



Community Resource Handbook



WILLIS-KNIGHTON HEALTH SYSTEM

Willis-Knighton Health System is committed to minimizing and eliminating healthcare disparities within our hospital walls while also helping our patients access resources to meet their health related social needs once they leave our care.

The Willis-Knighton Community Resource Handbook is a quick and easy-to-follow reference guide designed to provide information and points of contact for available local, state, and federal community oriented social programs.

Although these programs are not directly affiliated with Willis-Knighton, they are designed to assist underserved populations by bridging social determinates of health barriers (e.g., clothing, education, food, and shelter) with resources to improve and meet essential quality-of-life needs. We hope that you find the Community Resource Handbook beneficial and useful.

CONTENTS

Behavioral Health	3
Clothing	4
Education and Literacy.....	5
Family Assistance	5
Financial Assistance.....	6
Food and Nourishment.....	7
Housing/Shelter	8
Safety and Security	9
Substance Abuse.....	11
Transportation	13
Job Training/Unemployment....	15
Utility Bill Payment Assistance....	16
Volunteer and Faith Based Services.....	18

Behavioral Health – IF EMERGENCY DIAL 911

Name of Agency	Contact Information	Description of Programs and Services
National Suicide Prevention Hotline	Phone: 988 For TTY Users: Use preferred relay or dial 711 then 988 Website: 988lifeline.org	The Lifeline provides 24/7 free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for suicide prevention to professionals in the United States.
Compulsive Gambling Hotline by LA Dept. of Health	Phone: 877-770-7867 Website: helpforgambling.org	The Louisiana Department of Health - Office of Behavioral Health provides a variety of no-cost resources and options for the treatment and prevention of gambling disorders.
LA Office of Behavioral Health	Phone: 318-862-3085 Website: ldh.la.gov/page/97	Provides legal counsel and representation for children and adults who have a mental illness or substance related disorder
Center for Behavioral Health LA	Phone: 318-425-3400 Address: 1303 Line Ave, Shreveport	Outpatient substance abuse treatment programs
Eating Disorders Hotline by NEDA	Phone: 800-931-2237 Website: nationaleatingdisorders.org	The National Eating Disorders Association (NEDA) supports individuals and families affected by eating disorders and serves as a catalyst for prevention, cures, and access to quality care.
Sexual Assault Hotline by RAINN	Phone: 800-656-4673 Website: rainn.org	RAINN is the nation's largest organization addressing sexual violence and partners with more than 1,000 local sexual assault service providers across the country.
Veterans Crisis Line	Phone: 988 Then press 1 or TEXT 838255	You're not alone—the Veterans Crisis Line is here for you. You don't have to be enrolled in VA benefits or healthcare to call.

Clothing

Name of Agency	Contact Information	Description of Programs and Services
Goodwill Thrift Store	Phone: 318-868-4701 Address: 800 W. 70th, Shreveport Website: goodwillnla.org/shopping-locations	Goodwill Industries of North Louisiana's thrift stores provide gently used clothing and goods at bargain prices. Anyone is welcome to explore the store's inventory, which is donated by local individuals.
Clothing Closet by Linwood Baptist Church	Phone: 318-631-4467 Ext. 3 Address: 1622 Midway Ave. Shreveport Website: linwood.church	Linwood Baptist Church provides free basic clothing to families and individuals in need. It supplies donations to residents who lack the means or resources to purchase them on their own.
Dress for Success	Phone: 318-674-3509 Address: 1520 N. Hearne, Ste.108 Shreveport Website: shreveport-bossier.dressforsuccess.org	Provides a network of support, professional attire, and development tools for women seeking employment
The Salvation Army Family Store	Phone: 318-226-1110 Address: 147 Stoner Ave. Shreveport Website: southernusa.salvation-army.org/ala-lou-mis/shreveport/	Christian organization that focuses on aiding the poor and providing people in need with clothing
Clothing Closet by Macedonia House	Phone: 318-636-7222 Address: 2303 Milam St. Shreveport Website: macedoniahouse.org	Macedonia House works to help residents maintain and improve their lives by offering help with basic human needs, such as food, shelter, clothing, and life skills training.
Clothing Store by Christian Services	Phone: 318-221-4857 Address: 2346 Levy St. Shreveport Website: christianservicela.org	Christian Service's Clothing Store provides free basic clothing to families and individuals in need. Two hot meals are served daily, 364 days per year. 8 - 10 a.m. and noon to 2 p.m.

Education and Literacy

Name of Agency	Contact Information	Description of Programs and Services
Literacy Volunteers at Centenary College	Phone: 318-869-2411 Address: 2911 Centenary Blvd. Shreveport Website: shreveportliteracy.org	Literacy volunteers at Centenary College promote literacy in NWLA through tutoring and instruction, enabling adults to achieve personal goals.
NW LA Technical Community College	Phone: 318-424-3417 Address: 2010 N. Market Shreveport Website: nlcc.edu	NW LA Technical Community College offers flexible and affordable education that equips you with the skillset to pursue a career in technology.
BPCC Adult Education Classes	Phone: 318-678-6405 Address: 424 Texas St., Shreveport Website: shreve-lib.org/301/BPCC-Adult-Education-Classes	Held at the Shreve Memorial Main Library Branch. Classes are open to adults 18 or older to prepare for the HISET test, practice English language, increase digital literacy, or prepare for the citizenship test.

Family Assistance

Heart of Hope	Phone: 318-925-4663 Website: heartofhopela.org	To meet the physical, emotional and spiritual needs of young women facing unplanned pregnancies by providing residential and non-residential support.
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Financial Assistance

Name of Agency	Contact Information	Description of Programs and Services
Social Security Administration	Phone: 800-772-1213 Address: 1240 S. Pointe Parkway, Shreveport Website: ssa.gov	Helps protect retired/disabled workers from losing their savings, and assists with basic financial needs of individuals and families
BEST Tool by the Social Security Administration	Website: ssabest.benefits.gov	This free online screening tool can help applicants find any Social Security benefits they may be eligible for.
Catholic Charities of North Louisiana	Phone: 318-865-0200 Address: 902 Olive St. Shreveport Website: ccnla.org	Offers emergency financial assistance with rent or utility bills
Bossier Office of Community Services	Phone: 318-747-1045 Address: 700 Benton Road, Bossier City	Financial assistance for rent and electric services for those in financial crisis
Caddo Community Action Agency	Phone: 318-861-4808 Address: 4055 St. Vincent Ave. Shreveport Website: caddocaa.org	Several services including Low Income Energy Assistance program, Shreveport Water Assistance Program, Weatherization Assistance Program, and tax services for low income families and individuals
Crime Reparations Committee	Phone: 225-342-1749 Website: lcle.la.gov/programs/cvr	The Crime Reparations Committee can help reimburse various expenses for Louisiana residents who have been victims of a violent crime.
Veteran's Affairs	Phone: 318-861-1776 Address: 1255 Shreveport-Barksdale Highway Shreveport Website: va.gov/shreveport-vet-center	Shreveport Veteran's Affairs can help veterans qualify for a possible pension and assist with longterm nursing home/healthcare. They can also provide confidential counseling services for veterans/service members and their families.

Food & Nourishment

Name of Agency	Contact Information	Description of Programs and Services
Meals on Wheels by Caddo Council on Aging	Phone: 318-676-7900 Address: 1700 Buckner St. Shreveport Website: caddocoa.org	MOW is a service designed to help seniors, who are unable to cook, maintain their independence by providing in-home meals at no cost.
The Food Bank of NWLA	Phone: 318-675-2400 Address: 285 Mt. Zion Road Shreveport Website: foodbanknla.org	Distributes food and other essential items to nonprofit organizations who serve the needy in seven parish area
WIC – Women, Infants, Children	Phone: 318-741-7314 Address: 3022 Old Minden Road Bossier City Website: fns.usda.gov/wic	A supplemental food program designed to promote healthy food habits to low income pregnant, postpartum and breastfeeding women, infants, and children
Shreveport-Bossier Rescue Mission – Food and Shelter	Phone: 318-227-2868 Address: 902 McNeil St., Shreveport Website: sbrescuemission.com	Provides homeless individuals with permanent solutions to ending homelessness and poverty with a complete recovery of body, mind, and spirit program
Food Pantry by Linwood Baptist Church	Phone: 318-631-4467 Address: 1622 Midway Ave. Shreveport Website: linwood.church	The Linwood Food Bank provides canned goods and nonperishable food items for the Linwood area neighborhood.

Housing / Shelter

Name of Agency	Contact Information	Description of Programs and Services
HUD-US Department of Housing and Urban Development	Phone: 415-489-6400 Website: hud.gov	Provides affordable homeownership opportunities and resources
Families Helping Families Region 7 Services	Phone: 318-226-4541 Address: 2620 Centenary Blvd. Shreveport Website: fhfregion7.com	Organization that gives support and services (including low cost housing) for people with disabilities
Volunteers of America VOA- NLA	Phone: 318-221-2669 Address: 360 Jordan St. Shreveport Website: voanorthla.org	Provides housing and supportive services to veterans, individuals with disabilities, families with children/teens and low income seniors.
Bossier Office of Community Services	Phone: 318-747-1045 Address: 700 Benton Road, Bossier City	Working to keep children safe by helping individuals and families become self-sufficient and providing safe refuge during disasters
Housing Authority of the City of Shreveport	Phone: 318-698-3600 Address: 2500 Line Ave. Shreveport Website: hacsla.com	Provides stable, quality affordable housing opportunities for low to moderate income families
Housing Authority of Bossier City	Phone: 318-549-1556 Address: 805 E. 1st St. Bossier City Website: thehabc.org	Provides stable, quality affordable housing opportunities for low to moderate income families
Providence House	Phone: 318-221-7887 Website: theprovidencehouse.com	Providence House provides shelter services for homeless families with children.
Renesting Project	Phone: 318-747-5520 Website: renestingprojectinc.org	The Renesting Project provides furniture and household items free of charge to those in need.

Safety and Security - IF EMERGENCY DIAL 911

Name of Agency	Contact Information	Description of Programs and Services
National Child Abuse Hotline by ChildHelp	Phone: 800-422-4453 Website: childhelphotline.org	The ChildHelp National Child Abuse Hotline is dedicated to the prevention of child abuse. The hotline is staffed 24 hours a day, 7 days a week with professional crisis counselors.
In Home No Landline Medical Alert System by LifeStation	Phone: 800-734-1635 Website: lifestation.com/in-home-no-landline-medical-alert	LifeStation offers a wireless medical alert system for seniors who spend most of their time at home. The alert system provides 24/7 access to fall protection and connection to emergency services.
Poison Control Hotline by American Assoc. of Poison Control Centers	Phone: 800-222-1222 Website: aapcc.org/get-poison-help	The Poison Control Hotline is a 24/7 service available to anyone to answer questions or address emergencies regarding poisons.
Adult Protective Services by Louisiana Dept. of Health	Phone: 800-898-4910 Website: ldh.la.gov/page/120	APS is responsible for investigating reports and arranging for services to protect vulnerable adults and emancipated minors who are at risk of abuse, neglect, exploitation, or extortion.
The Hub: Urban Ministries	Phone: 318-606-2518 Address: 605 Cotton St. Shreveport Website: thehubministry.org	The Hub is on a mission to give everyone in our city access to a restored life. This is accomplished through two programs: the Lovewell Center and Purchased: Not for Sale. The Lovewell Center provides community members with resources needed to combat homelessness, while Purchased: Not for Sale offers support services to victims of sex trafficking.

Safety and Security - IF EMERGENCY DIAL 911

Name of Agency	Contact Information	Description of Programs and Services
Project Celebration Domestic Violence Outreach Office	Phone: 318-221-8003 Address: 1545 Line Ave. Shreveport	Services include but are not limited to protective orders, legal services, safety planning, group sessions and counseling, safety housing, and advocacy
Project Celebration Sexual Assault Outreach Office	Phone: 318-227-7900 Address: 2900 Hearne Ave. Shreveport	Services include but are not limited to protective orders, legal services, safety planning, group sessions and counseling, safety housing, and advocacy.
Gingerbread House	Phone: 318-674-2900 Address: 1700 Buckner St., Suite 101 Shreveport Website: gingerbreadhousecac.org	Gingerbread House is a children's advocacy center that serves abused children and their families. Programs include counseling, prevention education, and protective services.

Substance Abuse - IF EMERGENCY DIAL 911

Name of Agency	Contact Information	Description of Programs and Services
<p>Counseling Services by Interactional Services, Inc.</p>	<p>Phone: 318-869-1632 Address: 707 Southfield Road Shreveport Website: shreveportcounseling.com</p>	<p>Interactional Services provides a variety of mental health services and counseling support to adults, adolescents, and children.</p>
<p>Substance Use Disorder SUD-Program by US Department of Veterans Affairs VA - Veterans Health Administration</p>	<p>Phone: 800-827-1000 Address: 510 E. Stoner Ave. Shreveport Website: va.gov/directory/guide/sud.asp</p>	<p>SUD program offers a number of options for all eligible veterans seeking treatment for substance use problems. Available treatments address all types of problems related to substance use, from unhealthy use of alcohol to life threatening addictions</p>
<p>Council on Alcoholism & Drug Abuse (CADA)</p>	<p>Phone: 318-222-8511 Address: 2000 Fairfield Ave. Shreveport Website: cadanwla.org</p>	<p>The Council on Alcoholism & Drug Abuse has provided addiction treatment services to Northwest Louisiana since 1958. They offer 14 programs out of four facilities in the Shreveport- Bossier area, and can help you on your road to recovery regardless of your ability to pay.</p>
<p>Oakwood Home for Women</p>	<p>Phone: 318-221-9451 Website: oakwoodhome.org</p>	<p>Oakwood Home for Women is a temporary residence for women recovering from alcoholism and substance abuse and have demonstrated a desire to restore their lives.</p>

Substance Abuse - IF EMERGENCY DIAL 911

Name of Agency	Contact Information	Description of Programs and Services
<p>Sober Living Homes by Oxford House - Louisiana</p>	<p>Address: Visit the Oxford House website to find a location near you. Website: oxfordhousela.org</p>	<p>Oxford Houses are democratically run, self-supporting, and drug free homes serving men, women, and women with children. The houses represent a remarkably effective and low cost method of preventing relapse.</p>
<p>Palmetto Addiction Recovery Center</p>	<p>Phone: 318-728-2970 Address: 820 Jordan St., No. 204 Shreveport Website: palmettocenter.com</p>	<p>The Palmetto Addiction Recovery Center offers substance abuse, mental health and process addiction treatment in a residential and intensive outpatient setting.</p>

Transportation

Name of Agency	Contact Information	Description of Programs and Services
<p>SporTran Bus Services by City of Shreveport</p>	<p>Phone: 318-673-7400 Website: sportran.org/101/Liftline</p>	<p>SporTran is the City of Shreveport and Bossier City bus route carrier. It has a fleet of over 95 modern heavy duty and smaller cutaway buses equipped to handle all passengers, including those with disabilities. Fares for all vehicles and services inside the Shreveport/Bossier City limits will be free to the public for 2023.</p>
<p>SporTran – OnDemand Service – Liftline ADA by City of Shreveport</p>	<p>Phone: 318-221-7433 Website: sportran.org/168/OnDemand-Service</p>	<p>Provides LiftLine Paratransit services as well as direct routes from designated OnDemand stops for riders in OnDemand locations/zones listed on their web page. Download Ecolane, book your trip, and arrive in one of their Dodge Caravans, Chevy Malibu, or Dodge Challenger sedans. SporTran OnDemand will be free to the public for 2023.</p>

Transportation

Medicaid beneficiaries who DO receive transportation services from a managed care plan should contact the call centers as follows:

Health Plan	Phone Number	TTY Phone Number
Aetna Better Health	877-917-4150	866-288-3133
AmeriHealth Caritas	888-913-0364	866-428-7588
Humana Healthy Horizons In Louisiana	844-613-1638	
Healthy Blue	866-430-1101	800-846-5277
Louisiana Healthcare Connections	855-369-3723	855-369-3723 (TTY:711)
United Healthcare Community Plan	866-726-1472	844-488-9724

IF EMERGENCY MEDICAL TRANSPORTATION IS NEEDED, DIAL 911

Job Training / Unemployment

Name of Agency	Contact Information	Description of Programs and Services
<p>Vocational Rehabilitation by Louisiana Workforce Commission</p>	<p>Phone: 318-676-7155 Address: 1525 Fairfield Ave. Shreveport Website: laworks.net/WorkforceDev/LRS/LRS_Rehabilitation.asp</p>	<p>Vocational Rehabilitation is a one stop career development program offering individuals with disabilities a wide range of services designed to provide the skills, resources, attitudes, and expectations needed to compete in the interview process, get the job, and develop a lifetime career.</p>
<p>Employment Services by New Orleans Resources For Independent Living, Inc. (NORIL)</p>	<p>Phone: 318-671-8131 Address: 1111A Hawn Ave. Shreveport Website: nhilc.org</p>	<p>New Horizons is an approved Employment Network through the Ticket to Work Program of Social Security that helps people with disabilities find and maintain employment and have independent lives.</p>
<p>Bureau of Workforce Development by City of Shreveport Community Development</p>	<p>Phone: 318-673-5900 Address: 401 Texas St. Shreveport Website: shreveportla.gov/1007//Louisiana-Job-Employment-Training</p>	<p>Makes available to the public an array of employment, education, training, and workforce development services that will allow individuals and employers to make informed choices about their needs.</p>
<p>Job Corps Career Development Services System (CDSS) by U.S. Department of Labor</p>	<p>Phone: 318-227-9331 Address: 2815 Lillian St. Shreveport Website: jobcorps.gov/i-am-a/student</p>	<p>Job Corps is a no cost education and vocational training program administered by the U.S. Department of Labor that helps low income young people ages 16 to 24 improve the quality of their lives through residential vocational and academic training.</p>

Utility Bill Payment Assistance

Name of Agency	Contact Information	Description of Programs and Services
<p>Lifeline Mobile Phone Program by Assurance Wireless</p>	<p>Phone: 888-321-5880 Website: assurancewireless.com</p>	<p>Assurance Wireless provides a free wireless phone plan to households who qualify based on income or enrollment in certain government benefit programs.</p>
<p>Emergency Broadband Benefit by Q Link Wireless</p>	<p>Phone: 855-754-6543 Website: qlinkwireless.com</p>	<p>Q Link Wireless provides free mobile internet service to individuals receiving Medicaid or SNAP Benefits due to the COVID-19 pandemic.</p>
<p>Life Needs Financial Assistance by Helping Hands For Freedom (HHFF)</p>	<p>Phone: 602-845-1390 Website: helpinghandsforfreedom.org/life-needsfinancial-assistance</p>	<p>Helping Hands provides rent/mortgage, vehicle payments, utilities, insurance and other financial assistance to Veteran, Military or Gold Star families honorably discharged with at least one child 18 or younger in the home.</p>
<p>Shreveport Water Assistance Program (SWAP) by City of Shreveport, Louisiana</p>	<p>Phone: 318-671-5800 Address: 3017 W. 70th St. Shreveport Website: shreveportla.gov/2375/Payment-Assistance</p>	<p>The City of Shreveport's SWAP program provides residents who receive public assistance or supplemental security income with water utility payments twice per year. This program is designed to assist families and individuals experiencing financial emergency, shutoff notices, or other hardships.</p>

Utility Bill Payment Assistance

Name of Agency	Contact Information	Description of Programs and Services
Louisiana 2-1-1	Phone: 211 Website: louisiana211.org	This easy to remember phone number connects callers to vital service programs that can offer food, clothing, shelter, employment support, health resources, and more.
Caddo Community Action Utility Assistance Program	Phone: 318-425-2401 Address: David Raines Community Center 1625 David Raines Road Shreveport Phone: 318-222-2436 Address: Eddie D. Jones/ Lakeside Community Center 1729 Ford St., Shreveport Website: caddocaa.org/o/o/home	The Low-Income Home Energy Assistance Program provides eligible households with financial assistance to help reduce the burden of home energy costs.
Caddo Community Action Center	Phone: 318-861-4808 Address: 4055 St. Vincent Ave., Shreveport Website: caddocaa.org/o/o/home	Caddo Community Action Center provides income tax assistance for low income individuals, Head Start programs for 3 & 4 year olds and early Head Start for ages 0 to 3 years.
Gas and Rent Financial Assistance by The Salvation Army of Shreveport	Phone: 318-424-3200 Address: 200 E. Stoner Ave. Shreveport Website: southernusa.salvationarmy.org/ala-lou-mis/shreveport/	The Salvation Army of Shreveport provides financial assistance for rent and gas to help those in financial crisis.
Emergency Rent and Utilities Assistance by Catholic Charities of North LA	Phone: 318-865-0200 Address: 902 Olive St. Shreveport Website: ccnla.org/emergency-assistance	Catholic Charities of North Louisiana offers emergency financial assistance with rent or utility bills to people in need.

Volunteer and Faith Based Services

Name of Agency	Contact Information	Description of Programs and Services
<p>Louisiana Adult & Teen Challenge by Louisiana Adult & Teen Challenge</p>	<p>Phone: 318-209-4524 Address: 425 Stoner Ave. Shreveport Website: louisianateenchallenge.com</p>	<p>Louisiana Adult & Teen Challenge's mission is to provide youth, adults, and families with an effective and comprehensive faith-based solution to drug and alcohol problems.</p>
<p>Emotions Anonymous 12- Step Program & Support Group Meetings</p>	<p>Phone: 651-647-9712 Address: Use the Emotions Anonymous website to find a meeting near you. Website: emotionsanonymous.org</p>	<p>The EA program aims to improve the emotional well-being and mental health of individuals from all walks of life and mental health status.</p>
<p>Post-Termination Counseling Services by Granberry Counseling Centers</p>	<p>Phone: 318-773-5539 or 318-345-8200 Address: 5875 W. 70th St. Shreveport Website: lbch.org/granberry.php</p>	<p>Granberry Counseling Centers provide counseling services with professionally trained, licensed mental health counselors. Most insurances are accepted, and a sliding scale fee is accepted.</p>
<p>Hope House by Holy Cross Episcopal Church</p>	<p>Phone: 318-220-7649 Address: 762 Austen Place Shreveport Website: churchholycross.org/community/hopehouse</p>	<p>Provides furnishing essential services, e.g. mailboxes, phones, clothing, showers, washers and dryers, and more to those without a place to live</p>
<p>Common Ground Community</p>	<p>Phone: 318-606-5024 Address: 6806 Southern Ave., Shreveport Website: commongroundshreveport.com</p>	<p>This faith-based service program offers meals and worship services through compassionate outreach to the local Cedar Grove community.</p>

United Way Northwest Louisiana 211 Services

- **from your phone** - 211 connects people in need to community resources as quickly and as efficiently as possible, including: food, shelter and clothing · opioid abuse · abuse/neglect prevention and protection · rent/utility/financial assistance · crisis intervention services · job training · transportation assistance · educational programs · home health care · congregate meals for the elderly · homemaker services · quality childcare · family resource centers.

Community Assistance Websites Search Engines

- **Findhelp.org** - Provides help with locating access to financial assistance, food pantries, medical care, and other free or reduced-cost services based on your ZIP code.

[findhelp.org](https://www.findhelp.org)

Looking for a primary care or specialist physician? Go to WK's Find a Doctor at directory.wkhs.com. For Find a Doctor and Class & Event registration the new WK Call Center number is 318-212-9547 or 212-WKHS.



Community Resource Handbook

For more information on community resources and an electronic version of this document, please use the following QR code:



Together we can overcome almost any obstacle and create a healthy and fulfilling quality of life for all who call the Shreveport and Bossier community home.

