



NAMI Responds to the Tragedy of Hurricane Katrina

*A resource guide of supports, information, referrals, and resources
Targeted for people living with mental illness and their families
In the wake of the Hurricane Katrina natural disaster*

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TABLE OF CONTENTS

1. Introduction and Fact sheet – How NAMI responds	Page 3
2. General Resources	Page 6
3. Missing Persons	Page 8
4. Food/Shelter	Page 9
5. Housing	Page 10
6. Medication/Medical Needs	Page 12
7. Crisis Services	Page 14
8. Hospital Information	Page 20
9. NAMI Family & Consumer Support	Page 21
10. Mental Health Counseling & Trauma Support	Page 22

NAMI Responds to the Tragedy of Hurricane Katrina

INFORMATION AND FACT SHEET

NAMI Responds to its affiliates and community

1. How NAMI is responding to the tragedy as it relates to people with serious mental illness.
2. NAMI’s Hurricane Katrina Message Board
3. NAMI’s email alerts
4. Resources and Links to support and information specific for people living with mental illness and their families

In the wake of the devastation of Hurricane Katrina, thousands of people are without shelter, food, water, electricity, and other basic provisions. Those affected include our NAMI family members, state and local leaders, and most critically, people with mental illnesses, whose access to treatment and medications may have been disrupted.

In addition, mental illness symptoms are often exacerbated in times of crisis, and many individuals, even those not directly affected by the hurricane, may need assistance in identifying and accessing available resources.

With the assistance of concerned grassroots leaders, NAMI has prepared this resource to aspire to provide support to our state organizations, local affiliates, consumers, family members, and citizens affected by this terrible tragedy. Many resources are available to assist with connecting need with resource. However, NAMI recognizes that the needs of families, consumers, and friends of people living with mental illness are often unique. We also recognize the culture of the NAMI network of families across the country who identify with these special circumstances fellow NAMI members and others may encounter.

To that end, with this resource NAMI will aspire to serve as a conduit of information, both for those who need help and for those who would like to help. Following are the ways NAMI intends to help, as well as resources we have identified for those in need.

Additionally, NAMI national is committed to supporting the state NAMI organizations in Louisiana, Mississippi, and Alabama by providing additional resources to their NAMI efforts. Neighboring state NAMI organizations are embracing the NAMI mission in all ways by reaching out to those most directly affected. NAMI national will strive to provide triage and coordination of these support efforts to our NAMI leadership.

The NAMI community is strong, will stand together, and will strive to ensure that people living with mental illness and their families are not alone. As the largest grassroots organization dedicated to the common mission of improving the quality of life of people living with mental illness and their families, NAMI national, state organizations, affiliates, members, and friends recognize and embrace their unique role in helping those most vulnerable as they recover from the recent natural disaster.

This resources is not intended to replace all other avenues for information but rather to consolidate information most important to people living with mental illness and their families. The information is rapidly evolving and will be reviewed and updated regularly in the coming weeks as information develops.

Special thanks to NAMI national staff, grassroots leaders, NAMI nationals board members, and our dedicated NAMI leaders in the gulf coast states and beyond who have contributed to ensuring that this information is available.

NAMI Methods of Response

NAMI Message Board Many message boards are in operation (see below). NAMI national recognizes, however, that the unique needs of its members and leaders can perhaps be best supported by providing a unique place for NAMI and for those with serious mental illness and their families to offer support, share, connect, and process. The NAMI Hurricane Katrina Message Board provides a place for those in need to post requests and for those with offers of support and assistance to relate to the larger NAMI community.

Access the message board at www.nami.org/hurricanekatrinamessageboard

NAMI E-Mail Alerts During this traumatic time, NAMI national will feature special editions of and in Friday Facts to keep the NAMI community apprised of emergency situations and special requests as well as stories as they resolve.

Subscribe to Friday Facts by going to www.nami.org/subscribe

Resources for Hurricane Victims

Many resources are available to assist victims of Hurricane Katrina. NAMI national has assembled information, links, and connections to resources that are recognized as particular usefulness for NAMI members, friends, families, and consumers.

Access the resource guide at: www.nami.org/hurricanekatrina

NAMI HURRICANE KATRINA RELIEF FUND

To aid victims of Hurricane Katrina with serious mental illnesses and their families, NAMI has established the NAMI Hurricane Katrina Relief Fund. To make donations to this fund, visit www.nami.org/donate. Please use the General Donation link and enter "For NAMI Hurricane Katrina Relief Fund" in the comment field.

Additionally, NAMI has set up an account with Wachovia Bank to receive donations under the NAMI Katrina Hurricane Relief Fund. You can donate at any Wachovia Bank branch to account number 2000024603407. People can locate the nearest Wachovia location by visiting their Web site at: <http://www.wachovia.com/>

NAMI Hurricane Katrina Resources

GENERAL RESOURCES

Red Cross

Donate Online at:

[http://arc.convio.net/site/PageServer?pagename=ntld_main&s_src=hurricanema](http://arc.convio.net/site/PageServer?pagename=ntld_main&s_src=hurricanema<thead)

Or call 1-800-Help-Now

Volunteer online at: <http://www.redcross.org/where/chapts.asp>

FEMA

Online Hurricane Resources at: www.fema.gov

Online Individual Assistance Center at: <http://www.fema.gov/register.shtm>

1-800-621-3362 (for missing relatives and online assistance for claims)

SAMHSA

Online Resources at: http://www.samhsa.gov/Matrix/professional_disaster.aspx

Resources for professionals and the public

CDC

Online Resources at: <http://www.bt.cdc.gov/disasters/hurricanes/index.asp>

Resources include Preventing Illnesses and Injury, Mental Health, Flood Recovery, Infectious Disease, Keeping Food and Water Safe, Cleaning up Safely, and Avoiding Carbon Monoxide as well as information specifically for health professionals and worker response and cleanup.

****FirstGov.gov****

Online Resources at:

http://www.firstgov.gov/Citizen/Topics/PublicSafety/Hurricane_Katrina_Recovery.shtml

Resources include finding loved ones (including message boards), what to do if you are a victim, how to help victims, health and safety information, and disaster cleanup and agency resources.

IN TEXAS: 2-1-1 Information and Referral Network

Outside of Texas: 1-888-312-4567

The 2-1-1 Texas Information and Referral Network, a statewide telecommunications network, is providing around the clock information about evacuation, shelter and general information, including:

- Shelter location information,
- Information about access to available medical care, such as dialysis,
- Requests for food,
- Requests for prescription assistance,
- Requests for diapers and formula,
- Information related to accessing out of state Food

Stamp benefits, • Reassurance to evacuees unable to contact loved ones, and •
Donation and volunteer information.

Special telecommunications routing is established to enable the twenty-five 2-1-1 centers to function as a single call center, taking calls in a round-robin fashion to ensure that hurricane callers receive priority access to a call specialist.

Missing Persons

Hundred of thousands of people in Louisiana, Alabama, and Mississippi have had to evacuate homes, hospitals and hotels as a result of Hurricane Katrina.

Some people trying to locate missing loved ones--or to let family and friends know where they are---are posted messages on the Web sites of civic organizations and local news media. The Web sites also provide limited clearinghouses for offers of shelter or other assistance. Overall, these sites are a good source of updated information updates from local geographic areas.

The National missing kin registry can be accessed at:
<http://www.nokr.org/nok/restricted/home.htm>

The Red Cross Missing Persons Hotline...to search for displaced family members...1-800-256-4733.

For additional postings and information on missing persons, visit:

NEW ORLEANS: <http://www.nola.com>

BATON ROUGE: <http://2theadvocate.com/>

SOUTH MISSISSIPPI COAST (BILOXI):
<http://www.sunherald.com/mld/sunherald>

MOBILE, AL: <http://www.al.com/weather/katrina>

If you wish to locate adults/children transferred in LOUISIANA from NOAH and SEL, contact 1-225-634-0217.

For information or to confirm or send a message to a dislocated NAMI friend, post a message at: www.nami.org/hurricanekatrinamessageboard

Food and Shelter

In Texas...for refugees located in the Lone Star State

Food Assistance / Food Stamp Benefits

All individuals displaced by Hurricane Katrina that come to Health and Human Services Commission (HHSC) offices are being treated as applicants for expedited food stamp benefits, regardless of previous receipt of benefits in another state and other eligibility factors. HHSC has been working closely with the U. S. Department of Agriculture to implement these temporary changes. Food Stamp benefits are 100% federally funded.

Specifically:

- Because the situation makes proof of income and assets difficult, client statements are being accepted for income and other eligibility factors.
- Resources are disregarded.
- If the applicant has income but it is not accessible to him/her, the applicant may still qualify for benefits.

For those displaced individuals who have an electronic benefits card from an affected state, benefits can be accessed through Texas retailers such as HEB, Kroger, and Wal-Mart.

Louisiana has applied for a disaster declaration that will allow them to make various changes, including issuing a supplemental payment to compensate for damaged food.

The Texas Department of State Health Services is working to provide Louisiana WIC (Women, Infants, Children Program) clients access to their food and nutrition benefits in Texas.

Housing

Many recommend that the suggested first step is to call the American Red Cross at 1-866-438-4636 or en Espanol 1-800-257-7575. Also available online at <http://www.redcross.org>

Residents of Louisiana seeking assistance with their disability housing for people with mental illness, contact Christine Rhorer, LCSW, OMH Housing Coordinator DHH Program Mgr, DHH/Office of Mental Health 225-342-1318, crhorer@dhh.la.gov PLEASE BE CERTAIN TO STIPULATE IF YOUR REQUEST IS FOR HOUSING SUPPORT FOR A PSYCHIATRIC DISABILITY.

Additionally, check the bulletin boards for offers of assistance:

To post requests or to offer housing assistance to a consumer, family member or NAMI friend www.nami.org/hurricanekatrinamessageboard

<http://www.katrinahome.com> provides a bulletin board for general offers and requests.

SEE CRISIS SERVICES LISTINGS BELOW FOR ADDITIONAL INFORMATION ON HOUSING SUPPORTS.

WHAT IS THE FEDERAL GOVERNMENT DOING TO SUPPORT HOUSING IN THIS CRISIS?

** The US Housing and Urban Development (HUD) has established a toll-free number for the public and its employees to get information on HUD operations. Call 1-866-641-8102.

** The office of Housing issued, on August 31, 2005, a mortgagee letter reminding lenders of the 203(h) disaster program and encouraging servicers to delay foreclosure in counties declared federal disaster areas and to consider hurricane damage in the context of any requests for loss mitigation assistance.

** HUD will identify vacant multi-family housing, public housing units, and HUD-owned homes in 500-mile radius of the affected areas that can be used as housing. If you are a current recipient of HUD housing assistance, contact HUD (above) for support and referral.

** Disaster voucher assistance is available for any family rendered homeless.

** Vouchers for replacement units for displaced public housing families or displaced residents living in other HUD multifamily projects are also available.

** LOUISIANA, note that all HUD operations performed out of the New Orleans, LA Field Office have been devolved to the Ft. Worth Regional Office.

Medications/Medical Needs

Many people living with serious mental illness are reliant on Medicaid for their services, supports, and treatment. For others, access to treatment is a critical component of their health, a condition that may likely be compromised with the tragedy of Hurricane Katrina.

Below are some frequently asked questions and responses as well as resources that are likely benefits to those seeking treatment in these challenging times.

PRIVATE INSUREREDS

** Contact your insurance company or benefits manager as soon as possible and determine alternative arrangements for your care and service.

** Contact the NAMI state organization in your relocated state for local resources and referrals to provider services that meet the needs of people living with serious mental illness.

MEDICAID

LOUISIANA RESIDENTS, DID YOU KNOW?

** If you are a displaced resident of Louisiana, have your former prescription bottle, and are in need of mental health medications, please contact 1-225-922-2700 and/or read below for additional information.

** If you are a Medicaid recipient who has evacuated to another state, your Medicaid benefits will still apply as long as you are treated by an out-of-state provider who is willing to accept your state's Medicaid as payment. For information on securing a transfer of this benefit, call 1-888-342-6207.

** If you routinely had your prescriptions filled by a national pharmacy chain (Walgreens, CVS, etc.) your information is in their system. You can go to any store and they will have your history and be able to assist with refills. Take your former prescription bottle to the pharmacy with you for assistance with a refill.

** For medical pharmacy program benefits, please go to a pharmacy that accepts Medicaid benefits with your Medicaid card and/or call Medicaid at 1-888-342-6207 for temporary enrollment.

** In the likely event that you do not have access to your regular doctor or clinic and you do not have any refills available, or you do not have access at all to your former medication, find a provider in your relocated area and schedule an appointment. If you have them, take your former prescription(s) with you to a

new provider so he/she can have access to at least some of your treatment information. Having a family member or friend present, if possible, will also help to relay previous history to ensure best results.

** If your medical provider is unsure of how to get your prescriptions filled in other areas, ask them to call 1-800-437-9101 (in Louisiana) or out of state at 1-225-342-1590.

** If your medical provider has questions relating to your benefits or other issues relating to your Medicaid benefits, they can call 1-800-473-2783 (in or out of state).

** As soon as it is available, look for Mississippi and Alabama information, which is forthcoming **

** People specifically looking for help with patients in nursing homes, hospitals who need to evacuate, or other care units, call 1-225-763-5749.

MISSISSIPPI RESIDENTS, DID YOU KNOW?

** The Mental Health Association of the Capital has a medication fund that will provide financial assistance for the purpose of purchasing mental health medications. Call 1-601-956-2800.

** The University Medical Center in Jackson also has a medication fund that will provide medications to people displaced by the crisis. Call 601-984-1000.

DISPLACED LOUISIANA CITIZENS IN TEXAS, DID YOU KNOW?

**Louisiana officials are enrolling Texas pharmacies as Louisiana providers, allowing Louisiana Medicaid recipients to access medications. To enroll, pharmacies will need to fax in enrollment forms posted at <http://www.hhsc.state.tx.us/HCF/vdp/vdpstart.html>. Pharmacies needing to verify eligibility can do so by calling 1-800-473-2783. Texas is broadcasting this information both through HHSC and the Texas Pharmacy Association. In addition, health care providers can verify the Medicaid and CHIP enrollment information for individuals from Louisiana and obtain procedures to process claims by calling 1-800-473-2783.

CRISIS SERVICES

Louisiana

NOTE: FOR "OUT OF SERVICE" CRISIS SERVICE CENTERS, PLEASE CHECK BACK AS THIS INFORMATION WILL BE UPDATED TO REFLECT CURRENT SITUATIONS.

Baton Rouge Crisis Intervention Center

<http://www.brcic.org/>

(225) 924-1431

Offers crisis hotline, community education, and support groups.

24 hours / 7 days Crisis Hotline – The Phone

* Baton Rouge

(225) 924-3900

* Outside Baton Rouge

1-800-437-0303

(225) 437-0303

Central # 225.923.2114

Toll Free: 877.923.2114

**Can help with meds, housing,
special needs**

Crisis Hotlines:

First Call For Help - United Way of Central Louisiana

* Information & Referral Only

(318) 443-2255

Out of Service

Help Line

Beauregard De Ridder Community

24 hours

* (318) 462-0609

Out of Service

RHD - Mobile Crisis Service / ACT

24 hours / 7 days

* (504) 734-2112

Out of Service

Southwest Louisiana Education & Referral Center

24 hours / 7 days

* Information & Referral Line

(318) 232-HELP

Out of Service

Vernon Parish Crisis Hotline

24 hours / 7 days

* (337) 239-HELP

Out of Service

Copeline Crisis Line

In Metairie

* (504) 523-2673

Out of Service

Mainline

In Monroe

6 pm - 6 am

* (318) 387-5683

Out of Service

Y.W.C.A. Telephone Crisis Counseling

Serving Northeast Louisiana 24 hours / 7 days Out of Service

* (318) 323-1505

1-800-716-7233

River Oaks Hospital: Trauma Stabilization Program

<http://www.riveroakshospital.com/>

24 hours / 7 days

* 1-800-366-1740

Out of Service

Via Link

www.vialink.org

24 hours / 7 days

* (504) 269-COPE (2673)

* 1-800-749-COPE (2673)

* 211 Information & Referral

* Youth Link

(504) 895-2550

Out of Service

ALABAMA

The DMH/MR Bureau of Mental Illness Community Programs

Can provide contact information and referrals to a local mental health professional in your area.

(334) 242-3200

<http://www.mh.state.al.us>

The DMH/MR Office of Children's Mental Health Services can be contacted at (334) 242-7832.

Crisis Hotlines

Crisis Center of East Alabama

Sunday--Thursday / 8am-12 midnight

Way, Churches

Friday & Saturday / 24 hours

(334) 821-8600

Kids Line

(334) 887-5437

Refers to Red Cross, United

Crisis Center

www.crisiscenterbham.com

Free telephone talk lines serving greater Birmingham area and surrounding counties 24 hours / 7 days.

*24 Hour Crisis Line

(205) 323-7777

Refers to services in Central AL; shelters, etc.

*Teen Link-You can call about anything. **Central resource for AL**

(205) 328-LINK (5465)

- During the school year

3:00 PM to 10:00 PM

- In the summer

10:00 AM to 10:00 PM.

* Kids' Help Line-Call about anything, Friends-School-Family-Feelings

(205) 328-KIDS (5437)

* Senior Talk Line-Free, confidential for seniors and caregivers. 9:00 AM to 9:00 PM daily

(205) 328-TALK (8255)

Mental Health of North Central Alabama

<http://www.mhcnca.org/>

24 hours / 7 days

(256) 355-5904

1-800-365-6008

Not in Area

Baldwin County Mental Health

24 Hour Crisis Lines for Fair Hope

(334) 928-9500

1-800-558-8295

Thirteenth Place, Inc.

Teen Line 24 hours / 7 days

(256) 547-9505

Crisis Services of North Alabama

<http://www.csna.org/>

(256) 716-1000

1-800-691-8426

Mobile Helpline

Serving Mobile, Baldwin, Clarke, & Washington Counties

(334) 431-5111 **# Not in Service**

South Baldwin County
1-800-239-1117 **No Answer**

Mississippi

Adolescence Crisis Center

5102 Robinson Road
Jackson, MS 39204
(601) 376-0500
24/7 Suicide Prevention Hotline, Teen Hotline, Face To Face Counseling,
Outreach Program
Mental Health Information and Referral

Crisis Hotlines:

Contact Helpline

- * Helpline Columbus
(662) 328-0200
- * Choctaw, Clay, Noxubee, Iktibbeha, Webster, & Winston Counties
(662) 327-4357(HELP)
- * Teen Line
(662) 328-4327(HEAR)

Jackson Contact Crisis Line

- * Helpline
(601) 713-4357

Texas

NOTE: MANY CONSUMERS AND FAMILIES HAVE BEEN RELOCATED TO TEXAS WITH THE REFUGEE EXODUS FROM THE GULF STATES. FOLLOWING ARE SOME ANTICIPATED LOCATIONS AND CRISIS CONTACT INFORMATION FOR SELECTED AREAS.

Betty Hardwick Center: A Community Mental Health Resource 24-Hour Crisis Hot Line

Serving Callahan, Jones, Shackelford, Stephens, & Taylor Counties 24 hours / 7 days

- * 1-800-758-3344

Austin-Travis County Mental Health Hotline to Help

Serving Travis County 24 hours / 7 days

- * (512) 472-HELP (4357)
- * (512) 703-1395 TTY

Rape & Suicide Crisis of Southeast Texas

Suicide Hotline 24 hours / 7 days

- * (409) 835-3355 Collect Calls Accepted
- * 1-800-7-WE-CARE

Tri-County Mental Health Crisis Hotline

Serving Liberty, Montgomery, and Walker Counties 24 hours / 7 days

- * 1-800-659-6994

Dallas MetroCare Services Crisis Hot Line

Serving Dallas County 24 hours / 7 days

- * (214) 330-7722

Contact Counseling and Crisis Line: Crisis Help Line

Serving the Dallas Community 24 hours / 7 days

- * Adult Help Line
(972) 233-2233
- * Teen Help Line
(972) 233-TEEN (8336)

Denton County Mental Health Center Crisis Hotline

Serving Denton County 24 hours / 7 days

- * 1-800-762-0157
- * 1-800-269-6233 TTY

The Mental Health Authority of Harris County Crisis Hotline

Serving Harris County 24 hours / 7 days

- * (713) 970-7000
- * 1-866-970-4770

NeuroPsychiatric Center: A 24-Hour Psychiatric Hospital

- * (713) 970-7070

Crisis Intervention of Houston Crisis Hotline

24 hours / 7 days

- * Crisis Hotline
(713) HOTLINE
- * Teenline
(713) 529-TEEN

Lots of Resources

Also Talk Line

Bluebonnet Trails Community Mental Health Center Crisis Hot Line

Serving Bastrop, Burnet, Caldwell, Fayette, Gonzales, Guadalupe, Lee, & Williamson Counties 24 hours / 7 days

* 1-800-841-1255

Mental Health Services for the Concho Valley Crisis Line

Serving Coke, Concho, Crockett, Irion, Reagan, Sterling, & Tom Green Counties
24hrs / 7 days

* (325) 653-5933

* 1-800-375-8965

The Center for Health Care Services Crisis Line

Serving Bexar County 24 hours / 7 days

* (210) 223-SAFE (7233)

* 1-800-316-9241

Helen Farabee Regional Mental Health Centers Crisis Intervention Services

Serving Archer, Baylor, Childress, Clay, Cottle, Dickens, Foard, Hardeman, Haskell, Jack, King, Knox, Montague, Stonewall, Throckmorton, Wichita, Wilbarger, Wise, & Young Counties

24 hours / 7 days

* 1-800-621-8504

HOSPITAL INFORMATION

DISPLACED LOUISIANA AND MISSISSIPPI CITIZENS IN TEXAS, DID YOU KNOW?

Regarding nursing home relocations....The Texas Department of Aging and Disability Services is coordinating the use of available nursing facility beds on an as needed basis. Several residents of Louisiana facilities have already relocated to nursing facilities in Texas. The Area Agencies on Aging are providing information on shelter and other assistance. For a directory of Area Agencies on Aging, go to http://www.dads.state.tx.us/contact/aaa_directory.html.

Regarding children in residential treatment facilities and foster care.....The Department of Family and Protective Services is expediting the issuance of a license for a residential treatment facility in Corpus Christi to serve children in a New Orleans facility with serious behavioral problems. Forty-nine children from this facility are currently housed in a school gymnasium in Baton Rouge. In addition, families and facilities in Louisiana serving foster children have contacted DFPS requesting assistance. To meet this need, DFPS is identifying available spaces in Day or Residential Care facilities, and they are encouraging and assisting providers to serve displaced children. DFPS will actively monitor placements in foster homes or facilities to ensure the safety of these children.

Visit NAMI's online Hurricane Katrina Resource Guide for a listing of hospitals located in Louisiana, Mississippi, and Alabama at www.nami.org/hurricanekatrina

NAMI FAMILY AND CONSUMER SUPPORT

With thousands of displaced Gulf Coast residents relocated to Texas, NAMI Texas and their affiliates are stepping up to ensure that the needs of NAMI families are met. NAMI Texas and local affiliates in Texas have been asked by the Department of State Health Services to step up and to be part of the planned response that Texas is just beginning to implement.

On the front-line in every community coordinating the response will be the local community mental health centers in Texas. NAMI recognizes that it is our dedicated grassroots leaders that provide the unique support and connection that make NAMI the organization it is.

Additionally, NAMI organizations and affiliates in other states are available to assist with providing information and support to those in need.

For a list of NAMI affiliates and state office telephone contacts in your area, visit the NAMI website at www.nami.org/local.

Mental Health Counseling and Trauma Support

SEE ABOVE FOR ADDITIONAL INFORMATION ON COMMUNITY SERVICES

Fact sheets are available for mental health issues that arise as a result of disasters at:

<http://www.bt.cdc.gov/mentalhealth>

Information for parents, caregivers, and teachers of children with mental illness and disaster results can be found at:

http://www.nctsnet.org/nccts/nav.do?pid=ctr_prn#q1

and

<http://www.aacap.org/publications/factsfam/disaster.htm>

For information on articles and studies providing insight and information into the results of trauma and disaster on people living with mental illness, visit

<http://www.disasterpsych.org/Default.aspx?ArticleID=15>