

Louisiana: State & Local Level Referrals 2020			
See both Tabs for referrals	These resources are provided solely for the information of individuals using this page. When you go to another website you are subject to its privacy policies.	FEMA does not endorse any non-government websites, companies, or applications. Programs may vary.	Hours vary by agency
Category	Web Link	Assistance Description	Telephone
Access and Functional Needs and Disabilities	Governor's Office of Disability Affairs	Resolution of state disabilities issues and provide education, communication, and networking services concerning disability issues and needs for all Louisiana citizens.	225-219-7550 844-860-1413
Access and Functional Needs and Disabilities	Louisiana Department of Health: Developmental Disabilities	Information on state and public resources for citizens with developmental disabilities. Services such as Early Steps, Flexible Family Funds, Freedom of Choice Survivors, Home and Community-Based Services, Individual and Family Support, "My Place Louisiana" Resource Centers, Support Coordination, and Tiered Waiver System. Online Services Directory available to locate local offices.	225-342-0095 866-783-5553
Access and Functional Needs and Disabilities	Louisiana Commission for the Deaf	Accessibility services for persons whom are deaf, deaf-blind, or have hearing loss or speech impairment to gain equal access to any public or private service. Services include counseling, training, communications devices, and interpreter services. Online director for LCD Regional Service Centers.	Louisiana Relay Service: TDD: 800-846-5277 VOICE:800-947-5277
Aging Services	Louisiana Office of Aging & Adult Services	This service links those who need assistance with state and local area agencies on aging and community-based organization. Online directory of Aging and Adult Services Regional Offices, Medicaid Provider Locator Tool, and online "Apply for Services" form.	866-758-5035

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Aging Services	Louisiana Department of Health: For Long-Term Care	Medicaid administers several programs that provide various specialized health care coverage services for elderly residents or people with developmental disabilities who need long-term care.	Louisiana Medicaid Customer Service Hotline: 888-342-6207
Agricultural Aid	Louisiana Farm Service Agency	USDA's Farm Service Agency (FSA) provides emergency loans to help producers recover from production and physical losses due to drought, flooding, other natural disasters, or quarantine. Online locator for county offices.	318-473-7721
Agricultural Aid	Louisiana USDA Rural Development	USDA Rural Development provides low interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.	Single Family Housing: 318-473-7630 General: 318-473-7920 866-481-9571
Animals/Pets	Louisiana Department of Agriculture and Forestry	Information on emergency animal healthcare and sheltering services. ESF 11	Hotline: 855-452-5323 General: 225-922-1234 866-927-2476
Consumer Services	Louisiana Office of the Attorney: Public Protection	Information on price gouging, fraud, fair housing, and consumer complaint services.	225-326-6465 800-351-4889
Contractors	Louisiana: Licensing Board for Contractors	Contractor's license verification and consumer complaints services. Online contractor search	225-765-2301
Contractors	Louisiana Office of the Attorney: Public Protection	Information on price gouging, fraud, fair housing, and consumer complaint services.	225-326-6465 800-351-4889

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Contractors	Louisiana requires licensing for general contractors. Licensure is also required for plumbing & asbestos trades.		
Crisis Counseling	United Way 211: Via Link	VIA LINK is the agency in Southeast Louisiana which provides this service. Our contact center counselors are available 24 hours a day to provide crisis counseling and information and referrals to programs which can help with needs such as food, shelter, medical care, financial assistance, mental health services, substance abuse treatment, senior services, childcare and more	Emergency: 911 211 or 800-749-2673 Online Chat available Text available
Disaster Specific Information			-
Disaster Unemployment Assistance	Louisiana Department of Labor: Workforce Commission	When Disaster Unemployment Assistance is activated, the agency will provide disaster information. This assistance provides weekly benefit payments to those out of work due to the disaster, including self-employed persons, farm and ranch owners, and others not covered under regular unemployment insurance programs.	866-783-5567
Environment	Louisiana Department of Environmental Quality	Online incident reporting, online compliant, news, and programs.	866-896-LDEQ (5337)

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Essential Needs	Louisiana Department of Children & Family Services: Family Support	Assistance in filing an application for food stamps, Medicaid, and state financial assistance.	888-524-3578
Essential Needs	Louisiana Community and Preventive Health: Women's, Infants & Children Program (WIC)	Nutrition evaluation and monthly vouchers to receive free supplemental, highly nutritious foods such as cereal, cheese, milk, eggs, peanut butter and dried beans.	504-568-8202
Essential Needs	Food Bank of Northwest Louisiana	Referrals to organizations providing emergency food assistance. Serves Caddo, Bossier, Webster, Claiborne, Bienville, De Soto, Red River, Sabine Parishes.	318-675-2400
Essential Needs	Food Bank of Central Louisiana	Referrals to organizations providing emergency food assistance. Serves Natchitoches, Winn, La Salle, Catahoula, Concordia, Grant, Vernon, Rapides, Avoyelles, Allen Parishes.	318-445-2773
Essential Needs	Food Bank of Northeast Louisiana	Referrals to organizations providing emergency food assistance. Serves Union, Lincoln, Morehouse, West Carroll, East Carroll, Ouachita, Richland, Madison, Caldwell, Franklin, Tensas, Jackson parishes.	318-322-3567
Essential Needs	Greater Baton Rouge Food Bank	Referrals to organizations providing emergency food assistance. Serves West Feliciana, East Feliciana, St. Helena, Livingston, Ascension, St. James, Assumption, Iberville, Pointe Coupee, West Baton Rouge, East Baton Rouge Parishes.	225-359-9940

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Essential Needs	Second Harvest Food Bank: Feeding South Louisiana	Referrals to organizations providing emergency food assistance. Serving Beauregard, Evangeline, St. Landry, Calcasieu, Jefferson Davis, Acadia, Lafayette, St. Martin, Vermilion, Iberia, Terrebonne, St. Charles, Jefferson, Lafourche, Plaquemines, St. Bernard, Orleans, St. Tammany, Cameron, St. Mary, St. John the Baptist, Tangipahoa, Washington Parishes.	504-734-1322
Essential Needs	Louisiana United Way 211 - Information & Referrals Helpline	Referrals to organizations providing emergency food, clothing, shelter, crisis counseling, rental, and utility assistance. Online locator: "Find your LA 2-1-1 Provider Today".	211
Family & Protective Services	Department of Children and Family Services: Child Welfare	Individuals concerned with children at risk for abuse and neglect.	Emergency: 911 855-452-5437
Family & Protective Services	Aging and Adult Services: Adult Protective Services	Individuals concerned with possible elder abuse, neglect, or exploitation.	Emergency: 911 800-898-4910
Financial Assistance	Louisiana Department of Children and Family Services: Temporary Assistance	The Family Independence Temporary Assistance Program (FITAP) provides cash assistance to families with children when the financial resources of the family are insufficient to meet subsistence needs.	888-524-3578

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Fraud	Louisiana Attorney General: Public Protection	Accepts complaints from consumers about unfair practices and offers a voluntary mediation process to consumers and businesses to improve communication between the parties and assist in resolving disputes. Elder Fraud Prevention, Landlord/Tenant laws, Service Members and Veterans, contractors, charities, Fair Housing and Disaster Fraud Prevention.	225-326-6438 877-297-0995
Health Care Services	Louisiana Department of Health: Medicaid	Medicaid self service portal, apply for health coverage, renew, and report changes. Online directory of regional Medicaid offices.	888-342-6207 TTY: 800-220-5404 Live Chat available
Health Care Services	Louisiana Department of Health: LA CHIP Program	The Louisiana Children's Health Insurance Program (LaCHIP) provides health coverage to uninsured children up to age 19. It is a no-cost health program that pays for hospital care, doctor visits, prescription drugs, shots and more.	877-252-2447 TTY: 800-220-5404 Live chat available
Housing	Social Serve.com - Housing Resource Helpline	Socialserve.com is a non-profit organization that assist tenants and agencies in finding affordable housing for callers free of charge. Using a toll-free number, callers work with trained, bilingual call center specialists to find available housing.	877-428-8844

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Housing	Louisiana HUD - Public & Indian Housing Resource Center	Information about home ownership, rental help, avoid foreclosure, talk to a housing counselor, online HUD Resource Locator, and online local office directory.	FHA Resource Center: 800-225-5342 Public & Indian Housing Information: 800-955-2232
Housing	Louisiana USDA Rural Development - Single Family Home Division	USDA Rural Development provides low interest mortgages, guaranteed mortgages, 1% interest mortgages for seniors, loans for repairs and mortgage payment assistance for families living in rural areas.	318-473-7630
Insurance	Louisiana Department of Insurance	General Consumer information, insurance, complaints, and consumer updates. Online services available.	225-342-5900 800-259-5300 800-259-5301 Online complaint form
Legal Services	Louisiana State Bar Association	Public Resources, Information and referrals to attorneys providing legal services to individuals affected by a disaster, lawyer complaints, and legal information.	504-566-1600 800-421-5722
Legal Services	Arcadian Legal Services	Information and referrals to attorneys providing free and reduced fee legal services to individuals affected by a disaster. Online screening	800-256-1175
Roadside Assistance	Louisiana Department of Transportation & Development: 511 Traveler Information	Traffic information, online traffic map, road reports, construction, weather warnings. Smartphone application available.	511 888-762-3511

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Roadside Assistance	Louisiana State Police: Emergency Information	Reporting road conditions, hazardous material incidents, state emergencies.	Report Road Emergencies: *577 on cell Hazmat: 877-925-6595
Tax Preparation	Louisiana Department of Revenue	State tax information assistance for individuals and businesses.	855-307-3893
Veterans Services	Louisiana Department of Veteran Affairs	Information regarding veteran benefits including pensions, medical care, home loans, burial, and life insurance. Online office locator available.	225-219-5000 Online local office locator
Vital Statistics	Louisiana Office of Motor Vehicles	Driver Services, Vehicle Services, Duplicate drivers licenses, vehicle registrations, and titles. Online office locator available	Online office locator
Vital Statistics	Louisiana Department of Health: State Registrar and Vital Records	Replacement birth/death/marriage certificates and other vital document services.	225-342-9500
Volunteer	VOLUNTEERS SHOULD NOT SELF-DEPLOY		