

## RESOURCES AND INFORMATION FOR MAKING CLIENT REFERRALS

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### SUMMARY

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Services for victims of domestic violence:

- 1) National Domestic Violence Hotline
- 2) Louisiana Coalition Against Domestic Violence
- 3) Crime Victims Reparations
- 4) LAVNS
- 5) Crescent House
- 6) Louisiana Protective Order Registry
- 7) Family Justice Center
- 8) Harmony House
- 9) Metropolitan Center for Women and Children
- 10) Southeast Louisiana Legal Services
- 11) Family Services of GNO
- 12) Project SAVE
- 13) No Abuse Coalition
- 14) SANE Program
- 15) Child Advocacy Center
- 16) Face to Face: The National Domestic Violence Project

Government programs your clients may be eligible for:

- 1) Department of Children and Family Services
- 2) Food stamps (snap program)
- 3) WIC
- 4) Child Care Assistance Program
- 5) FITAP/Kinship Care Subsidy
- 6) Individual Development Account—Matched Savings Program
- 7) Earned Income Tax Credit

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### SERVICES FOR VICTIMS OF DOMESTIC VIOLENCE

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- 1) National Domestic Violence Hotline
  - a. 1-800-799-SAFE (1-800-799-7233) TTY: 1-800-787-3224.

- b. Staff provide callers with crisis intervention, information about domestic violence, and referrals to local programs 24 hours a day, 7 days a week. Telephone assistance is available in many languages, including Spanish.

2) Louisiana Coalition Against Domestic Violence

- a. P.O. Box 77308  
1763 Physicians Park Drive  
Baton Rouge, LA 70879  
(p) 225-752-1296 (f) 225-751-8927  
[www.lcadv.org](http://www.lcadv.org)
- b. Program Hours: 8:30-4:30 M-F
- c. Services provided: Administer the Statewide Toll Free DV Hotline & LCADV Hurricane Relief Fund; Statewide Systems Advocacy, including legislative initiatives on behalf of battered women and children; Provide Training and Technical Assistance to all 20 Member Programs and community programs as requested. Distribute Domestic Violence Hurricane Relief Funds both directly and through our member domestic violence programs.

3) Crime Victims Reparation

- a. OVC Victim Assistance for Louisiana Phone: 225-925-1757 Fax: 225-925-6649 Web Site: <http://www.lcle.state.la.us/programs/cva.asp>
- b. OVC Victim Compensation for Louisiana Phone: 225-925-1997 Fax: 225-925-1998 Web Site: <http://www.lcle.state.la.us/programs/cvr.asp>
- c. Victims of violence and their families must deal with emotional, physical, and financial aftermath of crime. The Louisiana Crime Victims Reparations Fund helps innocent victims and their families when they have no other means of paying for the financial cost of crime. The fund is administered by the Crime Victims Reparations Board under the jurisdiction of the Louisiana Commission on Law Enforcement

4) LAVNS

- a. <https://www.vinelink.com/vinelink/siteInfoAction.do?siteId=19000>
- b. LAVNS is an on-line resource that allows you to search for information regarding an offender's current custody and case status. It is provided by the Louisiana Commission on Law Enforcement and Administration of Criminal Justice. You may also register to be notified automatically when an offender is released, transferred, or escapes from a Parish facility or has a change in case status. The LAVNS Service is provided to you in an effort to help keep the public safe and informed. Do not depend solely on LAVNS for your

protection. If you feel that you may be at risk, take precautions as if the offender has already been released. We encourage you to make LAVNS part of your safety plan.

5) Crescent House

- a. 1000 Howard Avenue (p) 504-866-7481 Crisis Line-504-866-9554 (f) 504-866-7931 [www.ccano.org](http://www.ccano.org)
- b. Program Hours: 7:00 am-8:00 pm Fees: None Parish(es): Orleans  
Wheelchair accessible: Yes Languages spoken (other than English): Spanish
- c. Population served: Children, Immigrants, GLBT, Male, Substance Abusers, Teenagers
- d. Services provided: Domestic violence and sexual assault services for individuals and families. Community Education, Court accompaniment, Crisis counseling, DV (general), New Orleans Domestic Violence Resource Guide, HIV/AIDS, Job Training, Legal Services, Long Term Counseling, Play Therapy, Referrals, Sexual Assault, Shelter/Housing, Stalking, Teen Dating Abuse

6) Louisiana Protective Order Registry

- a. 1555 Poydras Street, Suite 1550 (p) 504-568-5749 (f) 504-568-5739 [www.lasc.org](http://www.lasc.org)
- b. Program Hours: 9:00 a.m. – 5:00 p.m. Fees: n/a Parish(es): Statewide  
Wheelchair accessible: yes
- c. Services provided: The Louisiana Protective Order Registry is a statewide repository for court orders issued for the purpose of preventing harassing, threatening, or violent acts against a spouse, intimate cohabitant, dating partner, family or household member. In addition to developing, and maintaining the database, the Judicial Administrator's Office is responsible for creating and disseminating standardized order forms, called Uniform Abuse Prevention Order Forms. All courts are mandated to use these standardized forms.

7) Family Justice Center of Orleans Parish

- a. 830 Julia St./ 1000 Howard Ave, Ninth Floor, (p) 504-592-4005 or 504-592-4006 24hr Crisis Line 504-866-9554 (f): 504-592-4009 [www.nofjc.org](http://www.nofjc.org)
- b. Program Hours: 8:30am - 4:00 pm Fees: none Parish(es): Orleans  
Wheelchair accessible: yes Languages spoken (other than English): Spanish (off-site partner provides)
- c. Population served: Domestic Violence and Sexual Assault Survivors and children

- d. Services provided: Counseling, Case Mgt., Court Advocate, NOPD Advocate, Temporary Restraining Orders, Legal Services, Emergency Safe Shelter (provided with other agencies), on-site child-care (while survivor is on-site receiving services only), Referral Services.

8) Harmony House

- a. Phone: (504) 310-8763, 1000 Howard Ave., Suite 200
- b. Services provided: Harmony House is a supervised visitation center which provides a safe, supportive environment for supervised visitation and monitored exchanges.
- c. Population served: Services are offered for parents who have been court ordered to access supervised visitations and exchange services.
- d. After receiving a referral, your client needs to call Harmony House for an initial interview. Your client will be asked to come to Harmony House for orientation. Your client will have to bring the children at a separate time for orientation.
- e. Cost of Services: Exchanges: \$5/per exchange. Visitation: Sliding Fee Scale. If your client does not believe they can afford these fees, they should contact Harmony House.
- f. Hours: Wednesday Exchanges Only; Thursday: 6:00-10:00 p.m.; Friday 6:00-10:00 p.m.; Saturday 10:00 a.m.- 6:00 p.m.; Sunday 2:00-7:00 p.m. Closed Monday and Tuesday

9) Metropolitan Center for Women and Children

- a. PO Box 10775 (p) 504 837-5400 (f) 504 828-2893  
[www.metrobatteredwomen.com](http://www.metrobatteredwomen.com)
- b. Program Hours: 24 hr. shelter, 8:30-4:30 weekdays, evening groups
- c. Fees: none
- d. Population served: Children, Child Witnesses, Elderly, Immigrants, GLBT, Male, People with Disabilities, Substance Abusers, Teenagers
- e. Services provided: Community Education, Court accompaniment, Crisis counseling, DV (general), Elder Abuse, Legal Services, Long Term Counseling, Play Therapy, Referrals, Sexual Assault, Shelter/Housing, Stalking, Teen Dating Abuse

10) Southeast Louisiana Legal Services (New Orleans Legal Assistance)

- a. 1010 Common St., Suite 1400A New Orleans, LA 70112 (p) 504 529-1000 (f) 504 529-1008 [www.nolac.org](http://www.nolac.org)
- b. Program Hours: 8:30 am to 5:00 pm Fees: None for legal services
- c. Population served: seniors, disabled, homeless, domestic violence victims, Katrina victims, LEP
- d. Services provided: Legal Services, Housing Counseling

11) Family Service of GNO

- a. Main Office 2515 Canal St. 70119 822-0800 or 827-4005  
www.fsgno.org
- b. Program Hours: 9-5
- c. Fees: free to victims of crime
- d. Population served: Batterers Children, Child Witnesses, Elderly, Immigrants, GLBT, Male, People with Disabilities, Substance Abusers, Teenagers
- e. Services provided: Community Education, Crisis counseling, DV (general), Elder Abuse, Healing Arts, Long Term Counseling, Play Therapy, Referrals, Sexual Assault, Teen Dating Abuse

12) Project S.A.V.E

- a. 1000 Howard Ave. Suite 1000 New Orleans, LA 70113 (p) (504) 310-6872 or (504) 523-3755 ext. 2217 (f) (504) 523-2129 Email: [tmarchese@archdiocese-no.org](mailto:tmarchese@archdiocese-no.org) [www.catholiccharities-no.org/domestic\\_violence.htm](http://www.catholiccharities-no.org/domestic_violence.htm)
- b. Services provided: Project SAVE provides free, emergency legal representation to survivors of domestic violence in Orleans Parish. Staff attorneys help with legal orders to keep survivors safe and to protect their legal rights. Our legal services may include temporary restraining and protection orders, temporary child support, custody, and use of property.

13) No Abuse Coalition

- a. (p) 504-837-7474 (f) 828-8814
- b. Population served: batterers
- c. Services provided: weekly batterer intervention groups for men

14) SANE Program (Sexual Assault Nurse Examiners)

- a. 2021 Perdido at University Hospital New Orleans, LA; 903-3000
- b. Program Hours: 24 hours a day and 7 days a week
- c. Fees: No Cost
- d. Services provided: providing immediate, compassionate, culturally-sensitive and comprehensive forensic evaluation and treatment by an LSU Student Health Center professional nurse trained in the parameters of the Sexual Assault Nurse Examiners standards.

15) New Orleans Children's Advocacy Center, Children's Hospital

- a. 200 Henry Clay Avenue New Orleans, LA 70118; Executive Director: Stacie Schrieffer LeBlanc Phone: (504) 896-9237

- b. Services provided: Specially trained pediatricians provide medical evaluations and care to any child who *may have potentially* been abused or maltreated

16) Face to Face: The National Domestic Violence Project

- a. <http://www.facetofacesurgery.org/domestic/index.html>
- b. Services provided: The American Academy of Facial Plastic and Reconstructive Surgery (AAFPRS) through its Educational and Research Foundation, **is the first** surgical group to take a firm stand against domestic violence. Through surgery, counseling, and support, the AAFPRS is helping victims to break out of the cycle of abuse, enhance their self-esteem and begin to rebuild their lives. In 1994, the AAFPRS teamed up with the **National Coalition Against Domestic Violence (NCADV)** - the umbrella group for a majority of shelters in the United States - to develop **FACE TO FACE: The National Domestic Violence Project**. The AAFPRS works hand-in-hand with shelters nationwide in making sure that the individual is helped emotionally as well as physically. After the psychological healing has begun (with the help of professional counseling) and the victim is safely away from the violent relationship, surgery is performed to repair damaged facial features and to hopefully alleviate the painful memories of past abuse. The AAFPRS is leading the medical community in the fight against domestic violence by helping to empower individuals who have been physically abused. *Participating AAFPRS surgeons offer complimentary consultation and surgery to survivors of domestic violence.*

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## GOVERNMENT PROGRAMS

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### DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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Our Vision:

- Working to keep children safe
- Helping individuals and families become self-sufficient
- Providing safe refuge during disasters



The Louisiana Dept of Children and Family Services website (<http://www.dss.state.la.us/>) can guide you to many resources which your clients may be eligible for.

The information here is taken from the department's website, and is not exhaustive. Check their website for more programs and services, and more information about how to help your clients apply for these benefits.

**FOOD STAMPS (SNAP PROGRAM)**

Food stamp eligibility guidelines:

Household Size	Maximum Gross Monthly Eligibility Standard	Maximum Net Monthly Income Eligibility Standard	Maximum Food Stamp Allotment
1	\$1,174	\$ 903	\$200
2	\$1,579	\$1,215	\$367
3	\$1,984	\$1,526	\$526
4	\$2,389	\$1,838	\$668
5	\$2,794	\$2,150	\$793
6	\$3,200	\$2,461	\$952
7	\$3,605	\$2,773	\$1,052
8	\$4,010	\$3,085	\$1,202
Each Additional Member	+406	+312	\$150

**Other eligibility requirements:**

- **Residence** - the client must be living in Louisiana.
- **Citizenship** - household members can include either US citizens and/or certain aliens with verifiable USCIS documentation.
- **Enumeration** - households must provide or apply for Social Security numbers for each member before certification.
- **Work Registration** - all able-bodied adults, with specific exceptions, must register for work and accept suitable employment.

## **Food Stamp Issuing Offices**

Orleans Parish –

Algiers:

3510 General Meyer Avenue

New Orleans, LA 70114

(504) 361-6366

Fax: (504) 361-6007

New Orleans, LA 70151-1870

(504) 599-1700

Fax: (504) 599-1816

Jefferson Parish –

East Bank:

3229 36th Street

Metairie, LA 70001 (504) 838-5111

Fax: (504) 838-5643

Orleans Parish – Midtown:

1661 Canal Street

New Orleans Domestic Violence Resource Guide

Jefferson Parish – West Bank:

2150 West Bank Expressway,

Suite 201

Harvey, LA 70058

(504) 361-6111

Fax:(504) 361-6196

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**WIC—WOMEN, INFANTS AND CHILDREN**

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WIC provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk.

**WIC Income Guidelines  
2009-2010**

Gross income cannot exceed:

<b>Household Members</b>	<b>Gross Annual</b>	<b>Gross Monthly</b>
1	\$20,036	\$1,670
2	26,955	2,247
3	33,874	2,823
4	40,793	3,400
5	47,712	3,976
6	54,631	4,553
7	61,550	5,130
8	68,469	5,706
9	75,388	6,283
10	82,307	6,859

For more than 10 household members, or if you have any income questions, call 1-800-251-BABY or your WIC Clinic.

Individuals with proof of Medicaid, Food Stamps, or TANF automatically meet income requirements.

*\*One pregnant woman counts as 2 household members.*

**How to Become a WIC Participant:**

- Call 1-800-251-BABY to locate the best WIC Clinic for you.
- Call that clinic. Make an appointment to see if you and/or your children are eligible for WIC.

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**CHILD CARE ASSISTANCE PROGRAM**

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**Service Provided:** The Child Care Assistance Program helps low-income families to pay for child care while working or attending school or training. Monthly payments are based on the number of hours the parents work or attend school or training, as well as the amount charged by the child care provider, family size and household income. Parents can select any Class A child care center, school-based before and after school program, licensed child care center determined by the Department of Defense, registered Family Child Day Care Home, or In-Home provider that is active in the CCAP provider directory.

Population Served:

- Are you responsible for paying child care costs for a child under 13, or a disabled child under 18, who lives with you?
- Do you, your spouse, and any other parents of children who live in your home, work or attend an educational or training program? If not participating in one or a combination of these activities, do these persons receive disability income?
- Is your household's monthly gross earned income (before any deductions from paycheck) and unearned income less than the amount listed below for your household size?

2 persons-\$2557 4 persons-\$3760 6 persons-\$4964 8 persons-\$5189

3 persons-\$3158 5 persons-\$4362 7 persons-\$5076 9 persons-\$5302

An application for CCAP can be submitted at any OFS Family Assistance parish office or you can call 1-888-LAHELPU (1-888-524-3578) for assistance.

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### **FITAP/ KINSHIP CARE SUBSIDY**

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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.

A child may meet the eligibility requirements for both the Family Independence Temporary Assistance Program (FITAP) and Kinship Care Subsidy Program (KCSP) but may only receive assistance in one program.

To receive KCSP for a child, the qualified relative must meet all the conditions listed below:

- The child must live in the home of one of the following qualified relatives (either biological or adoptive): grandfather or grandmother (extends to great-great-great), brother or sister (including half), uncle or aunt (extends to great-great), stepfather, stepmother, stepbrother, stepsister, first cousin, including first cousin once removed, and nephew or niece (extends to great-great), or the legal spouse of the above-listed relatives.
- The child must have income of less than \$280 per month.
- The child must be under 18 years of age.
- The child must be a resident of Louisiana.
- The child must be a citizen of the United States or a qualified alien.
- The qualified relative must provide proof of immunity or immunization against vaccine-preventable disease for each child under 18 years of age.

- The qualified relative must possess or obtain within one year of certification, either legal custody or guardianship or provisional custody by mandate of the eligible child who is living in the home. Legal custody or guardianship must be granted by a court and verified through court records or other reliable documents. Provisional custody by mandate is a notarized authorization made by the child's parent or parents to a person of legal age to provide care, custody, and control of a minor child. Certain requirements must be met for the execution of this document. Provisional Custody by Mandate is valid for one year or until ended by the parent.
- The family must have an annual income of less than 150% of the federal poverty threshold, in accordance with the qualified relative's family size. Income from all sources is considered in determination of eligibility. This includes income from Social Security, Veteran's benefits, Railroad Retirement, wages and any other regular income.
- The qualified relative must assign to the state rights to child support from any other person and cooperate with Support Enforcement Services in obtaining child support for the child unless good cause is established.
- The qualified relative must not have been convicted of or released from incarceration for a felony of possession, use or distribution of a controlled substance within the past year.
- The qualified relative must furnish or apply for a social security number for the child.
- The parent(s) of the child must not live in the home of the qualified relative.

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### **INDIVIDUAL DEVELOPMENT ACCOUNT**

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Louisiana's statewide IDA program provides a \$4 match for every \$1 that a participant saves up to \$1,000 in contributions by the participant. For example, if a participant saves \$1,000, the program matches these funds with \$4,000, for a total of \$5,000.

Louisiana IDA participants may withdraw funds only for the purchase of a first home.

Eligibility for the Louisiana IDA program is limited to persons who are employed, have at least one minor child, and meet the following income criteria:

HOUSEHOLD SIZE	ANNUAL INCOME CANNOT EXCEED
2	\$29,140
3	\$36,620
4	\$44,100
5	\$51,580

More than 5	\$51,580 + \$7,480 for each additional person
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## EARNED INCOME TAX CREDIT

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**The Earned Income Tax Credit (EITC) is a refundable tax credit for working people with low to moderate income. The EITC lifts more families above the poverty level each year than any other federal program.**

To determine whether you are eligible for the EITC, use the IRS's [online EITC Assistant](#).

### LOUISIANA'S STATE EITC

Louisiana is the first southern state to establish an Earned Income Tax Credit. The state EITC took effect in Tax Year 2008, and Louisiana filers can claim the credit when they file their 2009 state income tax return. All filers who are eligible to claim the federal EITC are automatically eligible for the state EITC. The state credit amount is 3.5% of the federal credit.

### QUALIFYING FOR EITC AND TAX CREDIT AMOUNTS

To qualify for the EITC for Tax Year 2009 (2010 filing season) you must be a single or married person who worked full-time or part-time at some point during the year and have income of less than:

- \$43,279 for single filers (\$48,279 for married joint filers) with three or more qualifying children
- \$40,295 for single filers (\$45,295 for married joint filers) with two qualifying children..
- \$35,463 for single filers (\$40,463 for married joint filers) with one qualifying child.
- \$13,440 for single filers (\$18,440 for married joint filers) with no qualifying child.

Additional requirements:

- You must file a Federal income tax return and attach Schedule EIC
- You must have a valid Social Security Number.
- Your investment income for the year cannot be more than \$3,100.
- Your filing status cannot be "Married Filing Separately."

The maximum amount of EITC filers could receive for Tax Year 2008 is:

- \$5,627 with three or more children
- \$5,028 with two qualifying children.
- \$3,043 with one qualifying child.
- \$457 with no qualifying children.

## **WHICH CHILDREN QUALIFY?**

- Sons, daughters, stepchildren, grandchildren and adopted children.
- Brothers, sisters, stepbrothers and stepsisters, as well as descendants of such relatives if they were cared for as members of the family.
- Foster children who are placed with the worker by an authorized government private placement agency.

Qualifying children must live with the worker for more than half of the year. They must be under age 19 or under age 24 if they are full-time students. Totally and permanently disabled children of any age also may qualify.

## **DOES THE EITC AFFECT ELIGIBILITY FOR OTHER PUBLIC BENEFITS?**

The EITC does not count as income in determining eligibility for benefits like cash assistance (welfare), Medicaid, food stamps, SSI, or public or subsidized housing.

## **CAN IMMIGRANT WORKERS CLAIM EITC?**

As long as they meet eligibility requirements, legal immigrants can qualify for EITC.

## **CAN A WORKER ELIGIBLE FOR EITC IN PAST YEARS WHO DIDN'T CLAIM IT STILL GET THEIR REFUND FOR THOSE YEARS?**

Yes. Workers can claim the EITC for the most recent tax year and up to three prior years. For example, in the 2010 filing season (Tax Year 2009), a worker who was eligible for EITC in Tax Years 2006, 2007, and 2008, but did not claim it, can complete an Amended Tax Return (IRS Form 1040X) for those years and send it to the IRS along with copies of the returns filed originally. Talk with your VITA tax preparer for more information on filing amended returns.

Other helpful tax information

### **Did you know?**

- EITC-eligible workers raising one or more children can receive EITC in their paycheck throughout the year as opposed to receiving their EITC in one lump sum when they file their taxes the following year. This is the Advance Earned Income Credit.
- In most cases the EITC does not affect public benefits such as cash assistance.
- In addition to using a VITA service, low- to moderate-income filers can also file their tax return free of charge by using IRS Free File. To use this free service, go to [www.irs.gov](http://www.irs.gov) and select the "Free File" link on the left-hand side of the page.
- You can file your Louisiana taxes online.
- If you have questions about your federal income tax, call the IRS toll-free help line at 1-800-TAX-1040 (1-800-829-1040).