

12.0 Community Facilities and Services

Community facilities are facilities and services provided by the City and other institutions for public use. They are community amenities that are essential to the quality of life. In Monroe, capital facilities include: public schools, the library, support services, fire and emergency medical services (EMS), law enforcement and hospital and medical facilities. Discussions of the City’s water, wastewater and solid waste are included in the utilities element of this Plan. Also included in this inventory and analysis are overviews of the City budget and institutions of higher learning.

12.1 Monroe City Budget Overview

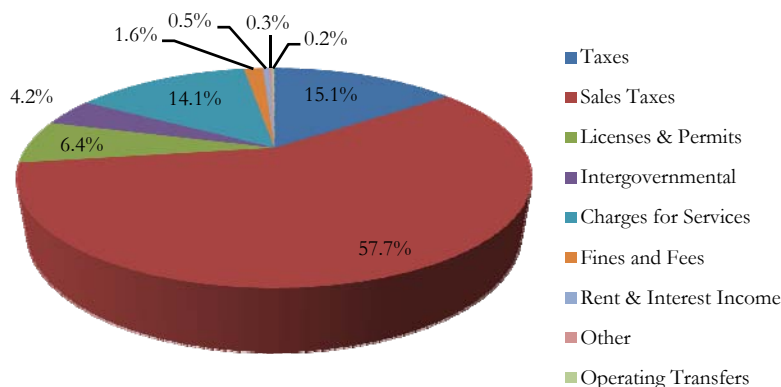
The City’s budget is comprised of a General Fund and an Enterprise Fund. The General Fund covers the Departments of Administration, Police, Fire, Public Works, Engineering, Planning & Urban Development and Community Affairs. The Enterprise Fund includes the Monroe Regional Airport, the Monroe Transit System, the Monroe Civic Center, the LA Purchase Gardens and Zoo, the Monroe Livestock Arena, the Water Fund and the Sewer Fund.

Major budget issues include a projected national recession for fiscal year 2008-2009 and perhaps beyond. This is in addition to the continued reduction of federal and state funding to Monroe as a result of Hurricanes Katrina and Rita. The ensuing uncertainty results in what is described by Mayor Mayo as an “a very conservative approach” to the 2008-2009 budget.

12.1.1 Revenues and Expenditures

According to the FY 2009 Budget, the City anticipates revenues of approximately \$53.4 million in 2009. Sales taxes represent 58% of the revenue source for the General Fund. Property taxes represent 15% of General Fund revenue source. The following table illustrates the sources from which the City collects its revenue and the amount of each source:

Figure 12-1 Summary of City Revenue by Category – 2009

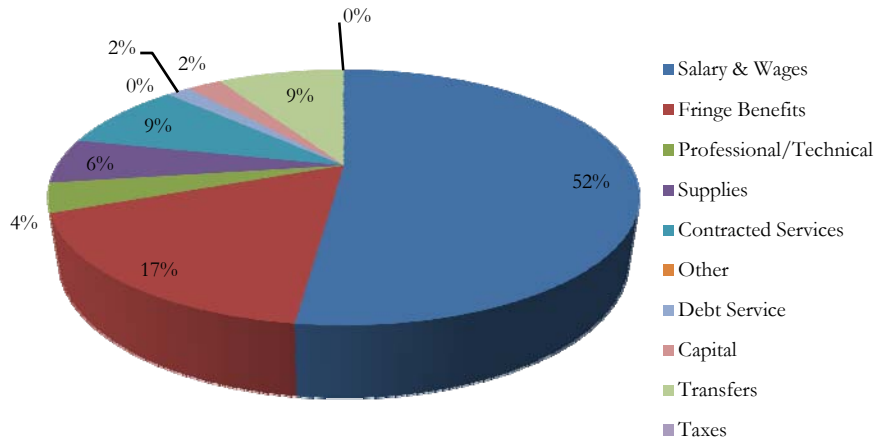


Source: City of Monroe Annual Budget 2008-09



On the expenditure side, a projected decrease in federal funding translates to a General Fund subsidy of the City’s Community Development Block Grant (CDBG) program. The following table outlines the allocations of expenditures. City Salary, Wages and Fringe Benefits comprise the majority of total expenditures at more than 69%. Additional expenditures are outlined below.

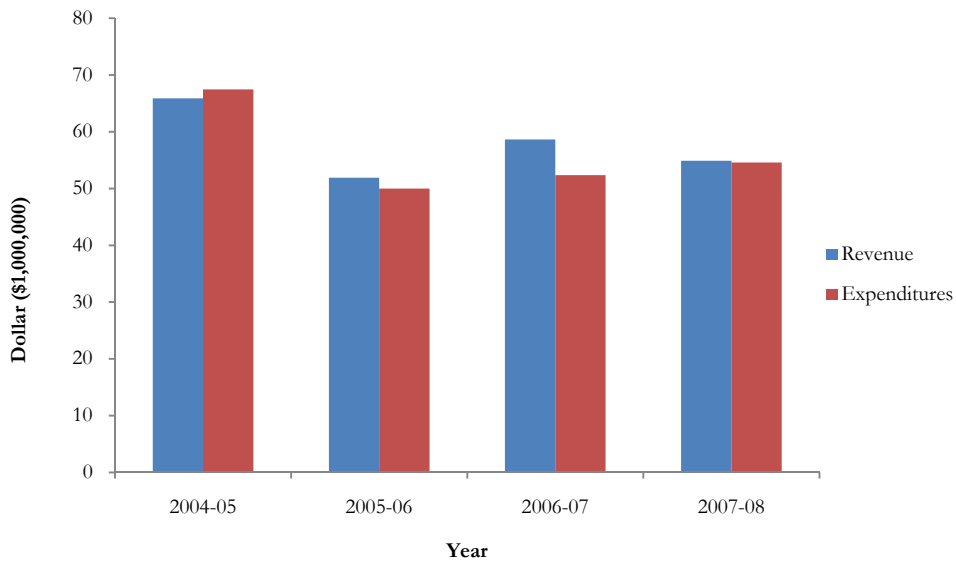
Figure 12-2 Summary of Expenditures by Category – 2009



Source: City of Monroe Annual Budget 2008-09

The budget trend between 2004 and 2007 is outlined in the bar chart below. Expenditures exceeded revenues in the 2004/2005 Budget year but that trend reversed in subsequent years.

Figure 12-3 City of Monroe Revenues and Expenditures 2004-2007



Source: City of Monroe



12.2 Public Safety

12.2.1 Police Service

The Monroe Police Department (MPD) is located at 700 Wood Street and provides around-the-clock policing services to residents of the City. In addition to the main station there is a training annex located at 1810 Martin Luther King Jr. Drive, Suite B. The MPD has 230 employees, 183 of which are sworn officers.

Between 2002 and 2006 the MPD has experienced a 47% increase in the number of requests for services; from 113,380 in 2002 to 166,444 in 2006. The table that follows provides a breakdown of criminal offenses that have occurred in the City between 2001 and 2006.

Table 12-1 Criminal Activity 2001-2006

Type of Offense	2001	2002	2003	2004	2005	2006
Murder	2	4	11	5	3	12
Rape	33	27	32	30	33	27
Robbery	114	131	139	120	61	71
Burglary	1230	938	1035	978	998	1170
Battery	2323	2509	2069	2254	1896	1781
Theft	4023	3449	4070	3909	3575	3270

Source: Monroe Police Department

The number of sworn officers has remained at the 180+ mark for over 15 years. According to the Chief of Police, this number is sufficient to maintain adequate protection for all the citizens of Monroe. It includes patrol, detectives and specialized teams and units. While increases in manpower are not anticipated, there may be a need for additional police cars and reporting technology in the near future. Additionally, the current 12,600 square foot building is old and space is limited.

The MPD has mutual aid agreements with the Fourth District Attorney’s Office, LA Child Protection Services, Family Justice Center and Monroe City Schools.

12.2.2 Fire and Ambulance Service

The City of Monroe Fire Department is one of less than 50 fire departments in the nation to achieve a Class 1 fire insurance rating from the Insurance Service Office (ISO). The ISO rates fire protection services on a scale of 1 to 10 with Class 1 being the highest level. The Class 1 rating results in lower insurance premiums for the community.

Services provided by the City of Monroe Fire Department include: fire prevention, investigation and suppression; Basic Life Support (BLS) and Advanced Life Support (ALS) emergency services; public education and fire protection for the airport; public service for the Ouachita Council on Aging; smoke detector installation, building inspections, vehicle repair maintenance and employee education, training and development.



The City of Monroe Fire Department’s administrative offices are located at 1810 Martin Luther King Jr. Drive. There are also nine fire stations distributed across the City at the locations indicated in the table that follows.

Table 12-2 Fire Stations in the City of Monroe

Station	Location
#1 Station	508 Olive St.
#2 Station	1810 Martin Luther King Jr. Dr.
#3 Station	3702 Barbados Blvd.
#4 Station	300 Forrest Ave.
#5 Station	3110 Breard Street
#6 Station	2001 Forsythe Ave.
#7 Station	5601 Transport Ave.
#8 Station	1204 Richwood Rd.
#9 Station	1015 Inabinet Blvd.

Source: City of Monroe Fire Department

The Department has 204 employees and has maintained that size since 2004. Staff size is determined by a combination of factors: budget allotment, unit minimum staffing, vacation and sick leave vacancies, and work load need and incident task assignments. Between 2000 and 2006, the number of requests for services has increased by 40% (from 3,825 calls to 5,336 calls). The Department has a mutual aid agreement with the Ouachita Parish Fire Department.

Within the next five years the Department anticipates it will need the following:

- US 165 North Fire Station (Construction)
- Breard Street Fire Station (Relocation)
- Kansas Lane Fire Station (Construction)
- Replace personnel as vacancies dictate
- Purchase of a 100’ Ladder Unit
- Replacement of a Heavy Duty Rescue Unit
- Purchase of four new Fire Pumper Trucks

Ambulance service is provided by American Medical Response (AMR), one of the largest private ambulance service providers in the nation. AMR provides both emergency 911 and non-emergency medical transport services.

12.3 Educational Institutions

12.3.1 Public Schools

City of Monroe residents are served by the City of Monroe School District. The Ouachita Parish School District serves those who reside in the parish outside city limits. Ouachita Junior High, located at 5500 Blanks Street, is located within the City of Monroe but it is part of the Ouachita Parish School District and only parish residents attend that school. There are also five non-public schools in the City of Monroe that served 1,138 students (2005-06 school year).



The City of Monroe School District consists of 16 elementary/middle and three high schools. The School District also has a Career Development Center that is located at 400 Harrison Street. The Career Development Center offers GED preparation to high school aged students and training to become an Auto Detailing Assistant, Food Services Assistant, General Office Assistant, and Horticulture/Landscape Assistant.

During the 2006-07 school year, the School District had a total enrollment of 8,908 students. The District’s enrollment figures have fluctuated over the last four years. There was a slight increase (1%) in enrollment between 2003 and 2004 but enrollment has decreased since that time. Between 2003 and 2006 enrollment decreased by 6%.

As indicated in the table that follows, as of October 1, 2007, all of the district’s facilities are below their maximum capacity levels.

Table 12-3 City of Monroe School District Facilities

School	Grades	Location	2007 Enrollment*	Building Capacity	Date Constructed and Latest Renovation
Barkdull Faulk Elementary	PK-6	2110 Jackson Street 3000 Burg Jones Lane	282	450	1920, 1999
Berg Jones Elementary	PK-5		356	650	1967, 1997
Career Development Center		400 Harrison Street	108	150	2003
Carroll Junior High	7-8	2913 Renwick Street	371	600	1957, 2001
Carroll High	9-12	2939 Renwick Street	627	1000	1957, 1997
Carver Elementary	PK-6	1700 Orange Street	426	600	1952, 2004
Clara Hall Accelerated	PK-2	1000 Plum Street	362	575	1952, 1998
Cypress Point Elementary	PK-6	6701 Mosswood Drive 1207 Washington Street	440	700	1997, 2003
J.S. Clark Elementary	PK-6	1900 Lexington Avenue	487	600	1952, 1997
Lexington Elementary	PK-6		605	675	1951, 1996
Lincoln Elementary	PK-6	4200 Elm Street	507	775	1962, 1995
Madison James Foster Elementary	PK-6	1310 Richwood Road #1	420	700	1998
Martin Luther King, Jr. Middle	6-8	3716 Nutland Road	652	800	1963, 1999
Minnie Ruffin Elementary	PK-5	1801 Parkview Drive 600 Forsythe Avenue	475	550	1962, 1995
Neville High	9-12		849	1100	1930, 1995
Robert E. Lee Junior High	7-8	1600 North 19 th Street	550	700	1956, 1997
Sallie Humble Elementary	PK-6	3800 Westminster Avenue	455	750	1961, 1995
Sherrouse Academic Center	1-11	300 Sherrouse Avenue	85	150	1952, 2003
Thomas Jefferson Elementary	3-5	1001 Pecan Street	222	750	1956, 2000
Wossman High	9-12	1600 Arizona Street	671	1200	1966, 1996

Source: City of Monroe School District *As of October 1, 2007



12.3.2 Teaching Staff

The City of Monroe School District has a relatively experienced and well educated teaching staff, whose average salary is higher than their counterparts in the Parish and the State. According to the Louisiana Department of Education, 59% of the District’s teachers had more than 10 years of experience and 42% of all full time classroom teachers had a master’s degree or higher. The average teaching salary in the District for the 2005-06 school year was \$42,856, compared to \$40,746 in the Parish and \$40,029 in the State.

Table 12-4 Teaching Staff Indicators 2005-2006

	Students per Teacher	Teachers with over 10 Years of Experience	Classroom Teachers with Master’s Degree or Higher	Average Teacher Salary
City of Monroe	15	59%	42%	\$42,856
Ouachita Parish	15	61%	40%	\$40,746
State of Louisiana	15	57%	30%	\$40,029

Source: Louisiana Department of Education 2005-06 Annual Financial and Statistical Report and Dropout Report

12.3.3 School Performance

School performance is assessed using several different measures. The federal government’s No Child Left Behind initiative requires annual statewide testing of students in an effort to ensure that all students are proficient in reading and mathematics by 2013-14. In Louisiana, in order to make adequate yearly progress (AYP) for the School Performance Score (SPS) Component, a school had to have a 2006-07 Baseline SPS of 85.7 or above. To make AYP for the Subgroup Component, a school had to meet requirements for test participation, academic performance and an additional academic indicator (attendance rate or non-dropout rate). The City of Monroe School District had 84% of its schools making AYP in both the SPS Component and 83% in the Subgroup Component for 2006-07 (based on student achievement during 2005-06). Within the State as a whole those figures were 94% and 88%, respectively.

Schools are also assigned labels to indicated levels of growth. Schools receiving the Exemplary Academic Growth or the Recognized Academic Growth labels are eligible to receive a monetary reward. Schools with an SPS decline of 0 to -2.5 points are labeled as No Growth. Those with a SPS decline greater than 2.5 points are labeled School in Decline. Within the Monroe School District, 11% of the schools received the Exemplary Academic Growth label and 16% were eligible for rewards compared to 15% and 24%, respectively, in the State as a whole. The District had 11% of its schools labeled as No Growth and 21% labeled as School in Decline. Within the State, 16% of schools were labeled as No Growth and 26% of schools were labeled as School in Decline.

Table 12-5 School Performance Indicators 2006-2007

District	Adequate Yearly Progress (AYP)		Exemplary Academic Growth Label	Recognized Academic Growth Label	Eligible for Rewards	No Growth	School in Decline
	SPS Component	Subgroup Component					
City of Monroe	84%	84%	11%	5%	16%	11%	21%
Ouachita Parish	100%	90%	24%	12%	35%	12%	15%
State of Louisiana	94%	88%	15%	9%	24%	16%	26%

Source: Louisiana Department of Education Division of Assessment and Accountability



12.3.4 Higher Education

Two institutions of higher education are located in the City of Monroe: the University of Louisiana at Monroe and Louisiana Delta Community College.

12.3.4.1 University of Louisiana at Monroe

The University of Louisiana at Monroe (ULM) is a state-funded institution that sits on 238 acres at 3601 DeSiard Street. Established in 1931, as Ouachita Parish Junior College, this institution now offers 96 programs at the undergraduate and graduate levels.

ULM is a leader in the State in the areas of research, economic development, and partnerships with the community. The University is home to the only state-supported School of Pharmacy and it is known as a campus where cutting edge research is conducted. Local business and industry benefit from the University's participation in the Incumbent Worker Training Program (IWTP). The IWTP is a partnership between the Louisiana Department of Labor (LDOL), business and industry, and training providers to ensure a properly trained workforce and a consistent supply of employees with the skills necessary for company growth and employee advancement.

The community also benefits from the medical and social services provided through the University's Dental Hygiene Clinic, Family Resource Center, Speech and Hearing Clinic, Marriage and Family Therapy Center, Institute of Gerontology, Louisiana Drug and Poison Center, Louisiana Institute of Toxicology, and the Louisiana Medicaid Prescription Drug Program.

In fall 2006, ULM had an annual enrollment of approximately 8,500 students, with roughly 10% being graduate students. Students come from a large number of states and foreign countries. For 2007-08, tuition and mandatory fees for undergraduate students is \$1,803 per semester (12 or more credits) for residents of the State. Room types and sizes vary and range in cost from \$906 to \$3,930 per semester.

12.3.4.2 Louisiana Delta Community College

The Louisiana Delta Community College is located at 4014 LaSalle Street. It is an open-admissions college that has offered two-year degree programs, certificates, and courses for personal or professional growth since 2001. Students can earn an associate degree in Liberal Arts, General Studies, General Science, Business and Technology, and the Care and Development of the Young Child. A certificate program in General Studies and a concentration in Process Technology are also offered.

Workforce development is an important focus of the College and several strategies are being implemented to that end. Through the High School Bridge Dual Enrollment Program, eligible high school juniors and seniors can earn credits which may be used towards a high school diploma and a college associate degree and/or certificates. For those unable to make it to the campus, on-line courses are offered through the Ed2Go and the Caitlin Education programs. On-line courses are available in the areas of work skills improvement, personal enjoyment and certification courses for in-demand occupations. Through its participation in the State's IWTP program Delta helps to ensure that the region's workforce has the skills necessary to enable area business and industry to be competitive in the global marketplace. Its Process Technology concentration prepares students to work as process operators in the chemical, oil and gas, power generating and pharmaceutical industries.



Delta is the only institution that offers a Process Technology course in the region. Finally, Delta is in the process of implementing a two-year nursing program in response to a growing nursing shortage. Student enrollment for Fall 2007 was 1301 students with a faculty to student ratio of 18 to 1. For 2007-08, tuition and mandatory fees total \$1,765 per semester (12 or more credits) for residents of the State. Delta students requiring housing accommodations are housed in ULM dormitories. In 2007, the final barriers to development of a campus for Delta Community College were overcome and construction on the site east of Pecanland Mall was expected to begin in 2008.

12.3.4.3 Nearby Colleges and Universities

12.3.4.3.1 Louisiana Technical College

Louisiana Technical College Delta-Ouachita Campus is located at 609 Vocational Parkway in the West Ouachita Industrial Park in West Monroe. It is one of six Louisiana Technical College campuses in LTC's Region 8. It offers Associate of Science Degrees in computer applications, networking and office systems technology. It also offers myriad technical diploma and certificate programs including mechanical, technological, biomedical and healthcare fields. The campus is easily accessed from Monroe by public transportation. Through a dual enrollment program in Monroe city high schools, students can earn college credits in their high schools. In addition, LTC offers Louisiana's Incumbent Worker Training Program sponsored programs which provide training of employees at their business locations to help prevent job loss, update skill sets, improve competitiveness and respond to market demands.

12.3.4.3.2 Louisiana Technical University

Located in Ruston, LA Tech offers bachelors, masters and doctorate degrees. It was founded in 1894 and has about 11,000 undergraduate students. LA Tech has five colleges: Business, Applied and Natural Sciences, Education, Engineering and Science and Liberal Arts offering more than 100 degrees. The university offers a number of courses through its distance learning program.

12.3.4.3.3 Grambling State University

A member of the Louisiana State University System, Grambling State University, located about 40 miles west of Monroe in Grambling, is one of the nation's Historically Black Colleges and Universities. Founded in 1901 and accredited in 1949, Grambling is a liberal arts institution with about 5,000 graduate and undergraduate students, 4,400 of whom are undergraduates.

12.4 Hospital Facilities

Five hospitals are located in the City of Monroe and provide services to residents: St. Francis Medical Center, St. Francis North Monroe Medical Center, P & S Surgical Hospital, Monroe Surgical Hospital and E.A Conway Medical Center. In addition to the five hospitals in the City of Monroe, residents also have access to Glenwood Regional Medical Center, which is located in the nearby City of West Monroe. Clinic services are available at the Ouachita Parish Health Unit at 1650 DeSiard Street.

St. Francis Medical Center is part of a network of healthcare providers that serves residents in northeast Louisiana and southeast Arkansas. St. Francis is the tertiary care center for the region - a medical facility that receives referrals from both primary and secondary care levels and usually offers tests, treatments, and procedures that are not available elsewhere. St. Francis North Monroe Medical Center and P & S Surgical Hospital are affiliates of St. Francis Medical Center. St. Francis North



Monroe Medical Center is equipped with a pharmacy and laboratory and offers therapeutic services for over 50 disorders. P & S Surgical Hospital provides in-patient and out-patient surgical services in over a dozen specialty areas.

Monroe Surgical Hospital is a general acute care hospital that offers inpatient and outpatient surgical services, diagnostic laboratory services, imaging services, a full-range endoscopic procedures and a heart catheterization laboratory.

E.A Conway Medical Center is an acute care teaching facility that is under the authority of the Louisiana State University Health Science Center at Shreveport. This facility provides inpatient and outpatient medical care to the residents of Ouachita Parish and 11 other parishes in Northeast Louisiana.

Premier Rehabilitation Hospital, located at 4310 South Grand in Monroe, offers 20 total beds with 11 occupational therapists, a physical therapist and a speech therapist on staff in addition to 10 registered nurses and 11 licensed practical or vocational nurses and two physicians.

The table below lists the location, number of beds and size of medical staff of hospitals in the City of Monroe.

Table 12-6 Hospitals in the City of Monroe

Facility	Location	Licensed Beds	Staffed Beds	Physicians and Residents
St. Francis Medical Center	309 Jackson Street	348	N/A	275
St. Francis North Monroe Medical Center	3421 Medical Park Drive	255	N/A	225
E. A Conway Medical Center	4864 Jackson Street	247	158	88
Monroe Surgical Hospital	2408 Broadmoor Boulevard	10	10	125
Premier Rehabilitation Hospital	4310 South Grand	20	N/A	2
P & S Surgical Hospital	312 Grammont Street	22	22	46

Source: Monroe Chamber of Commerce and peter j. smith & company, inc.

A psychiatric hospital is also in the planning stage. The proposed facility would be located at 1751 Bienville Drive. The land has been rezoned from Open Land to Business Park. The project was expected to go to the design stage in 2007.

There is also an outpatient ambulatory care clinic for veterans located on DeSiard Plaza Drive. It is operated by the Overton Brooks VA Medical Center in Shreveport and is one of three Community Based Outpatient Clinics operated by Overton Brooks VAMC. A residential veteran’s center, the 156-bed Northeast Louisiana War Veterans Home, is located at 6700 Highway 165 North. It provides nursing, therapeutic recreation and social services care for resident veterans in addition to recreational, entertainment and other activities.

12.5 Library Resources

Library services within the City of Monroe are provided by the Ouachita Parish Public Library System, which serves the Cities of Monroe and West Monroe. Users have access to books, magazines, audio visual materials and numerous programs. New services include the availability of e-books and the provision of wireless internet at all branches. Three of the library system’s eight facilities are located in the City of Monroe:

- Main Library (1958) - 1800 Stubbs Avenue



- Anna Meyer Branch (1960) - 1808 US Highway 165 South
- Carver Branch (1964) - 2941 Renwick Street

Library facilities are developed in accordance with a five-year master plan. The 2005-2010 master plan includes the development of a ninth library, the Ollie Burns Branch, which will be located in the Richwood community area. Construction on that project is expected to begin in 2008 with a mid-2009 opening of the facility. With the opening of the Sterling Memorial Library in 2006 and the addition of the Ollie Burns Branch in 2009, library facilities are expected to be sufficient to meet community needs, according to the Director of the Ouachita Parish Public Library System. According to the library director, facility needs will be reassessed after population counts are available from the 2010 census.

The main library is open daily and the other branches are open Monday through Saturday. In 2005, 64% of residents in the system’s service area were registered borrowers. In 2004 and 2005, the Ouachita Parish Library System offered the largest number of programs among all parishes in the State. The table that follows summarizes selected statistical measures for the Ouachita Parish Public Library System between 2002 and 2005.

Table 12-7 Ouachita Parish Selected Library Statistics 2002-2005

Year	Items Circulated	Size of Collection	Total Staff	Patron Visits	Programming		Total Operating Revenue	Total Operating Expenditures
					Number	Attendance		
2002	762,587	402,159	125	808,545	2,110	60,445	\$4,888,715	\$4,404,942
2003	734,964	427,579	121	825,255	3,139	79,177	\$5,015,544	\$4,730,479
2004	885,153	448,019	121	881,799	3,053	78,169	6,404,220	4,889,388
2005	678,100	443,316	115	861,393	3,087	83,227	\$5,841,151	\$5,332,538

Source: State Library of Louisiana, Library Development Division – www.state.lib.la.us

12.6 Human Services

City of Monroe residents have access to numerous agencies and organizations that provide services to segments of the population that are in need of support. United Way of Northeast Louisiana, has identified over 300 nonprofit, private and public service providers that are located within the City. Some of these service providers have a regional scope and provide services to individuals residing in several parishes.

12.6.1 Municipal Government

12.6.1.1 City of Monroe Planning and Urban Development Department

The City of Monroe Planning and Urban Development Department/Community Development Division administers housing and community development programs and services to low income families and individuals, youths, seniors, the homeless, domestic violence victims, and persons with disabilities. The City uses funds from the Community Development Block Grant (CDBG), the HOME Investment Partnerships Grant (HOME) and the State's competitive Emergency Shelter Grants (ESG) to provide residents with needed social services. Some of these funds are also used to tear down dilapidated houses.

The City uses ESG funds to partner with local 501(c)(3) non- profit organizations such as Monroe Area Guidance Center, Our House, the Salvation Army and the Wellspring. These organizations provide homeless persons with basic shelter and essential services.



Habitat for Humanity of Ouachita, an affiliate of Habitat for Humanity International, develops housing that is sold to qualifying families and individuals who have invested “sweat equity” to help build their future homes. Their mortgage payments go into a revolving fund which is used to develop additional houses. Habitat partners with the City and other agencies to develop housing and was involved in building the 26-unit Victory Place in 2007, for which the City donated four lots.

CBDG/HOME Housing Rehabilitation Program

The City of Monroe Community Development Division uses CBDG and HOME grants to operate its housing rehabilitation programs. The following homeowner’s housing rehabilitation programs are designed to assist lower income families living in single-family properties within the Monroe city limits and certain target communities:

- Health and Safety Improvement Program (HSIP) – Provides a maximum grant of \$3,000 to help eliminate code deficiencies, address energy needs and/or make homes handicapped accessible.
- Senior Housing Repair/Modification Program (SHRP) – Provides a maximum grant of \$10,000 to homeowners 62 years or older to help eliminate code deficiencies, improve energy efficiency, painting and/or make homes handicapped accessible.
- Substantial Housing Rehabilitation Program – Provides a maximum forgivable deferred payment loan of \$25,000 to help upgrade housing units to Monroe City Codes Standards and Section 8 Housing Quality Standards

12.6.1.2 Monroe Housing Authority

The Monroe Housing Authority (MHA) is a public agency that provides decent, safe and affordable housing to low income individuals and families throughout the city. The MHA presently owns and operates 2,045 units. It also manages the Housing Assistance Payment (HAP) contracts with the Department of Housing and Urban Development (HUD) on 100 units of Section 8 New Construction, and operates 1,490 Section 8 Housing Voucher units. With over 50 years of experience in administering rental assistance, competing for grant monies and participating in other funding programs, the MHA has been recognized by HUD as having one of the most successful development and management programs in the Southwest United States.

Over the past 30 years the MHA has partnered with several local and regional agencies to provide housing and non-housing related services to residents in their facilities. A few of the programs that the MHA has obtained grants and other funding to establish include: community policing, job training, youth sports, adult literacy and weekend meals for the elderly. The MHA was also instrumental in establishing Monroe Homeownership, Inc., which assists low-to moderate-income families in becoming homeowners.

12.6.2 Non-profit Organizations

In addition to the public agencies listed above, residents are also served by many non-profit organizations. United Way of Northeast Louisiana is a regional agency that serves the 13 parishes that make up Northeast Louisiana.



One of the resources provided by United Way of Northeast Louisiana is United Way 2-1-1. By dialing 2-1-1 individuals can receive easy access to community services 24 hours a day, 7 days a week. When you call, a staff member will assess what services you may need and provide information and referrals for the most appropriate place(s) in the community to get help. All information is free and confidential. Staff is also available for in person assistance. A database of all community service providers in Northeast Louisiana is also available at their website, www.uwnela.org.

The table that follows lists 76 non-profit organizations that United Way of Northeast Louisiana has identified within the City. Those organizations and the primary area in which they provide services are indicated. Although only one service area is listed for each organization many of these organizations provide services in more than one area.

Table 12-8 Non Profit Organizations in Monroe

Name	Service Area	Mailing Address	Telephone
Alzheimer's Association of North Louisiana	Health	P.O. Box 2471	(318)322-2828
American Cancer Society - Northeast Louisiana	Health	1761 North 19th Street	(318)398-9603
American Red Cross, Northeast Louisiana Chapter	Disaster Services	414 Breard Street	(318)323-5141
Angel Ministries, Monroe	Basic Needs	509 North 2nd Street	(318)388-5100
ARCO, A Community Resource	Developmental Disabilities	P.O. Box 1462	(318)387-7817
Booker T. Community Outreach, Inc.	Family Services	1308 Powell Avenue	(318)325-6777
Boy Scouts of America-Louisiana Purchase Council	Youth Activities	P.O. Box 2405	(318)325-4634
Cancer Foundation League	Health	141 DeSiard Street Suite 407	(318)327-1996
Center for Children and Families	Family Services	P.O. Box 9493	(318)398-0945
Cerebral Palsy of Louisiana	Developmental Disabilities	5200 Northeast Road	(318)387-4560
Children's Coalition of Northeast Louisiana	Community Services	1271 Lamy Lane, Suite K	(318)323-8775
Christian Community Ministries	Basic Needs	P.O. Box 143	(318)325-8467
Christus St. Joseph's Home	Senior Services	2301 Sterlington Road	(318)323-3426
City of Faith Correctional Center	Correctional Facility	1511 Jackson Street	(318)325-6231
Cognitive Development Center	Mental Health	1816 Roselawn Avenue	(318)387-1304
Communities Acting to Benefit LA'S Elderly (CABLE)	Senior Services	P O Box 4124	(318)387-0535
Consumer Credit Counseling Services - Northeast Louisiana	Consumer Services	2912 Evangeline Street	(800)850-2227
Desiard Street Day Shelter	Basic Needs	807 DeSiard Street	(318)322-8200
Early Steps	Developmental Disabilities	1105 Hudson Lane Suite B	(318)322-4788
Fairhaven	Mental Health	1900 Garrett Road)	(318)343-9200
Families Helping Families of Northeast La, Inc.	Developmental Disabilities	5200 Northeast Road	(318)361-0487
Families in Need of Services (FINS) - Monroe	Juvenile Justice Services	300 St. John Street, Suite 304	(318)361-2220
Family Connection/Family Matters	Family Services	610 B 3rd Street	(318)340-0989
Family Justice Center of Ouachita Parish	Domestic Violence	620 Riverside	(318)998-6030
Food Bank of Northeast Louisiana	Basic Needs	P.O. Box 5048	(318)322-3567
Franciscan House (The)	Senior Services	P.O. Box 1227	(318)322-3635
Girl Scouts, Silver Waters Council	Youth Activities	102 Arkansas Lane	(318)325-2691
Go Care	Health	P.O. Box 2708	(318)325-1092
Goodfellows	Holiday Assistance	P.O. Box 1502	(318)362-0228
Goodwill Industries of North Louisiana - Monroe Store	Basic Needs	2273 Louisville Avenue	(318)323-6793
Grace Place Ministries	Basic Needs	1600 Jackson Street	(318)361-9702



The Monroe Comprehensive Plan

Name	Service Area	Mailing Address	Telephone
Habitat for Humanity of Ouachita, Inc.	Housing Services	P.O. Box 2182	(318)323-8003
Humane Society Adoption Center of Monroe	Animal Services	P.O. Box 15311	(318)387-9553
Legal Services of North Louisiana, Inc. - Monroe	Legal Services	3016 Cameron Street	(318)699-0889
Life Choices, Pregnancy Resource Center	Health	1500 Royal Avenue	(318)323-2200
Louisiana Baptist Children's Home	Family Services	P.O. Box 4196	(318)343-2244
Louisiana Cancer Foundation	Health	141 DeSiard Street, Suite 407	(318)327-1996
Louisiana Re-Entry & Rehabilitation Services	Substance Abuse Services	1116 Jackson Street	(318)325-1572
Monroe Area Guidance Center	Mental Health	1900 Garrett Rd.	(318)343-9200
Muscular Dystrophy Association - Monroe	Health	1888 Hudson Circle Suite 1	(318)388-3252
National Kidney Foundation of Louisiana	Health	P.O. Box 5007	(318)323-7113
New Horizons Independent Living Center, Northeast Louisiana	Disability Services	2406 Ferrand Street, Suite 18	(318)323-4374
Northeast Louisiana Children's Museum	Arts/Cultural/youth	323 Walnut Street	(318)361-9611
Northeast Louisiana Delta African American Heritage Museum	Arts/Cultural	P O Box 168	(318)323-1167
Northeast Louisiana Sickle Cell Anemia Foundation, Inc.	Health	P.O. Box 1165	(318)322-0896
Novice House	Juvenile Justice Services	800 Standifer Avenue	(318)323-0311
Ouachita Council on Aging	Senior Services	P.O. Box 7418	(318)387-0535
Ouachita River Valley Animal League	Animal Services	P.O. Box 4428	(318)323-4989
Our House Inc. /Safe Place	Basic Needs/Youth Shelter	P.O. Box 7496	(318)345-5556
PAWS (Pet Assistance Welfare Society of NELA)	Animal Services	P.O. Box 15432	(318)397-0007
People Unlimited Case Management	Developmental Disabilities	804 North 31st Street, Suite C	(318)323-3236
Primary Health Services Center	Health	P.O. Box 7495	(318)388-1250
Positive Forces Counseling Network	Mental Health Services	1019 North 6th Street	(318)322-0037
Ray of Hope - Monroe	Basic Needs	214 Reagan St.	(318)322-9244
Rays of Sonshine	Substance Abuse Services	P O Box 7299	(318)323-0502
Renewal, Inc.	Economic Development	513 Sunnyside Drive	(318)387-2999
Retired Senior Volunteers Program (RSVP)	Senior Services	4502 Bon Aire Drive	(318)345-3716
Richwood Community Development Agency	Family Services	5130 Brown Road	(318)322-2104
River Cities Humane Society for Cats	Animal Services	5302 DeSiard	(318)343-3031
Ronald McDonald House Charities, Northeast LA	Family Services	200 South 3rd Street	(318)387-7933
Salvation Army - Center of Hope, Monroe Unit	Basic Needs	P.O. Box 1623	(318)325-1755
Special Olympics, Northeast Louisiana	Developmental Disabilities	P.O. Box 7160	(318)331-4077
St. Francis Medical Center	Health	309 Jackson Street	(318)327-4000
Workforce Investment Board Area 81	Employment	1301 Hudson Lane	(318)651-7025
Workforce Investment Board Area 83	Employment	1504 Stubbs	(318)387-7962
St. Vincent De Paul Community Pharmacy	Health	502 Grammont Street	(318)387-7868
Susan G. Komen Foundation, NE LA Affiliate	Health	P.O. Box 4333	(318) 397-9735
The Wellspring Alliance for Families	Family Services	1515 Jackson Street	(318)651-9314
Tri-District Boys and Girls Club of Monroe, Inc.	Youth Activities	2920 Louberta Street	(318)387-0903
Twin City Athletic Association	Youth Services	P.O. Box 192	(318)329-2691
Twin City Community Welfare	Basic Needs	P.O. Box 972	(318)322-3951
United Way of Northeast Louisiana	Community Services	1201 Hudson Lane	(318)325-3869
Visual Communications Services	Disability Services	1300 Hudson Lane Suite 3	(888)284-7921
Volunteers of America Of Northeast Louisiana (VOA)	Family Services	1808 Roselawn Ave	(318)322-2272
YMCA of Northeast Louisiana	Youth Services	1505 Stubbs Avenue	(318)387-9622



Name	Service Area	Mailing Address	Telephone
Youth Services of Northeast Louisiana, Inc.	Youth Services	P. O. Box 999	(318)387-8286

Source: United Way of Northeast Louisiana

12.7 Community Facilities Findings

- The Monroe Police Department provides around-the-clock policing services to residents with its 230 employees, 183 of which are sworn officers.
- The City of Monroe Fire Department is a Class 1 rated department that consists of 204 employees that man nine stations throughout the City.
- The Monroe School District had a total enrollment of 8,908 during the 2006-2007 school year. Enrollment within the district decreased by 6% between 2003 and 2006.
- Five hospitals are located in the City of Monroe and a new psychiatric hospital is being planned.
- Three of the Ouachita Parish Public Library System’s eight branches are located in Monroe.
- Over 70 nonprofit organizations are located in the City of Monroe and over 300 organizations are available within the Northeast region, which provide services to the City’s residents.