



Louisiana Behavioral Health Services

For 125 years, Volunteers of America provides lifesaving and life-changing support each year to thousands of Louisianans across our state. We employ over 1,200 hardworking men and women. The individuals we serve include men, women, and children living with mental illness. Below is an overview of behavioral health services and major outcomes by affiliate.

Volunteers of America Southeast Louisiana

Volunteers of America Southeast Louisiana provides community mental health services through Mental Health Rehabilitation. These services are crucial to helping some of the most vulnerable members of our community successfully complete activities of daily living and maintain stable housing.

Volunteers of America Southeast Louisiana's Behavioral Health Program was formed out of Permanent Supportive Housing and Mental Health Services programs, which existed since 2007. These programs provided service coordination for chronically homeless people suffering from mental illness.

Beginning in FY 2015, Volunteers of America Southeast Louisiana began providing clinical Mental Health Rehabilitation services. During FY 2020, we served 685 people focused primarily in Orleans Parish with significant services also provided in Jefferson and St. Tammany Parishes.

Outcomes FY19-20:

- 1) Percentage of people served who have maintained permanent housing during the quarter:

- Q1: 90 percent
- Q2: 91 percent
- Q3: 98 percent
- Q4: 99 percent

- 2) Percentage of clients who received annual Individual Service Plan

- Q1: 93 percent
- Q2: 91 percent
- Q3: 93 percent
- Q4: 95 percent

Distribution by Location		
Location	Number	Percent
Orleans	493	72%
Jefferson	92	13%
St. Bernard	12	2%
St. Tammany	52	8%
Tangipahoa	19	3%
Other	17	2%
Total	685	100%

- 3) Percentage of Permanent Supportive Housing clients served reporting only positive feedback on surveys: 99 percent.

Volunteers of America Greater Baton Rouge

With a century of experience serving south Louisiana's most vulnerable citizens, Volunteers of America Greater Baton Rouge is a recognized community leader in the field of behavioral health. Our evidence-based programs provide innovative and effective solutions for people coping with mental illness. We look at the whole person and address both urgent and ongoing needs, with the goal of helping people achieve their full potential and become as self-reliant as possible. Our professional, credentialed staff is expert, dedicated and caring in providing high-quality, customized supports. We have a high success rate of helping clients achieve self-sufficiency, decreased use of acute care, and reduction of harm. Our services include:

Housing Options

Our services range from independent living to 24-hour supervised residential care.

Treatment Programs

We empower people with severe mental illnesses and dual diagnoses to thrive in the community and successfully manage their illness through an array of services including outreach and referral, intensive case management and support coordination, Assertive Community Treatment (ACT), crisis stabilization, customized behavior management counseling and day treatment programs.

Children and Families

- Our Reilly Counseling Center offers individual, family, group, and child therapies by licensed clinical staff trained in multiple evidence-based practices.
- Our Homebuilder's Program provides intensive, evidence-based, in-home and community-based services to at-risk families with children who are at imminent risk of removal from the family.

Last year, we served 833 individuals in South Louisiana in the following parishes: Acadia, Allen, Ascension, Beauregard, Calcasieu, Cameron, East and West Baton Rouge, East and West Feliciana, Evangeline, Iberia, Iberville, Jefferson Davis, Lafayette, Pointe Coupee, St. Landry, St. Martin and Vermilion.

Outcomes FY19-20:

- 92% of clients served avoided hospitalization.
- 94% of those surveyed in Assertive Community Treatment and Outpatient Behavior Health Services were satisfied with services received.

- 88% of clients discharged from our programs maintained stable housing and did not return to homelessness.
- 86% of families completing our Homebuilder's Program remained intact.

Volunteers of America North Louisiana

For over twenty-five years, Volunteers of America North Louisiana has pioneered community-based high quality, integrated models of care and services that strive to meet the needs of the whole person, family, and community.

Last year, we served 184 adults with chronic mental illness. Our professional and experienced staff of psychiatrists, social workers and counselors provide outpatient services at both home and community-based settings. Services include:

- Independent living training
- Illness management training
- Medication therapy
- Counseling
- Crisis management and support

In addition, Volunteers of America North Louisiana offers Youth Behavioral Health Services for young children experiencing emotional and/or behavioral health problems.

The importance of the services provided is evident in the outcomes below.

Outcomes FY19-2020

- 91% of 184 adults served in north Louisiana remained out of the hospital for psychiatric reasons.
- 96% of 815 youth served in north Louisiana avoided expulsion from school for behavioral reasons.

Our behavioral health services are provided in the following parishes: Bossier, Caddo, DeSoto, Red River and Webster.