

Resource created by the [Greater New Orleans Human Trafficking Task Force](#)

Last update: 3/30/2020

[NOTE: any hyperlinks that are blue are resources that have been added since 3/23/2020. If you have suggestions for additional resources to add, please email lmccallum@nolatrafficking.org with a description and hyperlink.]



Responding During the COVID-19 Pandemic: Information for Greater New Orleans Service Providers

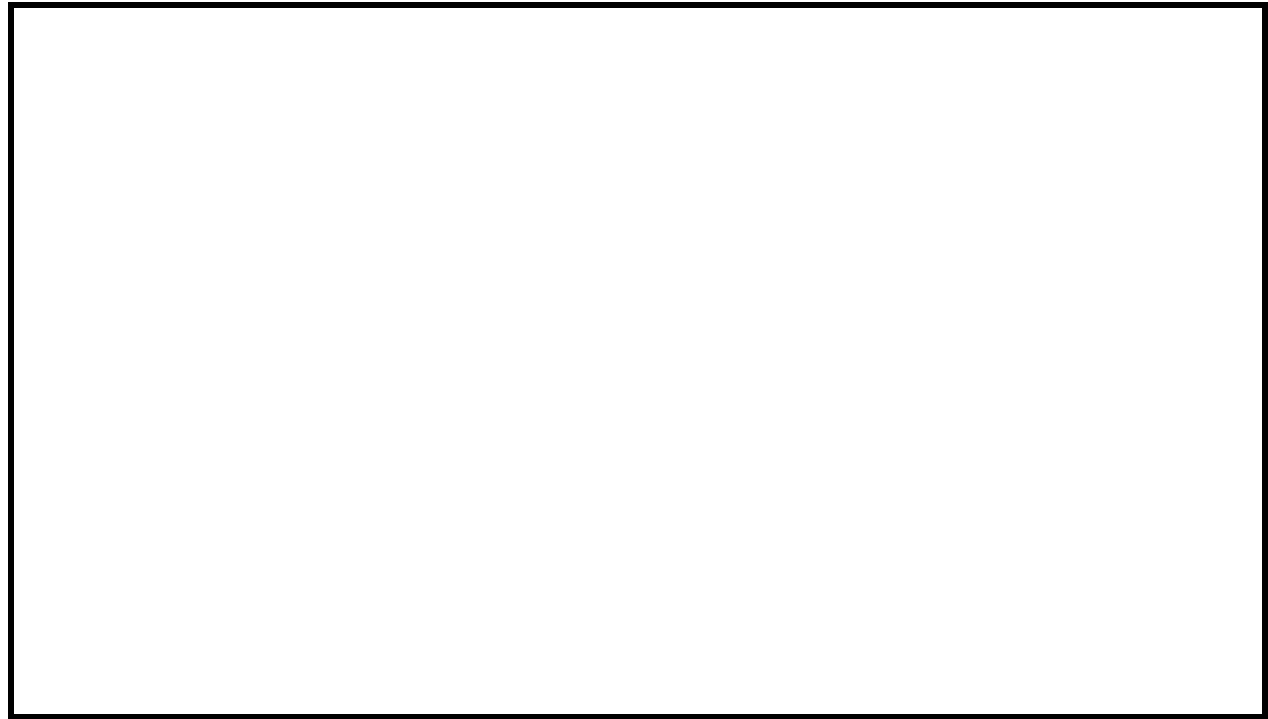
Our community is currently facing a new kind of crisis. Not a natural disaster, but a pandemic. Thankfully, New Orleans knows how to weather storms of all different types. Here are some resources to help navigate these new challenges. We have the chance to be proactive in our care for our vulnerable community members. The work that we do today is a step to help these individuals and potentially prevent additional exploitation or abuse. This isn't just about trafficking prevention- this is about addressing the entire spectrum of abuse and exploitation that our clients may face in the wake of the current Coronavirus (also known as COVID-19) crisis.

Given the extensive information available that explains the COVID-19 pandemic, we will not go into detail in this document about the virus, current status in our community, or prevention. For information on the virus, please visit the [CDC website](#) or the Louisiana Department of Health [website](#). The Louisiana Department of Health (LDH) is partnering with VIA LINK and Louisiana 211 to ensure citizens can access to the most current information available for COVID-19 on their [Coronavirus FAQ page](#).

In this document we will discuss the ripple effects this pandemic may have on our clients and communities. We will provide information about disaster response for service providers, and offer resources for clients in the Greater New Orleans region to support case managers as they serve our community.

CURRENT VULNERABILITIES OUR COMMUNITY IS FACING

This diagram, created by [Sunny Slaughter](#), outlines the intersectionality of community identities and how those identities can overlap to create vulnerabilities to exploitation and abuse.



Here are some examples from this diagram of issues that are emerging during the COVID-19 pandemic:

- **Physical/Social barriers & Isolation:** Isolation can lead to an increase in domestic violence, child abuse, and elder abuse. It can make it more difficult for clients to get help when they need it.
 - Elder abuse: Isolation of elders can lead to an increase in elder abuse and elder neglect. Elder abuse includes physical, emotional, or sexual harm inflicted upon an older adult, their financial exploitation, or neglect of their welfare by people who are directly responsible for their care. When caregivers are overwhelmed there are different factors that can lead to abuse and neglect, including fatigue or frustration. As elders are physically isolated from doctors, family members, and other caring individuals in their lives, they may miss the signs of abuse.
 - Child abuse: For some children, home is not a safe and supportive environment. They may lack access to food, shelter, friends, or support now that schools have been canceled. They may face neglect or abuse as a result of being in close proximity to caregivers for extended periods of time without physical interaction with service providers or schools. The economic strain of this pandemic and mental/emotional strain can lead to an increase in violence in the home. Additionally, more children are active

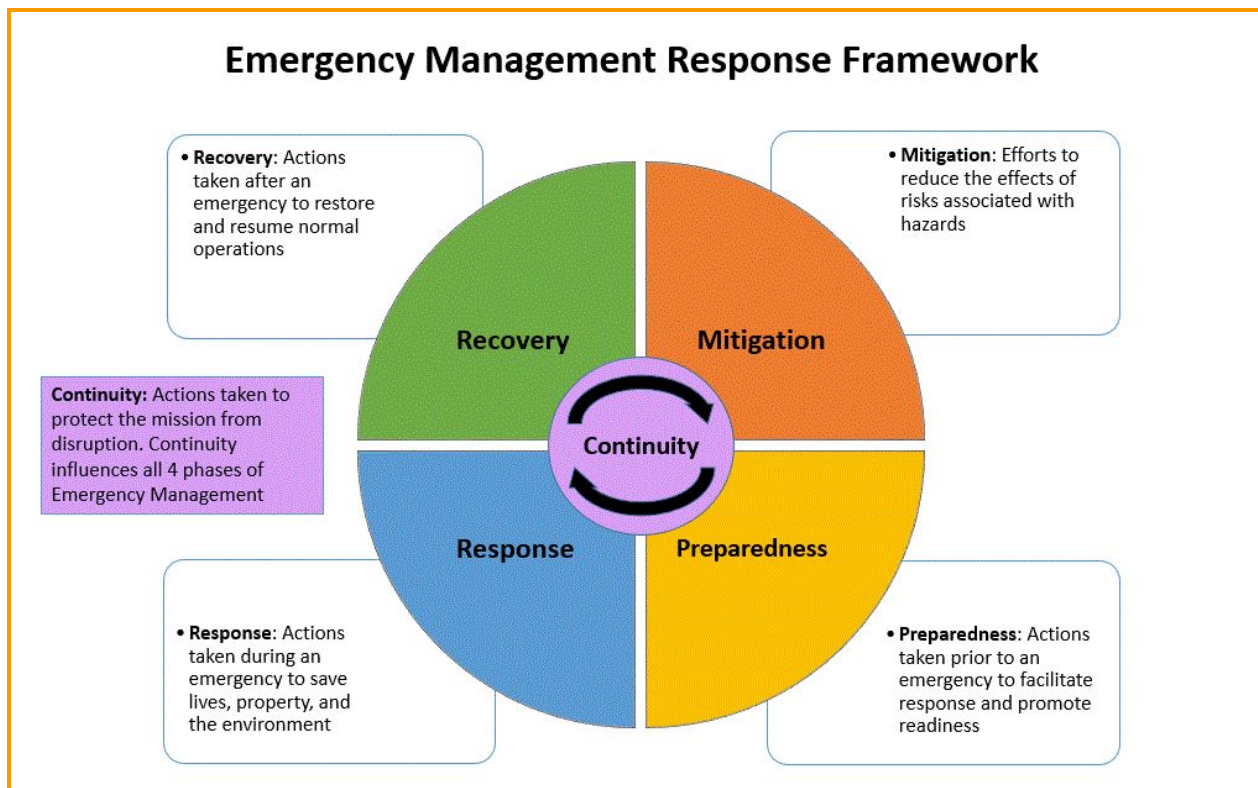
online and on social media as a result of isolation. Cyber bullying, cyber luring, web-based child abuse material production, and web-based child sex trafficking are possible during this time. Children may need to help families produce an income if their caregivers or members of their family lost their job or source of income. This could lead to child labor, child labor exploitation, or labor trafficking.

- Domestic violence and sexual violence: Social distancing is leading to family units being isolated in their home, in close proximity to each other. Close confines and the inability to avoid abusive family members can lead to an increase in violence, and a decrease in the ability for intervention from people outside of the home. The economic strain of this pandemic and mental/emotional strain can lead to an increase in violence in the home. Abusers may use the financial strain to force a victim into forced labor (labor trafficking) or forced sex work (sex trafficking). Abusers can use the fear of the pandemic as a means of further control and isolation of a victim.
- **Economic downturn & unemployment**: As folks begin to feel the ripple effects of the social distancing and business shutdowns, many folks will be financially impacted. Particularly for our low-wage or folks working hourly jobs, this may mean that they no longer have an income. Unemployment rates across the US have increased dramatically as a result of social distancing measures. If people cannot make a wage through the normal economy, they may turn to the informal economy, illicit activities, or work that they would not normally take. Unscrupulous employers may try to take advantage of desperate people and make them work in substandard conditions. This can lead to criminalization, exploitation, wage theft, labor abuse, and labor trafficking.
- **Exposure to toxins/hazards & communicable diseases**: The COVID-19 pandemic is highly contagious through exposure to infected people. Those who are elderly or immunocompromised, or those in close proximity to people with health vulnerabilities, are facing serious barriers at this time to performing basic functions of their day-to-day life.
- **Access to services (education, housing, transportation)**: with different entities stopping in-person services, individuals lack access to resources they do during normal operations.
 - Examples: For children, lack of access to basic necessities provided by schools means a lack of support. Public transportation has scaled back to attempt to stop the spread of the disease, which limits many people's ability to perform functions of their day-to-day life.

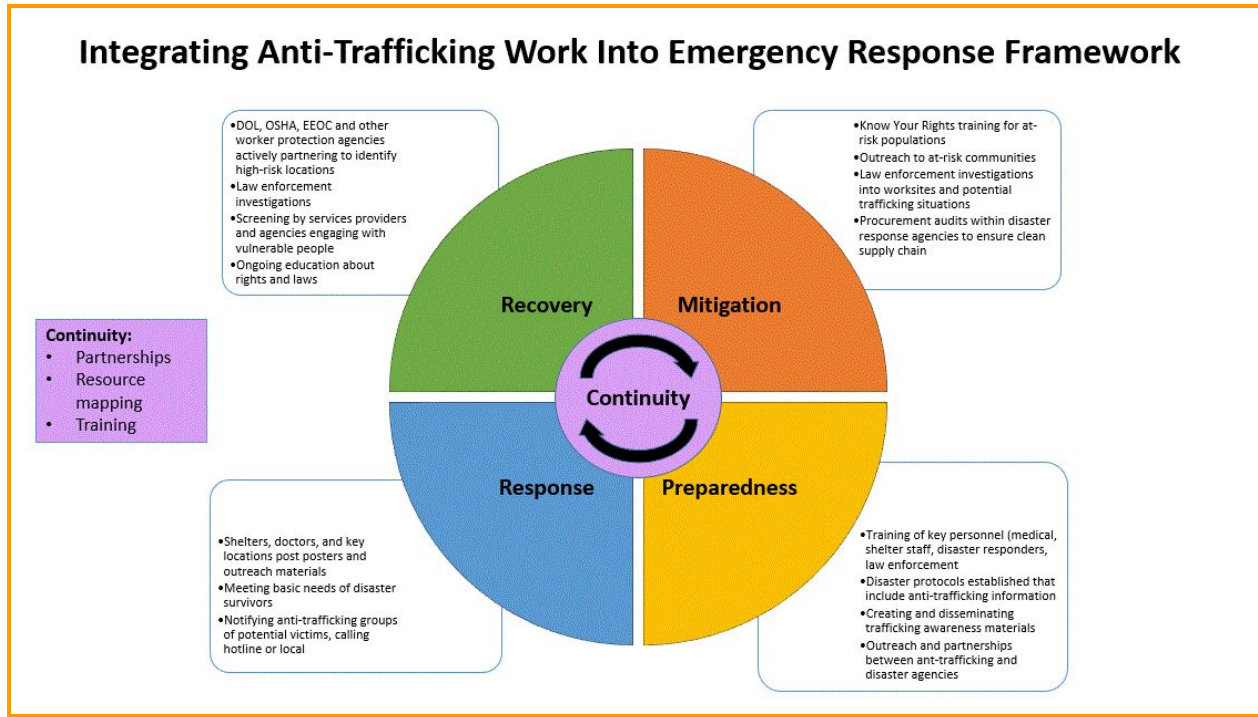
- Providers are changing the way they operate in order to keep their employees and clients safe. This also means that capacity to serve may be diminished, and life-saving or high-needs care may take priority over other client needs. These changes could make some clients feel that their needs are no longer being met by the service provider.
- What other vulnerabilities can you think of that were either present before this crisis, or have emerged as a result of this crisis? What new vulnerabilities may emerge in the near future? For example: How is this event impacting youth and adults experiencing homelessness? Is there a potential for this event to exacerbate existing issues around housing access and homelessness?

FOR YOUR ORGANIZATION

Below you'll find diagrams outlining the FEMA Disaster Management Response Framework. This diagram will give you a way to consider what phase we're currently in, and how we can adjust our organizational operations to effectively address issues during this time.



Below is an example of how you can use this framework to think about your work to proactively prevent future harms like labor exploitation and human trafficking.



Additional resources related to disaster response and preparedness:

Resources compiled by the Office for Victims of Crime Training and Technical Assistance Center (OVCTTAC).

- [Webinar](#): The HEAL Network, “Identifying Risk Factors for Human Trafficking After Disasters”
- Catherine Z. Worsnop, “The Disease Outbreak-Human Trafficking Connection: A Missed Opportunity”, *Health Security*, Vol 17, Number 3, 2019. DOI: 10.1089/hs.2018.0134
- [OVC: Helping Victims of Mass Violence & Terrorism Toolkit](#), specifically the resources on Partnership & Planning, and Recovery.
- [VolunteerPro: Nonprofit Emergency Plans - What You Need to Know](#)
- [American Red Cross: Ready Rating](#)
- [VAWnet: Emergency Planning](#)

Here are some questions to ask yourself and your organization about current operations:

- How is my organization maintaining operations? This can include shelters, service providers, and the faith community.

- What creative ways can I continue to engage with vulnerable folks or with clients? Are there digital spaces or ways to connect remotely? Am I ensuring that these practices follow guidelines required of my role, such as HIPAA or internal confidentiality agreements within my organization?
- Which of my clients are most vulnerable to economic, physical, or social suffering as a result of this disaster?
- What steps can I take to improve my services to address new needs clients may have in the wake of this disaster?
- Am I aware of the signs of elder abuse, child abuse, domestic violence, and other forms of abuse that could happen as a result of the COVID-19 situation? Am I following mandated reporting guidelines if I have reason to suspect abuse is happening?
- What am I doing to protect my clients from further risk to the virus while continuing to provide service? What am I doing to protect myself from further risk to the virus?
- Have I *asked my clients directly* what they would like me to support them with to help improve their lives during this difficult time? How can I empower them to engage with my organization to shape future support and programs? How am I integrating their feedback into community engagement?
- How am I taking care of myself, my coworkers, and other members in this movement? What steps am I taking to reduce vicarious and secondary trauma in my agency?
- Do I have contingency plans or sustainability plans in place for myself and my team? Have I created a transition plan to ensure my clients continue to be served in case I am no longer able to work?

Resources for virtual service platforms:

Resources compiled by the Office for Victims of Crime Training and Technical Assistance Center (OVCTTAC).

- **Remote staff:**
 - Harvard Business Review: How to Get People to Actually Participate in Virtual Meetings
 - VitalSmarts: How to Manage Newly-Remote Teams
- **Guidance on remote work with clients:**
 - NNEDV: Remote Work During Public Health Crises — Technology Safety (includes information about Choosing a Digital Services Platform and Choosing a Vendor for Digital Services)

- [NNEDV: Best Practices for Mobile Computing Devices — Technology Safety](#)
- [NASW: Standards for Technology in Social Work Practice](#)
- [NNEDV: Tech Safety: Using Technology to Communicate with Survivors During a Public Health Crisis](#)
- *For legal service providers: From the [American Bar Association](#), Pandemic planning for your practice- how to work with clients during COVID-19*
- *Suggested Platform: [Signal](#)*
- *NOTE: Before selecting and purchasing online meeting spaces for meetings to connect with or in regards to clients, verify that this is an allowable cost under your approved budget. Also, be sure to review their policies on HIPAA compliance, as relevant. Some examples listed here: [Zoom](#), [Go To Meeting](#), and [Blue Jeans](#).*

Online resources for service providers:

- **General resources for service providers**
 - [The Funding Seed](#): COVID-19 Resources for Nonprofits
 - [COVID-19: How to include marginalized and vulnerable people in risk communication and community engagement](#)
 - [CDC: Get Your Community Ready for COVID-19](#)
 - [Georgia Center for Nonprofits](#): Nonprofit guide to COVID-19 planning
 - National Association of Social Workers: [Coronavirus Guidance](#)
 - [Using Technology to Communicate with Survivors During a Public Health Crisis](#)
 - [Remote Supervision in Rural Dual/Multi-Service Advocacy Agencies](#)
 - [“Throw away the menu: rethinking services to meet clients”](#)
 - [OVC: Vicarious Trauma Toolkit](#)
 - [CDC: Managing Stress and Anxiety](#)
- **Domestic violence**
 - [NNEDV resources on response to coronavirus \(domestic violence\)](#)
 - [VAW Net COVID-19 and DV programs- preventing and managing spread within programs](#)
 - Futures Without Violence: [Preventing COVID transmission within DV programs](#)
- **Homeless shelters**
 - [HUD Infectious Disease Toolkit for CoCs](#)
 - [CDC Interim Guidance for Homeless Shelters to respond to COVID-19](#)

- [Beyond the Food Pantry: COVID-19 Response for Students Who are Homeless or With Experience in Foster Care](#)
- **Substance abuse treatment**
 - [Substance Abuse and Mental Health Services Administration \(SAMHSA\) Guidance for Substance Abuse Treatment Facilities COVID-19 Public Health Emergency Response](#)
- **Legal services**
 - [National Crime Victim Law Institute: COVID-19 Resources for Legal Services and Victim Rights](#)

FOR INDIVIDUALS

Here are some suggestions for steps you can take to maintain support for individuals that you serve during this crisis. These steps can be used to support your clients, family, friends, or yourself.

- Help individuals [safety plan](#) for their lives. This safety plan should include physical health and well being, as well as financial health and mental health. It should also include [safety planning for their whole family unit](#).
 - For example: Strategize how they can check in on elderly parents who might be physically isolated for them, or plan for safe practices if they [live with an abusive partner/family member](#). Talk about low-cost healthcare and ways they can protect themselves from COVID-19.
- [Resilience](#) is achievable! Find resources to help yourself and your clients build your resiliency.
- Provide support accessing resources such as food banks, [community food distribution sites](#), shelters, medical access information, etc. (see below for resources specific to Greater New Orleans).
- Provide support navigating the different state and local government support programs that are available (see below for resources specific to Greater New Orleans).
 - For example: members of the service industry can now [apply for unemployment](#) if they lost their job due to COVID-19. Help them apply for SNAP and other benefits that may be able to sustain them through this difficult financial time.
- Engage in grassroots, community-based support networks such as the [NOLA Community Mutual Aid](#) and the NOLA Ready network.
- Take care of yourself, prioritizing [self care](#) in your routine. You can't take care of others if you're not feeling well physically and emotionally! There are many free

resources available such as the [Calm app](#) that you can use to check in throughout your day for meditation, yoga, soothing sounds, and more. Engage in [self-soothing activities](#) if you're self-quarantine or staying home. Ensure that you are following all guidelines for social distancing, hand washing, and disease prevention.

- If you feel the symptoms of COVID-19, remember to quarantine yourself, even though it means having to pass on your work to others in your organization. It's not worth risking your health or that of your clients.
- If you are **not** immune-deficient or a member of an at-risk population susceptible to COVID-19 and you want to engage: consider ways you can support neighbors or volunteer for a local organization serving the community *while still maintaining the recommended social distancing practices and other recommendations for stopping the spread of this virus.*
 - Examples: picking up groceries or medication for an elderly neighbor, babysitting for working parents, [sewing face masks](#) for local hospitals, or volunteering for groups like [Second Harvest](#).
- What else can you think of that would help prepare folks for changes they're facing during this crisis?

This list is not exhaustive- it's just the beginning of a conversation as we watch this situation unfold. It will be updated regularly to respond to emerging trends, information, and resources available.

We have the chance to be proactive in our care for our vulnerable community members. The work that we do today is a step to help these individuals and potential prevent future exploitation or abuse. We are at a special moment when we can take steps to prevent exploitation in the face of new vulnerabilities and community instability.

Below you'll find a working list of resources available in Greater New Orleans to you and to your clients. Please add comments or email lmccallum@nolatrafficking.org to add more information to this list. As stated above, this is a living document that will be updated as more information becomes available.

Thank you for all you do for our community! We'll get through this together.

CURRENT RESOURCES IN THE GREATER NEW ORLEANS (GNO) COMMUNITY:

Below you'll find a list of resources that are currently available to members of the Greater New Orleans community. Many of these resources are free, low cost, or are for vulnerable populations.

General resource guides and support information for GNO (these are exhaustive- we suggest you start here before reading ours below!):

- [LCCR Community Resources During COVID-19 Crisis](#)
- Call ViaLink 2-1-1 for community resources such as food, medical services, and more.
- [City of New Orleans list of resources for residents](#)
- Community-based grassroots support: [NOLA Community Mutual Aid](#)
- [Louisiana Public Health Institute COVID-19 information page](#)

Unemployment/ financial assistance:

- File for unemployment related to COVID-19 through [Louisiana Workforce Commission](#)
- [Chart](#) outlining different unemployment options based on COVID-19 situation
- *For gig economy workers:* [New Orleans Business Alliance- Relief fund](#) for economy gig workers who have been directly impacted by loss of income.
- *For service industry members:* [Louisiana Restaurant Association- Apply](#) for unemployment insurance and compensation.
- [Louisiana Workforce Commission- Apply](#) for unemployment benefits if you lost your job as a result of COVID-19.
- [Federal Government Disaster Unemployment Assistance- Apply](#) for assistance.
- *For Bartenders:* USBG National Charity Foundation- Apply for [Bartender Emergency Assistance Program](#)
- [United Way COVID 19 Community Economic Relief Fund:](#) Will help with bills, rent, and food. Can call at 1-866-211-9966 and provide zip code, will be given a list of local agencies to provide assistance

Legal services:

- [Housing and Eviction Suspension Information](#)

- Southeast Louisiana Legal Services- Free free, civil legal aid to low-income people. They can provide legal assistance for landlord-tenant issues and much more
- Workplace Justice Project: Wage Claim Clinic Inquiry available online. From WJP: “Unpaid Wages? Questions about work? Sick Leave? Workplace Claims? The Workplace Justice Project offers free legal assistance to low wage and income eligible workers. Connect with the WJP by filling out our inquiry form.”

Food access:

- Family food distribution sites
- Child nutrition programs through 2nd Harvest and NORD
- Call 2-1-1 for additional food assistance needs
- Second Harvest Food Bank-- Second Harvest in partnership with NORD will start offering hot meals on Tuesday, March 17, 2020 from 4pm-6pm at all NORD Rec Centers except Annunciation Rec Center.
- Nola Tree Project Meals: Starting March 17th, from 3-5pm, going from Monday to Friday, NOLA Tree Project will be distributing free hot meals from Second Harvest. Meal Pick Up Location: Nola Tree Project Headquarters - 1509 Filmore Ave, New Orleans.
 - If you are an elderly resident or homebound and in need delivery, please contact Connie Udo at connie@nolatreeproject.org.
- Total Community Action Food Pantry: Located at 4518 Thalia Street, available for families from 8:00am- 5:00pm.
- NOLA Public School Meals- Visit for a list of all schools current meal assistance locations and times.
 - Regulations are: 1) Food is available for any child under 18 anyone over 18 enrolled in a public school, 2) The child does NOT have to be enrolled at a school to receive food from that school. Go to whatever location is closest to you!, 3) Children do NOT need to be present to receive a meal. A parent can pick up a meal for as many children as are in the household.
- *For service industry members*: Sofia Restaurant is offering Services Industry Family Meal for \$4- From 4-6pm daily. Includes: One pizza, one beer or a bottle of water, one side salad. Call 504.322.3216 or order online at sofianola.com
- *For service industry members*: In partnership with Second Harvest Food Bank, District "C" Councilmember Kristin Gisleson Palmer will be providing a free drive-up food pantry for hospitality and gig economy workers affected by COVID-19. The drive-up food pantry will take place on:

- Friday, March 20, Holy Angels at 3500 St. Claude Avenue from 9 a.m. to 12 p.m.
- Monday March 23rd, Paul Habans Charter School at 3501 Seine St from 9 a.m. to 12 p.m.
- Tuesday March 24th, Paul Habans Charter School at 3501 Seine St from 9 a.m. to 12 p.m.
- Thursday March 26, Holy Angels at 3500 St. Claude Avenue from 9 a.m. to 12 p.m.
- Friday March 27, Holy Angels at 3500 St. Claude Avenue from 9 a.m. to 12 p.m.
- The Drexel Center: located at St. Katherine Drexel Parish Church 3325 Danneel St. will be serving free food to anyone who needs a meal on Tuesday (3/17) from (11-1).
- Melba's: 1525 Elysian Fields FREE breakfast (7-9am) and lunch (12-2pm) on (3/16 - 4/13). NO CHILD WILL BE TURNED AWAY.
- St. Dominic School: 6326 Memphis St. Available to all children M-F (9-12).

Utilities support:

- Read NOLA.GOV website for updated information
- Sewerage and Water Board- Cut-Off Suspension enacted
- Entergy- Disconnection Suspension enacted
- Cox- Termination Suspension enacted

Housing:

- All residential evictions are suspended until April 24th
- Homeless continuum of care through UNITY still functioning

Mental health:

- NAMI of New Orleans- 24/7 helpline. Text NAMI to 741741 or call the NAMI helpline at 1-800-950-NAMI (6264)
- Substance Abuse and Mental Health Services Administration (SAMHSA)- 24/7 disaster distress helpline. Text TalkWithUs to 66746 or call 1-800-985-5990 to connect with a trained crisis counselor. SAMSHA also has a disaster response hotline: Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.
- Metropolitan Human Services District: They will be screening clients via temperature at the front door. If you have a high temperature, you will be turned

away, if not, appointments will continue. Call 504-568-3130 for an appointment.
24/7 crisis hotline: (504) 826-2675. Learn if you qualify for services [here](#).

- [Keeping CALM through COVID 24/7 Hotline](#): 1866-310-7977
- [Center for Hope](#): call at 504-241-6006. Offering Telehealth services
- [University of Holy Cross](#): providing free telecounseling. Details in [article here](#).
 - Call counseling center 504.398.2168.
 - Step 1: Call in
 - Step 2: Talk to admin asst.
 - Step 3: Director assigns to students to conduct counseling session
 - *UHC doctoral students are already licensed as counselors. Masters students are supervised by faculty since they are not yet fully licensed. If a masters students run into an issue, they can invite a faculty supervisor into the session.*
- Restoration Counseling Center (Christian Counseling with Licensed Clinicians)
 - \$50/ per session or sliding scale and some scholarships available, 504-913-5039, www.restorationnola.com

Wellness resources:

- Building resilience: [Mindfulness.org blog about building resilience](#)
- [Self soothing activities you can do from home](#)
- [Calm App](#): free resource with meditation, sleep stories, calming sounds, and breathing guides
- [Magnolia Yoga Studio](#)- Free, live yoga classes Monday-Friday at 6:15 AM and 12 PM. Saturday 8AM, Sunday 9AM. Join via Instagram [@magnoliayogastudio](#) or online
- [Swan River Yoga](#): MidCity & Uptown- Free online class Wednesdays at 10:30 AM-11:30 AM.
- Free To Be Power Yoga- Free, daily live stream yoga session. Classes streamed live via Instagram [@FreeToBePowerYoga](#)
- [Church of Yoga NOLA](#)- Online classes for a \$15 monthly membership
- Dancing Grounds- Free virtual dance classes. Join via instagram [@dancinggrounds](#)
- [Romney Studios](#)- Free, daily 10-15 min IGTV videos each morning. Join via Instagram [@romneystudios](#). Online streaming program for full videos starts at \$13.99 for the month
- [Meditate New Orleans](#): Free, live sound baths available at Stephanie Green Osbourne's Facebook page. Follow [@meditatenola](#) for more live updates

- Insight Timer- FREE meditation app. Download via your app store on your smartphone

Reproductive health & services

- Forensic medical exams
 - University Medical Center can still perform forensic medical exams (also known as “rape kits”) through their SANE Nurses in the emergency department. Hospital/medical advocacy programs through STAR and NOFJC based out of UMC will be through phone, not in person.
 - The Hope Clinic at the New Orleans Family Justice Center (NOFJC) is open for forensic medical exams. Please call to confirm they’re available before showing up on site. Call their emergency crisis line at 504-866-9554 or their office line at 504-592-4005 for more information.
- Reproductive healthcare access
 - New Orleans Abortion Fund: Can provide referrals and financial assistance to access an abortion
 - Reproductive Justice Action Center (REJAC): provides free emergency Plan B contraception. Text or call 504-264-3656 for information.
 - New Orleans Health Center (Planned Parenthood): CLOSED from March 17-31. No walk-ins available. Call 504-897-9200 to book an appointment for urgent care.

Domestic violence and sexual assault response:

- New Orleans Family Justice Center, NOFJC: Open for emergency walk-in needs 9am-5pm at 701 Loyola Ave. 2nd floor. Please call ahead for a faster response: 504-592-4005. Greater NOLA services and free, confidential support available through 24/7 Hotline: 504-866-9554
- Sexual Trauma, Awareness, Response, STAR: Offices are closed to in-person services. Statewide hotline available for free, confidential assistance 24/7. Hotline: 1-855-435-STAR.
- Louisiana Foundation Against Sexual Violence, LAFASA: Statewide hotline available for free, confidential assistance 24/7.
- Guidelines for Integrating GBV Interventions in Humanitarian Action (With COVID-19 specific resources)

Human trafficking survivor resources:

- *For local resources and information:* Greater NOLA Human Trafficking Task Force: Available by email at info@nolatrafficking.org. Office phone line not being checked-- email for contact.
- *24/7 national hotline:* National Human Trafficking Hotline: Call 1-888-3737-888 or text INFO or HELP to “BEFREE” (233733). Also available for online chat services [here](#). Can connect you to the GNOHTTF’s coordinator after hours for emergency services and support.
- *24/7 local hotline:* ViaLink 2-1-1 is available to provide local referrals to trafficking survivors.
- *Report tips:* Learn more about where you can report trafficking tips on the GNOHTTF’s website.
- *Housing:*
 - Covenant House New Orleans: Emergency housing services for all individuals under the age of 22, including human trafficking survivors within that age range, are still available during this time. Call 504-584-1111 or visit 611 North Rampart Street for emergency housing services.
 - Call NHTH for housing resources for individuals 23 and older. They may be able to access shelter in local domestic violence shelters, in addition to accessing local homeless shelters.
 - GNOHTTF Survivor Housing Resource Guide

National hotline resources

Remember that you are not alone and support remains available to you. Here are some examples of national hotlines available to anyone who needs support.

- National Domestic Violence Hotline is 24/7, confidential and free: **1-800-799-7233** and through **chat**.
- National Sexual Assault Hotline is 24/7, confidential and free: **800.656.HOPE (4673)** and through **chat**.
- StrongHearts Native Helpline for domestic/sexual violence is available 7am-10pm CT, confidential, and specifically for Native communities: **1-844-762-8483**.
- Trans LifeLine for peer support for trans folks 9am-3am CT: **1-877-565-8860** *This hotline is staffed exclusively by trans operators is the only crisis line with a policy against non-consensual active rescue.*
- National Parent Helpline Monday -Friday 12pm-9am CT emotional support and advocacy for parents: **1-855-2736**.

- Utilize online recovery options such as [Narcotics Recovery Alcoholics Anonymous Online Meetings](#) – [Eating Disorders Anonymous](#)

POPULATION-SPECIFIC INFORMATION

For elders:

- Food drop-off: [Nola Tree Project Meals](#): Starting March 17th, from 3-5pm, going from Monday to Friday, NOLA Tree Project will be distributing free hot meals from Second Harvest. Meal Pick Up Location: Nola Tree Project Headquarters - 1509 Filmore Ave, New Orleans. If you are an elderly resident or homebound and in need delivery, please contact Connie Udo at connie@nolatreeproject.org.
- [Elder fraud hotline](#)
- [Louisiana Elder Abuse Hotline](#): run by the Louisiana Department of Health's Adult Protective Services. Available 24/7 at 1.800.898.4910
- [Deseret News](#): Keeping seniors safe: 21 ways you can help older friends, neighbors ride out COVID-19 isolation
- [Food box distribution for Seniors \(via CCANO\)](#): Call 1-800-522-3333 first. You will need: Proof of your address (such as a utility bill, phone bill, or driver's license), Proof of your income (such as a check stub, award letter from Social Security or SSI, or check stub from one of those programs), Proof of your age (a document listing your birth date, such as a birth certificate or a driver's license).
 - [Our Lady Star of the Sea](#), 1927 St. Roch Ave, New Orleans, LA. Distributions are held on Monday/Tuesday/Thursday/Friday 9:00AM – 12:00PM from the 1st – 24th of the month
 - [West Bank Commodity Center](#), 1245 First Avenue in Harvey, LA. Distributions held on Monday/Tuesday/Thursday/Friday 9:00 AM – 2:00 PM, and Wednesday 12:00 PM – 5:00PM.

For children & parents of children:

- Please refer to LCCR resource guide for exhaustive working list of resources for children and families
- Food access: [Family food distribution sites](#)
- Reporting: Mandated Reporting Guideline for Child Abuse & reporting [child abuse and neglect](#)
- Education: [Free online learning tools for children](#)

- Education: [free online learning tools for children](#), broken down by subject area
- CDC: [Talking to Children About COVID-19](#)
- Junior League of New Orleans [Diaper Bank](#)- distribution sites available throughout the GNO region

For people who use drugs:

- [Harm reduction guide](#) from HarmReduction.Org

For people seeking recovery resources:

- [Online AA meetings](#)
- Brand new Recovery app developed and launched during COVID-19 crisis: <https://www.addictionpolicy.org/connections-app>
- [Online Intergroup AA](#)

For pet owners:

- [Food pantries for pets](#)
- From WDSU: “Zeus’ Rescues has also opened a pet food pantry at their 2520 Napoleon Avenue center, offering free pet food to pet owners in need. It is accepting donations of unopened dog and cat food there too. Ingram said the nonprofit center recently received an emergency grant so it could drop adoption prices to \$25 for one week. For more information on the pet food pantry, adoptions or to foster an animal, call 504-309-2144 or send an email to zeusrescues@gmail.com.”

For sex workers:

- [Harm reduction guide](#)
- Local organization serving sex workers: [Women With a vision](#)

For service industry members:

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- *For gig economy workers:* New Orleans Business Alliance- [Relief fund](#) for economy gig workers who have been directly impacted by loss of income.
- *For service industry members:* Louisiana Restaurant Association- [Apply](#) for unemployment insurance and compensation.
- Louisiana Workforce Commission- [Apply](#) for unemployment benefits if you lost your job as a result of COVID-19.
- *For Bartenders:* USBG National Charity Foundation- Apply for [Bartender Emergency Assistance Program](#)
- *Food for service industry members:* [Sofia Restaurant](#) is offering Services Industry Family Meal for \$4- From 4-6pm daily. Includes: One pizza, one beer or a bottle of water, one side salad. Call 504.322.3216 or order online at sofianola.com
- [Hospitality Cares Pandemic Response Fund](#): Applications will be accepted starting Saturday, March 21. The relief fund provides one-time emergency grants up to \$500. Grant applicants must earn at or below \$30,000 a year as an individual or \$61,000 as a household with children; must reside in the United Way of Southeast Louisiana's service area (Jefferson, Orleans, Plaquemines, St. Bernard, St. Tammany, Tangipahoa and Washington parishes); have worked in a Louisiana-based restaurant, bar or hotel between Feb. 1, 2020, and the date of application; and are experiencing a financial emergency tied to the COVID-19 pandemic. A 2018 or 2019 tax return, government-issued ID or driver's license, and a recent check stub are also required with the application.
- [New Orleans Bartender Tip Party](#): New Orleans comedian, illustrator and designer Laura Sanders has organized a list of area bartenders and their Venmo accounts. People who want to help out can then donate to workers directly.
- [NOLA Virtual Tip Jar](#): A public Google document, started on Twitter by Kristen Monteleone, an accountant and former service industry worker, that collects the Venmo, Cash App and PayPal usernames of area service industry workers. People who are able and want to help out can then donate to workers directly.

- [USBG National Charity Foundation](#): The charity arm for the United States Bartenders Guild, the USBG National Charity Foundation awards grants to bartenders who have lost work or are going through an emergency. Applicants to the Bartender Emergency Assistance Program (BEAP) must be a bartender, or the spouse or child of a bartender, and provide a description of the hardship.
- [Oyster Sunday](#): providing guidelines and best practices for hospitality services during COVID-19, as well as free consultations for restaurants and operators.

For business owners:

- [NOLA Ready](#) has a resource section on their website- please check regularly for updates.
- [GNO Inc.](#) has created a resource page with information regarding COVID-19 for the business community.
- [New Orleans Business Alliance](#) has also compiled key information regarding COVID-19 for the local business community.

For musicians and artists:

NOTE: credit for compiling these resources goes to Jake Tapp of the Gambit, author of "[Relief Resources for Musicians, Artists, and Industry Workers](#)"

- [Artist Relief Tree](#): Organized by artists across the country, the Artist Relief Tree is offering help to freelance and independent artists. "Anyone who is an artist (of any kind) can request funds," the project says on Facebook. It plans to provide \$250 on a first-come-first-serve basis to artists who meet basic criteria. Artist Relief Tree accepts donations.
- [COVID-19 Freelance Artist Resources](#): The website is an aggregated list of free resources for freelance artists, including information about emergency funding, general preparedness, online teaching, mental health and strategies for being a better ally for friends during tough times.
- [Gayle Benson Community Assistance Fund](#): New Orleans Saints and Pelicans owner Gayle Benson donated \$1 million to create a fund with the help of the Greater New Orleans Foundation. Funds will be awarded to nonprofits that support service and hospitality workers and other nonprofit groups.
- [Jazz Foundation of America Musicians' Emergency Fund](#): The fund helps musicians playing blues, jazz and roots music with housing and emergency assistance, medical care and disaster relief. The foundation encourages interested musicians to contact the group directly at (212) 245-3999 and online at www.jazzfoundation.org/contact.

- [Songdap](#): A new site, Songdap is a platform where users can request and purchase custom songs from musicians. Through April 16, the service is eliminating its fee so all proceeds go to participating musicians. Among the New Orleans artists listed on the website are Alfred Banks, Ricky B, Teddy Lamson, Julie Odell, John "Papa" Gros, Quintron and Miss Pussycat and Stanton Moore.
- [Sweet Relief Musicians Fund](#): The California-based nonprofit helps working musicians across the country with emergency needs. It recently created a new donor-directed fund to respond to the COVID-19 pandemic. Applicants must be a working musician, demonstrate a financial need, have or recently had a serious medical condition (exceptions for retired or semi-retired older musicians) and have had canceled bookings.

For immigrants, non-U.S. citizens and undocumented folks:

- [Online resource list](#) for undocumented individuals
- [Immigrante Informado](#): Spanish language COVID-19 resource page.
 - “Informed Immigrant is proud to launch the Resources For the Undocumented Community During Coronavirus page to connect immigrant families with resources during this difficult time. This is a [Spanish language page](#) and the first iteration of its resource page, which includes national and state-based resources including food distribution sites, mutual aid funds, and health care accessible to undocumented and mixed status families.”
- There are test sites currently available that do not require a state ID to get a COVID-19 test. Test sites with federal funding do require a state ID. Call 2-1-1 to learn more about site requirements, but please know that there are testing sites available that will serve adults regardless of their immigration status.
- [IRC: COVID-19 Resources in 14 languages](#), including: Arabic, Burmese, Nepali, Dari, English, French, Karen, Kinyarwanda, Russian, Spanish, Swahili, Tigrinya, Amharic, Dari/Farse, and Oromo.
- [The New England Journal of Medicine](#): article, “Undocumented U.S. immigrants and COVID-19”

For people experiencing homelessness:

Check the [NOLA Ready website](#) for updated information.

- *Housing*: Current emergency shelter settings open are: New Orleans Mission, Covenant House, New Orleans Women and Children’s Shelter, Low Barrier Shelter, Hotel Hope, Crescent House, Ozanam Inn

- *Food:* Meal services for the homeless are listed [here](#)

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The Greater New Orleans Human Trafficking Task Force (GNOHTTF) is a coalition of state, civil society, and citizen organizers committed to the prevention of human trafficking in the Greater New Orleans area through education, outreach, and collaboration. The group's primary goal is to collaborate in sharing and disseminating information, contacts, and protocols related to the existence, prevention, and response to human trafficking in and around New Orleans. Members represent a diverse coalition of New Orleans area organizations, institutions, state agencies, political and religious affiliations. The group maintains a working list of service providers, law enforcement partners, and organizers who address this multifaceted issue. To learn more about the GNOHTTF, visit www.nolatrafficking.org.

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