

History of ISC New Orleans

The history of Integrated Support Command New Orleans begins with the establishment of the Lighthouse Service's New Orleans Depot in 1934 along what was to become the present day Industrial Canal lock. In 1939, the Lighthouse Service was integrated into the Coast Guard, and in 1949, that facility was officially designated a Coast Guard Base. In 1966, a base machine shop was built, and construction of the administrative building and barracks began the following year. On 1 July 1987, the base was re-designated as Support Center New Orleans under the Maintenance & Logistics Command Atlantic.

On 29 May 1996, Support Center New Orleans became Integrated Support Command New Orleans (ISC) and brought together financial, personnel, work-life, civil rights, housing support, industrial support, facilities engineering, and the medical and dental clinic, under one command. In 2003, the Naval Engineering Support Unit (NESU) and Electronics Engineering Support Unit (ESU) were placed under the authority of the ISC.

In August 2005, Hurricane Katrina severely damaged the site and forced the ISC and its tenants to relocate. Currently there are no plans to rebuild the site. Two of the original buildings from the 1934 New Orleans Depot remain on the site in what was the ISC Industrial Division portion of the base. The ISC temporarily located to the Louisiana Convention Center in Alexandria, LA immediately after Katrina struck, then located back to New Orleans in December 2005, utilizing vacant spaces at the Naval Support Activity (east bank). In September 2006, the ISC moved to its new base as a tenet of NASA's Michoud Assembly Facility (MAF) in New Orleans East. This modular building facility was designed as a temporary facility in anticipation of a permanent facility being built on adjacent property within the NASA MAF. The permanent facility is expected to be ready for occupancy in 2010.



Customer Service Guide



Commanding Officer
USCG Integrated Support Command
P.O. Box 751064
New Orleans, LA 70175-1064
(504) 253-6300
(504) 253-6322 (fax)

What Services are Provided by ISC New Orleans?

The services listed below are the major business line of the ISC. The ISC exists to provide complete and responsive support. If you have a specific support need that does not appear to be covered by the services listed below, please call the command office or any of the Divisions listed below so we can see how we can meet your support need. The normal business hours of the ISC are M-F 0700 – 1530. Hours may change to accommodate special circumstances, so if you plan to visit, feel free to call ahead to ensure someone will be available to meet your needs.

INDUSTRIAL DIVISION (504-253-6574 / 6573)

Welding (504-253-6573) Engine Repair (504-253-6573)
AC&R (504-253-6573) Electrical Repair (504-253-6573)
Carpentry/Day Boards (504-253-6573) Cutter Docksides (504-253-6573)
Emergency Response Team
(via MLCA Logistics Command Center)

HEALTH SERVICES DIVISION (504-253-6506)

Medical and Dental Sick Call (hours 0700 – 0730)
Routine Medical/Dental Exams (504-253-6506)
Referrals Office (504-253-6505)
Pharmacy (504-253-6515)
Physical Exams (504-253-6533)
Lab (504-253-6526)
Safety & Environmental Health Services (504-253-6506)
TRICARE Liaison Rep (504-253-6531) Walk-in consultations are accepted.
TRICARE Assist Line (1-800-444-5445) / MLCLANT Health Benefits Advisor (1-800-9-HBA-HBA)

COMPROLLER DIVISION (504-253-6432)

Budgeting & Accounting (504-253-6436)

Account Analysis Account Reconciliation
Recruits Morale Services Office Supply Stores (ISC and Tenants)

Morale Welfare & Recreation (504-253-6592)

Provides Morale Funds for AOR

Shipping & Receiving (504-253-6439)

Prepare CBL/GBLs for Cargo Shipment Warehouse Services
Mailroom Administration

Procurement & Supply (504-253-6433)

Contracting Requisitions
Credit Card Management Contracting Warrants
COCO

Property Management (504-253-6441)

Oracle Assistance Disposal Approval up to \$25,000
Inventory & Program Management

Vehicle Management (504-253-6440)

GSA Vehicles Fleet Fuel Cards
DHS Tags

Food Services – Local Area (504-253-6542)

Food Services & Special Event Planning and Assistance

PERSONNEL SERVICES DIVISION (504-253-6334)

Housing (504-253-6593/6394)

Leased Housing Program CG Owned Housing Program
UPH Management BAH Survey

Servicing Personnel Office (504-253-6331/6355/6354/6353/6352)

Process Pay Documents Conduct Pay Audits
Update Dependency Information Process Separations and Transfers
Process Remission Packages Personnel Records Maintenance
Issue ID Cards Process Travel Claims and Advances
Manage Travel Cards Issue Vehicle Decals
Process TAD orders Urinalysis
Mutual Assistance

Force Optimization & Training (504-253-6336)

Oversee A & C Schools (reservists) CPRL Billet Assistance
Manage Reserve Training Funds Transition Assistance
Arrange Reserve IDT Berthing SRDC/ROCI and REBI Boards
Selected Reserve Officer Assignments Reserve Policy/Process Admin Review
Education Services Officer (ESO)

Work-life (504-253-6369 or 800-872-4957 ext. 308)

Family Advocacy (504-253-6366/6367/6368) Decedent Affairs (504-253-6361)
Family Resources (504-253-6363/6362) Transition Assistance (504-253-6361)
Health Promotion Management (504-253-6370/6371) Employee Assistance Program (504-253-6364)
Critical Incident Stress Management (504-253-6364)

FACILITIES ENGINEERING DIVISION (504-253-6372 / 6373)

Housing Maintenance (504-253-6376)
Representational Quarters Maintenance (504-253-6376)
For ISC & Tenants:

- Facility Maintenance/Repair
- Environmental Services (504-253-6374)
- Physical Security (OOD: 504-329-3889)

Additional information can be found on our intranet website at:

<http://cgweb.lant.uscg.mil/iscneworleans/>