast Louisiana.

**Second Opportunity Workforce Solutions (SOWS)** is a supported employment program designed to help individuals diagnosed with a mental illness gain and maintain self-sufficiency through gainful employment. Services provided include employment evaluations, individual outcome plans, job readiness skills training, job placement and follow-along supports after client becomes employed

**How to apply:** Call for your local Goodwill Job Center location 318-868-4701 or visit <https://goodwillna.org/job-center-locations>



# Goodwill

Industries of North Louisiana, Inc.



# Medicaid/LaChip/Healthy Louisiana

## Louisiana Department of Health

**Office:** Louisiana Department of Health

**Address:** PO BOX 629, Baton Rouge, LA 70821-0629

**Customer Service:** 1-888-342-6207

**Enrollment:** 1-855-229-6848

**Web Address:** <https://ldh.la.gov/index.cfm/subhome/48>

**Services:** Healthy Louisiana is Louisiana's name for its new expanded Medicaid program, which provides health insurance coverage to more than 400,000 working Louisianans who could otherwise not afford health care, while bringing both jobs and economic development to the state.

Healthy Louisiana is more than just a name. It's also a statement about the Department of Health's path forward under a new administration. With expanding Medicaid as our new flagship initiative, the Healthy Louisiana brand is much more than Medicaid expansion or a new name for Bayou Health. It is a recognition that the Department's goals of improving the health and quality of life of all residents of our state encompass more than Medicaid.

That's what Healthy Louisiana means for our state: increased access to care, a stronger economy and better health for the people of Louisiana.

**Eligibility:** Ages up to 64 years old. Has a household income less than 138% of the federal poverty level. Doesn't already qualify for Medicaid or Medicare. Must meet citizenship requirement.

### 138% of the Federal Poverty Level for 2021

Household Size	Weekly	Bi-Weekly	Monthly	Yearly
1	\$342	\$684	\$1,482	\$17,784
2	\$462	\$925	\$2,004	\$24,048
3	\$583	\$1,166	\$2,526	\$30,312
4	\$703	\$1,407	\$3,048	\$36,576
5	\$824	\$1,648	\$3,570	\$42,840
6	\$944	\$1,889	\$4,092	\$49,104

**How to apply:** Applicants can apply by telephone: 855-229-6848, or online at: <https://sspweb.lameds.ldh.la.gov/selfservice>

# Community Health Providers

<p><b>David Raines Community Health Center-Bossier</b> 1514 Doctor's Drive, Bossier City, LA</p> <p>318-549-2500 <a href="https://www.davidraineschc.org">https://www.davidraineschc.org</a></p>	<p><b>MLK Health Center &amp; Pharmacy</b> Olive 865 Street, Shreveport, LA</p> <p>318-227-2912 <a href="https://mlkhealth.org">https://mlkhealth.org</a></p>
<p><b>Bienville Family Clinic</b> 1175 Pine St, Suite 100, Arcadia, LA</p> <p>318-263-7970</p>	<p><b>Christus Coushatta Ringgold Rural Health Clinic</b> 3342 Bienville RD, Ringgold, LA</p> <p>318-894-9611</p>
<p><b>Christus Coushatta Rural Health Clinic</b> 1633 Marvel St, Coushatta, LA</p> <p>318-932-2222</p>	<p><b>DeSoto Healthcare Center</b> 7356 Highway 509, Mansfield, LA</p> <p>318-871-1633</p>
<p><b>North Webster Medical Clinic</b> 106 Tri-State Drive, Sarepta, LA</p> <p>318-539-1000</p>	<p><b>North Natchitoches Medical Clinic</b> 3194 Hwy 71, Campti, LA</p> <p>318-476-3991</p>
<p><b>Iberia Comprehensive</b> 1050 North Robinson Street, Many, LA</p> <p>318-256-8150</p>	

**Services:** From Primary Care, Family Dentistry and Pediatrics, to Health Education, Chronic Disease Management and OB/GYN, their fully accredited health centers provide medical services to everyone.

**Eligibility:** Community Health Centers welcomes all private pay, full and partially insured, Healthy Louisiana and Medicare patients. For patients without insurance, they offer a sliding fee scale based on income and family size to ensure that quality compassionate health care is readily accessible to everyone.

**How to apply:** Please call to discuss patient enrollment by calling the individual clinic.

# Resources for those with Disabilities

**The ARC-Caddo/Bossier**  
318-221-8392  
<https://thearcaddobossier.org>

*The Arc Caddo-Bossier is a private, non-profit agency that provides an array of services and supportive programs for infants, children, and adults with disabilities and their families.*

**The ARC-Sabine**  
318-256-2025  
<https://thearc.org/chapter/the-arc-of-sabine>

*The Arc Caddo-Bossier is a private, non-profit agency that provides an array of services and supportive programs for infants, children, and adults with disabilities and their families.*

**Office for Citizens with Developmental Disabilities**  
225 342-0095 • Toll-Free: 1-866-783-5553  
<https://ldh.la.gov/index.cfm/page/134>

*Serves as the Single Point of Entry (SPOE) into the developmental disabilities services system and oversees public and private residential services and other services for people with developmental disabilities.*

**Louisiana Assistive Technology Access Network (LATAN)**  
AT Services – North Louisiana  
318- 841-1548  
<https://www.latan.org>

*Working throughout all of Louisiana, LATAN assists residents of all ages with disabilities or functional limitations in gaining independence at home, at work, and at school through the use of assistive technology. Email: [info@latan.org](mailto:info@latan.org)*

**Northwest Louisiana Human Services Authority – Developmental Disability Clinic**  
318 741-7455 • 1-800-862-1409  
<https://nlhsd.org>

*Bienville, Bossier, Caddo, Claiborne, De Soto, Natchitoches, Red River, Sabine and Webster parishes.*

**Northeast Delta Human Services Authority (NEDHSA)**  
318-362-3396 • 1-800-637-3113  
<https://thearc.org/chapter/the-arc-of-sabine>

*Lincoln Parish*

**Deaf: Louisiana Relay Services TTY (Text) 1-800-846-5277**  
**New Horizons Independent Living Center Video Phones (318) 459-9233**



# Food Banks

**Office:** Food Bank of Northwest Louisiana

**Address:** 2307 Texas Avenue, Shreveport, LA

**Phone:** 318-675-2400

**Web Address:** <https://www.foodbanknla.org>

**Services:** The Food Bank of Northwest Louisiana distributes donated food in a 7-parish area. (CADDO, BOSSIER, WEBSTER, CLAIBORNE, BIENVILLE, RED RIVER, and DESOTO)

**Eligibility:** Serves low income and below poverty level household in Northwest Louisiana.

**How to apply:** Apply for services by calling 318-675-2400 to locate your distribution area.

**Hours:** Monday – Friday, 8am – 3:30pm

**Office:** Food Bank of Central Louisiana

**Address:** 3223 Baldwin Avenue Alexandria, LA

**Phone:** 318-445-2773

**Web Address:** [fbcenla.org](http://fbcenla.org)

**Services:** The Food Bank of Central Louisiana is the largest distributor of donated food for our 11-parish area. (ALLEN, AVOYELLES, CATAHOULA, CONCORDIA, GRANT, LASALLE, NATCHITOCHEs, RAPIDES, SABINE, VERNON and WINN)

**Eligibility:** Serves low income and below poverty level household in Central Louisiana

**How to apply:** Apply for services by calling 318-445-2773 to obtain the local distribution point or online <https://www.fbcenla.org/copy-of-are-you-in-need>.



# Commodity Supplemental Food Program (CSFP) Catholic Charities

**Office:** Food for Seniors Program – Catholic Charities

**Phone:** 1-800-522-3333 / 1-877-251-1931

**Web Address:** <https://www.ccano.org/senior-services>

**Services:** Food for Families/Food for Seniors program is Louisiana's only Commodity Supplemental Food Program (CSFP) and has operated since 1970. The agency serves eligible individuals in all 64 parishes.

Food packages contain high protein, nutrient dense foods, specially selected in order to ensure that clients receive proper nutrition each month. All foods are top-quality, purchased especially for our program. In many cases, the CSFP foods come packed in the same boxes and bags as the popular brand-name foods found on your grocery store shelves.

**Eligibility:** This program is for men and women 60 years old and older - who meet income guidelines, set by the USDA and are residents of the State of Louisiana.

**How to apply:** Call now to see if you qualify Toll Free: 1-800-522-3333 or 1-877-251-1931

**Hours of Operation:** Monday – Friday 7:30 am – 4:00 pm



# Farm Worker Program

## Motivation Education & Training Inc. (MET)

**Office:** Motivation Education & Training

**Phone:** 318-435-8885

**Web Address:** <https://www.metinc.org>

**Services:** Provides academic and vocational training to migrant and seasonal farmworkers, with the objective of furthering economic self-sufficiency. Services include: Vocational Skills Training, Occupational Certificates & Licenses, Customized Training, Job Readiness Skills Training, Work Experience Training, On-the-Job Training, Computer Literacy, Training, Agricultural Upgrade Training, ESL Training, Pesticide Safety Training, Direct Job Placement.

**Eligibility:** To qualify for services from National Farmworker Job Program (NFJP) (other than self-service, informational activities, and eligibility determination services), on the date of application an individual must be: Either a(n): Eligible seasonal farmworker adult; Eligible migrant farmworker adult; Eligible Migrant Seasonal Farm Worker (MSFW) youth; OR Dependent of an MSFW. **AND** B. A low-income individual who faces multiple barriers to economic self-sufficiency.

Participation in programs and activities receiving WIOA funds “shall be available to citizens or nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the Attorney General to work in the United States” [WIOA sec. 188(a)(5)]. TEGL No. 2-14 establishes that Deferred Action for Childhood Arrivals (DACA) individuals also have the right to work in the United States.

**How to apply:** Contact your local MET office at 318-435-8885.



# Bossier Parish Community College

## Adult Education

**Office:** Bossier Parish Community College – ELearn

**Address:** 6220 E. Texas Street, Building D, Suite 125, Bossier City, LA

**Phone:** 318-678-6231

**Web Address:** <https://www.bpcc.edu>

**Services:** **ELearn** is a free online program for anyone who is studying to earn a high school equivalency diploma by passing the HiSET (formerly GED) and who also wants to transition to college and career pathways.

These classes are delivered entirely online. Therefore, you can study and complete your coursework on your own schedule. All you need is a computer (not just a smartphone) with internet access and the ability to manage your time effectively.

All College Transition Programs eLearn students will be paired with a success coach that is there to help you. Your coach will check-in weekly and help you navigate all aspects of the CTP eLearn HiSET preparation program

**Eligibility:** Please contact by calling 318-678-6231 or visit our website for an online chat service for eligibility information.

**How to Apply:** Registration is every Friday (except for holidays) at 8:30am in Building D, Classroom 215 A, and the first (151) Wednesday of every month at 5:30pm in Building D, Classroom 215 A.



**BOSSIER  
PARISH  
COMMUNITY  
COLLEGE**

# Northwest Louisiana Technical Community College

## WorkReady U

**Office:** Northwest Louisiana Technical College (NWLTC)

**Address:** 9500 Industrial Drive, Minden, LA 71055

**Phone:** 318-371-3035

**Web Address:** <https://www.nltcc.edu/academics/workready-u-adult-education>

**Services:** **WorkReadyU** (WRU) our adult education program at Northwest Louisiana Technical Community College. We have programs in Bienville Parish, Caddo Parish, Claiborne Parish, DeSoto Parish, and Webster Parish. We also provide training where locations are not obstacles. We provide opportunities for students to complete their high school equivalency (HISET) while training for a new career and even earn college credit. We are not your mom-and-pop's "adult ed" anymore!

**Eligibility:** One must be 16 years of age or older to enter.

- Students who are 16 and 17 years old must be released from their local school board prior to enrollment by completing Waiver Request and Process for Exiting School form.
- Students between the ages of 16 and 18 must complete the pre-HiSet test at one of our testing sites in order to take the HiSet test.
- Make a commitment to themselves

**How to Apply:** Contact NWLTC at 318-371-3035 or visit their website at <https://www.nltcc.edu/academics/workready-u-adult-education>.



**Louisiana's**  
Community & Technical College



# Sportran and Sportran On Demand/Lift Line Transportation

**Office:** Sportran and On Demand/Lift Line

**Address:** 400 Crockett Street, Shreveport, LA

**Phone:** 318-221-7433

**Web Address:** [sportran.org](http://sportran.org)

**Services:** SporTran has a fleet of over 95 modern heavy duty and smaller cutaway buses equipped to handle all passengers, including those with disabilities. Our buses are powered by the latest emission reduction systems such as Compressed Natural Gas (CNG) and 100% Battery Electric Technology.

SporTran On Demand (formerly LiftLine) OnDemand is the paratransit van service that is specially equipped with wheelchair lifts/ramps and other accessibility features that allow maximum mobility for customers with disabilities.

**Eligibility:** Three categories of people are eligible for OnDemand Paratransit:

- Persons who are unable to board, ride, or de-board a bus, even if they can get to the bus stop and the bus is accessible. This includes those with mental or visual impairments who cannot navigate the system.
- Persons with disabilities who cannot use buses without wheelchair lifts or other accommodations. These persons are eligible for paratransit service if accessible buses are not available on the fixed-route on which they want to travel.
- Persons with disabilities who cannot travel to or from a bus stop. A person is eligible in this category if travel is impossible because of architectural or environmental barriers that, when combined with the disability, prevent that individual from reaching the bus stop.

**How to Apply:** For more information on eligibility for OnDemand Paratransit service, call 318-673-5316.



# Social Security Administration (SSA)

**Office:** Social Security Administration

**Address:** Varies upon location

**Phone:** 1-800-772-1213

**Web Address:** <https://www.ssa.gov>

**Services:** Core services include applying for a Social Security number check on your earnings record, applying for Social Security benefits and Social Security Income, hospital insurance protection, provide extra help with Medicare prescription drug costs, and enroll for medical insurance.

**Eligibility:** Social Security Disability Insurance is for individuals who have a disability or are a child or widow/widower of a disabled individual who meets medical criteria. These benefits must have had quarters earned in the 10-years prior to the disability onset.

Supplemental Security Income is payable to verified disabled individuals and is not based on prior work history. Individuals who are 65 or older, adults who are disabled or blind, children who are disabled or blind. Must have limited resources and meet the living arrangement requirements. Must be a US citizen or meet certain categories of residency.

Social Security Retirement Benefits provides replacement income for qualified retirees and their families. Apply four months before you want your Social Security retirement benefits to start.

Social Security Survivors benefits are paid to widows, widowers, and dependents of eligible workers. This benefit is particularly important for young families with children.

**How to Apply:** Contact their local Social Security Administration office to begin the application process.



# YWCA of North Louisiana

**Office:** YWCA of North Louisiana

**Address:** 850-B Olive Street, Shreveport, LA 71104

**Phone:** 318-550-4417

**Web Address:** [www.ywcanwla.org](http://www.ywcanwla.org)

**Services:** The YWCA is on a mission to eliminate racism and empower women by providing vital programs for the northwest Louisiana community. Located at the YWCA Women's Resource Center in Shreveport, these programs include trauma counseling, victim assistance, teen empowerment, economic empowerment, parenting and racial justice. The YWCA also operates a resale shop Fab Finds, to raise funds to support its programs and operations.

**LEAD** (Leadership, Empowerment and Development) .designed to empower pre-teen and teen girls by focusing on three areas:

**Leadership** – Building leadership skills that support self-respect, self-control and positive decision-making skills.

**Empowerment** – Challenging girls to explore their world and current issues through engaged and creative learning.

**Development** – Guiding and developing character and confidence that will encourage and promote effective communication skills, positive goal setting, and a strong foundation for a successful adulthood.

## **Nurturing Parenting Program**

provides family-centered trauma-informed classes designed to build nurturing parenting skills as an alternative to abusive and neglecting parenting and child-rearing practices.

*Session topics include:* stress and anger management, positive discipline, understanding feelings, building self-worth in children, and communicating with respect. A Teen Moms parenting program is also offered through the Nurturing Parenting curriculum for all teen girls who have children or who are expecting a child. YWCA staff are trained Nurturing Parenting facilitators and classes are free and available in-person or virtually.

## **Restart Program**

The Restart Program offers assistance designed to empower women impacted economically by the Covid-19 pandemic. The program helps women prepare for and create strategies for enhancing their work-related skills to re-enter the job market or secure higher paying jobs. Program sessions include a personalized assessment and a plan to facilitate a smooth transition back into the workforce. Services also include instructions on completing online applications, networking, agency referrals, resume writing, social media recruiting, and comprehensive career guidance. Virtual and in-person

# YWCA of North Louisiana

**Office:** YWCA of North Louisiana

**Address:** 850-B Olive Street, Shreveport, LA 71104

**Phone:** 318-550-4417

**Web Address:** [www.ywcanwla.org](http://www.ywcanwla.org)

## Trauma Counseling Services

Professional individual counseling is available for women and teen girls who are or have been victims of crime and may be experiencing trauma. Licensed professional counselors who are trauma trained and have EMDR training provide these services free of charge. Sessions are available in-person or virtually.

## Senior Women Victim Advocacy

Supportive services are provided to women 62 and older who have been victims of crime. Services include emotional support, information and referral, legal and court system advocacy, linkage with local resources for seniors, assistance with personal needs and access to services. Educational programs are also available focusing on personal safety, crime prevention, elder abuse, and local resources and services that are available.

**Racial Justice Program** The YWCA offers Dialogue on Race groups on an ongoing basis as part of its Racial Justice Program. Dialogue on Race is a 6 week educational program bringing together a diverse group of up to 15 persons led by trained facilitators utilizing a curriculum of Dialogue on Race Louisiana. Groups meet virtually or in-person and the fee for the program is \$25 for the 6 week series.



**eliminating racism  
empowering women**  
**ywca**



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