



## Community COVID-19 Resource Guide

*NOTE: Some of these resources are only Orleans/Jefferson Parish specific*



### FOOD & SUPPLIES

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#### **Supplemental Nutrition Assistance Program (SNAP)/Food Stamps**

Are you eligible? Read this [eligibility guide](#) to find out

To apply: text GETSNAP (no spaces) to 898211 OR go to <http://www.dcf.louisiana.gov/page/get-snap>

Application status: call 1-888-524-3578 or go to "My Applications" page on [CAFÉ account](#)

Note: *it may take at least 30 days to process applications – SNAP website*

#### Local:

For more detailed info on each program, go to <https://ready.nola.gov/incident/coronavirus/assistance/>

\*For calendar view of this information, click [here](#)

Call 211 for updates on emergency pantry distribution

#### **Volunteers of America SELA's Fresh Food Factor Meal Distribution Locations:**

**Jefferson Parish School District Meal Distribution** | Monday, Wednesday and Friday | 11 am – 1pm | Various Locations | [Learn more](#)

**Culture Aid NOLA Free Food Distribution** | Saturday | 9am – 12pm | Holy Angels, 3500 St. Claude |

**Grace at the Greenlight Homeless Meal Distribution** | Every day | 7am & 1pm | 1526 O. C. Haley Blvd.

**NOLA Public School Meal Distribution** | Monday and Wednesday | 9am – 12pm | [Various Locations](#)

**NOLA Tree Project Meal Distribution** | Monday – Friday | 3pm – 5pm | 1509 Filmore Ave.

**NORD After-School Meal Distribution** | Every day | 4pm – 6pm | Various Locations

**Port Orleans Brewing Meal Distribution** | Monday, Wednesday and Friday | 12pm – 4pm | 4124 Tchoupitoulas St.

#### Food/Grocery Delivery:

New Orleans Mutual Aid Society – free daily food delivery and biweekly grocery delivery

For residents 60 years or older; for assistance call or text 504-535-4652 or email

[neworleansmutualaid@gmail.com](mailto:neworleansmutualaid@gmail.com)

#### Supplies:

Diapers – <https://www.ilno.org/community/diaper-bank/>

Masks (for essential workers) – <https://sewdat.com/request>



### HOUSING & SHELTER

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#### **Volunteers of America SELA Rent/Utility Assistance for Veteran Families (Statewide)**

Could be eligible for temporary financial assistance for rent and utilities because of COVID-19, based on household income requirements. Call 504-483-3558 to learn more

## Catholic Charities Emergency Assistance & Public Benefits Enrollment Assistance

Call Mary Smith at (504) 605-9248 or Doug Kariker at (504) 206-6443

### Evictions

Landlords cannot legally force tenants to leave due to nonpayment of rent through at least **May 18, 2020**.  
Illegal evictions should be reported to 3-1-1. [Learn more about tenants' rights](#).

### Homeless Shelters (NOLA Only)

1. New Orleans Mission | 1130 Oretha Castle Haley Blvd. | 504-523-2116 | Open 24 hrs; Intake 4-6pm | Men and Women
2. Covenant House | 611 N. Rampart St. | (504) 584-1111 | Open 24 hrs | Youth age 16-22; mothers with children
3. New Orleans Women and Children Shelter | 2020 S Liberty St. | (504) 522-9340 | Open 24 hours; 8am-5pm (office) | Referral from UNITY | Women with children
4. Low Barrier Shelter | 1530 Perdido St., 2<sup>nd</sup> Floor | (504) 517-1815 | Open 24 hrs | Men and women (18 years+)
5. Hotel Hope | 3923 Martin Luther King Blvd. | (504) 821-7773 | Open 24 hrs; 8am-6pm (office) | Referral from UNITY | Families
6. New Orleans Family Justice Alliance | 701 Loyola Ave., #201 | (504) 592-4005 | Open 8am-4pm (office) | Domestic violence only
7. Ozanam Inn | 843 Camp St. | (504) 523-1184 | Intake: 4:30pm | Men only

### Mortgage Forbearance

Since **March 18, 2020**, The CARES Act entitles borrowers with financial hardship due to COVID-19 a *minimum 60 days forbearance*. Go to [Southeast Louisiana Legal Services' website](#) to learn more.



## WORK & UNEMPLOYMENT

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### Job Opportunities

Volunteers of America SELA is HIRING! <https://www.voasela.org/job-openings>

WorkNOLA Coronavirus Job Openings: [learn more here](#)

### Greater New Orleans Foundation (GNOF) Service and Hospitality Family Assistance Program

Grants up to \$1000 for service/hospitality workers whose families are experiencing financial crisis.

Apply here: <https://bit.ly/2LqeDL4>

### Unemployment Insurance

Eligibility based on if your unemployment is related to COVID-19. Recommended to fill out an application at [www.louisianaworks.net/hire](http://www.louisianaworks.net/hire) OR call Job1 at (504) 658-4500

Assistance on filing a claim: <https://bit.ly/2Ln2ITN>

### United Way of Southeast Louisiana Hospitality Cares Pandemic Response Fund

Grants up to \$500 for service/hospitality workers experiencing a financial crisis

Apply here: <https://bit.ly/3dCwLO3>



## UTILITIES

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### COX

- *Connect2Compete* – a low-cost internet service for current K-12 families without internet. The FREE period has extended until July 15, and after the free period, it is \$9.95/mo. [Apply here](#)
- [Cox extends pledge for COVID-19 relief offerings and offers additional support](#)

## Entergy

Extended suspension of disconnects for nonpayment through **May 31, 2020**; [assistance and resources needed for bill pay](#).



### HEALTH & WELLNESS

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## COVID-19 Mental Health Resource Hub

National information hub for all things related to COVID and mental health: <https://psychhub.com/covid-19/>

## Counseling Services (Low/No cost) (Telehealth)

Volunteers of America SELA | Tele-health counseling | Call (504) 485-0147

## Hotlines/Text Centers

**COVID-RELATED DISTRESS (SAMHSA Disaster Distress textline):** Text TALKWITHUS to 66746

**LOUISIANA DEPT. OF HEALTH'S "Keep Calm through COVID-19" (24 hour) hotline:** 1-866-310-7977

**MENTAL HEALTH CRISIS-**Call the **Metropolitan Crisis Response Team:** (504) 826-2675

**NATIONAL SUICIDE PREVENTION HOTLINE:** 1-800-273- TALK (8255)

**NOLA SUICIDE HOTLINE:** 1-800-749-COPE (2673)

## Virtual Support Meetings

- Alcoholics Anonymous (AA): Greater New Orleans Online Meeting Schedule -- <https://bit.ly/2yW11on>
- #GetYaMindRight through IWES – virtual support group during pandemic (FREE, MWF 10:15-11:15am) – RSVP to [HealingIsTheRevolution@iwesnola.org](mailto:HealingIsTheRevolution@iwesnola.org)
- Narcotics Anonymous (NA): <https://virtual-na.org/>



### TRANSIT

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## Regional Transit Authority (RTA)

- Bus, streetcar and ferry services have been reduced to help mitigate the spread of COVID-19. Face coverings are now required on all RTA services and riders are asked to only use public transit for essential travel.
- Go to <https://www.norta.com/COVID19> to learn more about changes to route maps and schedules
- Download the [GoMobile App](#) for real time changes



### CARE & SAFETY

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## Domestic Violence & Sexual Violence/Trauma

New Orleans Family Justice Center | (504) 866-9554 | 24 hour hotline | <https://nofjc.org/>

Women with a Vision | (504) 302-8822 | Offices closed; tele-case management available

Metro Centers for Community Advocacy | <http://www.mccagno.org/>

## Hotlines

**Crisis Hotline (Metro Centers) (24 hour):** 504-837-5400

**SEXUAL TRAUMA AWARENESS and RESPONSE (STAR) (24 hour) hotline:** 1-855-435-STAR



## LEGAL ASSISTANCE

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### Disability Rights Louisiana

Protects and advocates for people with disabilities through legal issues | Call (504) 522-2337 | COVID-19 disability related issue? Email here: [COVID-19@disabilityrightsla.org](mailto:COVID-19@disabilityrightsla.org) | [Fill out online intake form here](#)

### The Pro Bono Project

Pairs you with a volunteer lawyer who will help to resolve legal issues | Email or call for Intake info | (504) 581-4043 | [intake@probono-no.org](mailto:intake@probono-no.org) | Go to website to learn more: <http://probono-no.org/covid19>

### Relief for Student Loans

The CARES Act suspended payments for federally held student loans through **September 30, 2020**. No interest will accrue, borrowers are not required to make monthly payments and are considered “current” to credit reporting agencies during this time.

Go to [Department of Education COVID website](#) to learn more

### Southeast Louisiana Legal Services

Provides FREE, civil legal aid to low-income folks including but not limited to: unemployment benefit denials, tenant’s rights issues, food stamp denials, Medicaid benefit denials etc.

Call toll free helpline | Mon-Fri 9am – 5pm | 1-844-244-7871



## GENERAL RESOURCES

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- [CDC Coronavirus main page](#)
- [CDC: HOW TO make a mask instructions](#)
- [COVID-19 Cases Dashboard: Johns Hopkins University](#)
- [FEMA COVID-19 Fact Sheets and Guidance](#)
- [Jefferson Parish Updates](#) or sign up for [Text Alerts](#)
- [Louisiana Department of Health Office of Public Health COVID-19](#)
- [Louisiana Governor’s Office: Coronavirus](#)
- [NOLA Ready Coronavirus Updates](#) or sign up for [Emergency Text Alerts](#)
- [New Orleans Reopening Safely Info and Phases](#)
- [Suggestions for Sustaining Resilience during the COVID-19 Response](#)
- [White House Coronavirus Task Force: Updates](#)
- [World Health Organization \(WHO\) Rolling COVID-19 Updates](#)