MAPPING THE NEED

TULANE UNIVERSITY
Newcomb Institute

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Using 211 and 988 Crisis Data to Strengthen Survivor Services in Southeast Louisiana



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BACKGROUND AND OBJECTIVE

Domestic violence (DV) and sexual violence (SV) are highly pervasive in Louisiana. Findings from the LaVEX 2025 survey show that half (50%) of all Louisianians have experienced intimate partner violence, while nearly half (47%) have experienced sexual violence. Women are disproportionately affected: 58% of women have experienced intimate partner violence, and 61% have experienced sexual violence. This pervasiveness indicates that domestic violence and sexual violence are major public health concerns, which affect a significant portion of the population.

Understanding where survivors seek help is essential for directing prevention efforts and supporting services which assist communities with the greatest need. Geographic analyses of violence have traditionally relied on police reports, crime statistics, or 911 emergency calls. These provide important information on reported incidents but capture only one pathway through which survivors seek assistance. Many survivors choose to seek confidential emotional support, safety planning, information, and referrals through crisis response organizations. Consequently, crisis hotline data offers a valuable and underutilized perspective on violence-related service needs that complement traditional law enforcement data.

This report examines domestic violence and sexual violence-related contacts, including telephone and text interactions with VIA LINK's 988 and 211 services across Southeast Louisiana during 2024 and 2025, in order to identify geographic hotspots, assess the stability of these concentrations over time, and compare patterns across the two crisis systems. Together, these analyses provide insight into the geographic distribution of violence-related help-seeking outside the criminal legal system and can inform the allocation of survivor services, community outreach, and violence prevention efforts.

METHODS

Crisis Contact Data

This analysis used anonymized crisis contact data obtained through a data use agreement with VIA LINK, a nonprofit organization providing 24-hour crisis intervention, suicide prevention, information, and referral services throughout Louisiana. VIA LINK operates the regional 211 information and referral network for Southeast Louisiana and provides Louisiana's 988 Suicide & Crisis Lifeline services in the 225, 504 and 985 area codes. A contact is an interaction with the service, not a unique person; the same person may make more than one contact. The terminology includes telephone and text contacts.

DV and SV Classification

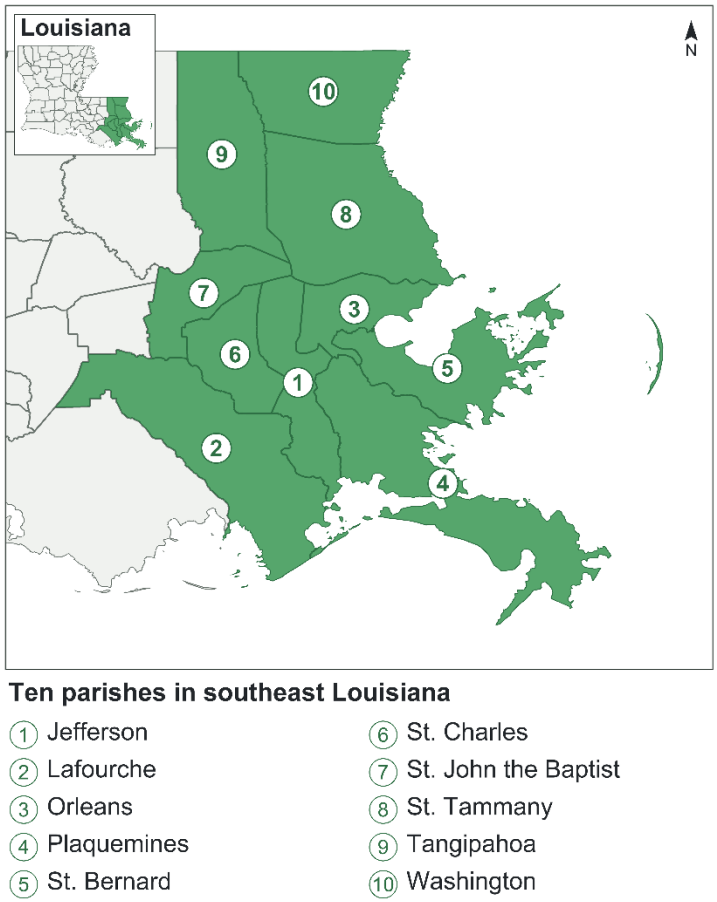
Contacts from 2024 and 2025 were flagged independently for domestic violence (DV) and sexual violence (SV). A contact was included when the contact needs category field contained either "Domestic Violence" or "Sexual Assault," or when the contact log narrative contained a related term. DV terms include domestic violence or abuse, intimate partner violence, dating or family violence, partner or spousal abuse, and closely related phrases. SV terms included sexual violence or assault, sexual abuse, rape, molestation, incest, unwanted sexual contact, sexual exploitation, and sex trafficking. DV and SV flags were not mutually exclusive, so a contact mentioning both was counted once in each category, but only once within a category, year, service type, and ZIP Code Tabulation Area (ZCTA).

Table 1 *DV and SV contacts identified only through narratives as a percentage of all identified DV and SV contacts, by service year*

Service	Year	DV Contacts Identified Only Through Narratives, n/N (%)	SV Contacts Identified Only Through Narratives, n/N (%)
988	2024	44/74 (59.46%)	112/123 (91.06%)
988	2025	70/90 (77.78%)	153/163 (93.87%)
211	2024	106/419 (25.30%)	78/97 (80.41%)
211	2025	176/375 (46.93%)	77/82 (93.90%)

Geographic Processing and Mapping

ZIP Codes were normalized to five digits and matched to 131 ZCTAs intersecting the official ten parish VIA LINK 211 service areas: Jefferson, Lafourche, Orleans, Plaquemines, St. Bernard, St. Charles, St. John the Baptist, St. Tammany, Tangipahoa, and Washington parishes. Each ZCTA was represented by one geometry clipped to the combined parish boundary, so a ZCTA crossing parish boundaries retained one contact count rather than a fragment in each parish. ZCTAs without qualifying contacts were retained and assigned to zero. Counts and annual contacts per 100,000 residents were mapped separately for 2024 and 2025, and for 211 and 988. Each paired figure uses harmonized internal class breaks, with zero as a separate class, and each year observed maximum is shown as its upper endpoint. Figure 1 shows the VIA LINK 211 service parishes in Louisiana.



Ten parishes in southeast Louisiana

1. Jefferson
2. Lafourche
3. Orleans
4. Plaquemines
5. St. Bernard
6. St. Charles
7. St. John the Baptist
8. St. Tammany
9. Tangipahoa
10. Washington

Fig. 1 *Ten service parishes in Louisiana*

Service Provider Identification and Mapping Facility Sources and Review

Brick-and-mortar DV and SV organizations and services in our ten-parish regional study area were identified using listings of DV and SV services assembled from the VIA LINK Resource Database, the Louisiana Foundation Against Sexual Assault crisis-center list, and organizations affiliated with the Louisiana Coalition Against Domestic Violence, as of September 2026. The website of each identified organization was then manually reviewed to verify or identify services. The review was completed twice to reduce coding error, with input from community organizations providing survivor services, including VIA Link, United Way of Southeast Louisiana, New Orleans Family Justice Center, Louisiana Foundation Against Sexual Assault, and Sexual Trauma and Awareness & Response Center.

We obtained the address of each brick-and-mortar organization providing a service. When a street address was unavailable, a post office box or other published location was used, if identifiable, as P.O. Boxes offer indication of the catchment area for the service. The location of domestic violence shelters was left out to protect confidentiality, unless public information indicated a catchment

area on a ZIP Code level. Hotlines were recorded but excluded from mapping because their service areas extend beyond a geographic area. Any other service which could not be identified on the ZIP Code level was left out.

Facility Mapping ZIP Codes were converted to ZCTAs using the HRSA ZIP Code to ZCTA Crosswalk when the ZIP and ZCTA differed, and only facilities in the ten-parish study area were retained.

It is important to note that we did not map out services that are administered digitally. Even if a ZCTA lacks a brick-and-mortar service, they might still be able to access services via telehealth.

FINDINGS

Sexual Violence

211 Crisis Contacts

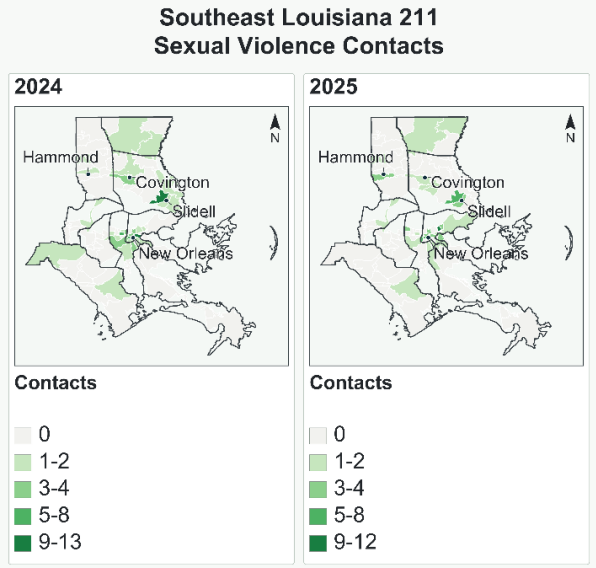


Fig. 2a *211 Sexual Violence Contacts*

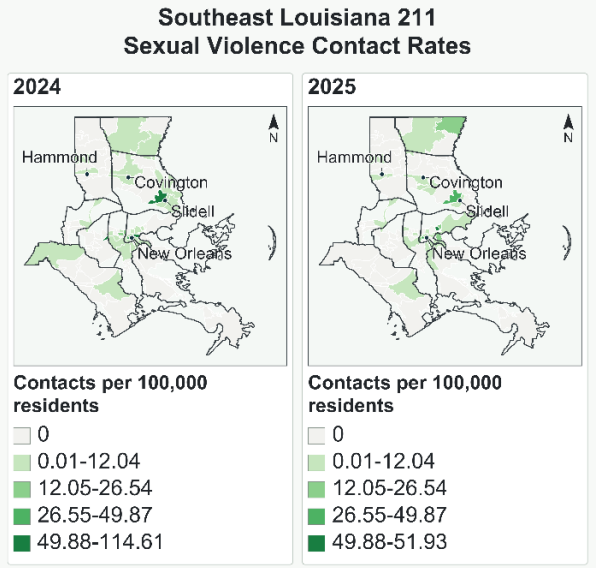


Fig. 2b *Sexual Violence 211 Contact Rates per 100,000 Residents*

The official area dataset contained 97 sexual violence-related 211 contacts in 2024 and 82 in 2025. In 2024, the highest ZCTA counts were in Southeastern New Orleans (70117, 13 contacts), Slidell (70460, St. Tammany Parish, 11 contacts), and Metairie (70001, Jefferson Parish, 8 contacts).

In 2025, the largest counts were in New Orleans East (70127, 12 contacts), followed by Uptown New Orleans (70118, 7 contacts) and Slidell (70460, St. Tammany Parish, 7 contacts). The pattern

therefore shifted among individual ZCTAs but retained concentrations around New Orleans and Slidell.

The contact and rate maps were relatively similar. It is notable, however, that Ama (70031, St. Charles Parish) had one of the highest contact rates in 2024 and the Angie/ Varnado area in Washington Parish (70426) had a relatively high contact rate in 2025, despite its smaller population.

In 2024, both Plaquemines Parish and St. Bernard Parish had no sexual violence contacts, and St. John the Baptist Parish only had one ZCTA with 211 SV contacts. In 2025, St. John the Baptist, Lafourche, St. Charles, Plaquemines and St. Bernard Parish each had only one ZCTA with contacts. The limited number of contacts should be interpreted as low awareness of the services available in these parishes, rather than a low need for services.

988 Crisis Contacts

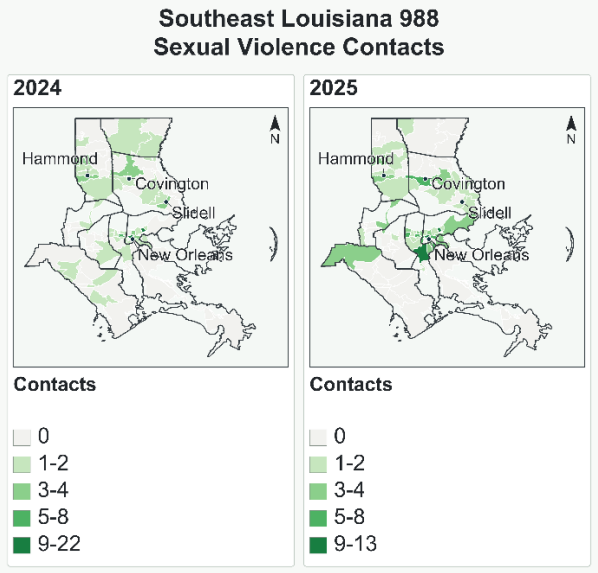


Fig. 3a *988 Sexual Violence Contacts*

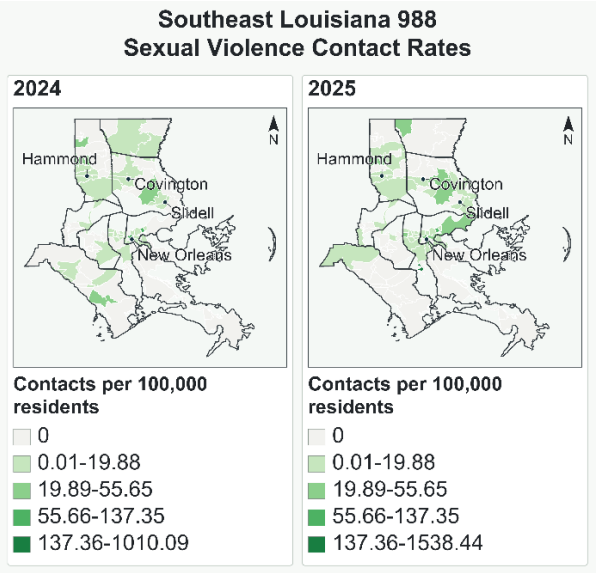


Fig. 3b *Sexual Violence 988 Contact Rates per 100,000 Residents*

Sexual violence-related 988 contacts increased from 123 in 2024 to 163 in 2025 and were more widely distributed than 211 SV contacts. The largest 2024 ZCTA counts were in Mid City, New Orleans (70119, 22 contacts) and New Orleans East (70127, 21 contacts).

In 2025, New Orleans East (70127) continued to have the leading ZCTA (13 contacts), with additional concentrations in Marrero (70072, Jefferson Parish, 9 contacts), Mid City, New Orleans (70119, 9 contacts), Bywater/St. Claude/Lower 9th New Orleans (70117, 8 contacts each), Kenner

(70062, Jefferson Parish, 6 contacts) and Uptown New Orleans (70118, 6 contacts each). Covington (70433, St. Tammany Parish) also had elevated rates.

The rate maps yielded less concentrated results. Mid-City, New Orleans (70119) and New Orleans East (70127) continued to have elevated rates. However, in 2024, Lacombe (70445, St. Tammany Parish), Roseland (70456, Tangipahoa Parish), Independence (70443, Tangipahoa Parish) and Galliano (70354, Lafourche Parish) had elevated rates. Moreover, in 2025, Barataria (70036, Jefferson Parish) had the highest rate, and Lacombe (70445, St. Tammany Parish), Abita Springs (70420, St. Tammany Parish) and Mount Hernon (70450, Washington Parish) also had elevated rates.

In 2024, Plaquemines Parish had no 988 SV contacts, and St. Bernard and St. John the Baptist Parish each had only one ZCTA with any contacts. In 2025, Plaquemines Parish still had no SV contacts, and Washington Parish only had one ZCTA with any contacts. Once again, the limited number of contacts should be interpreted as low awareness of available services, rather than a low need.

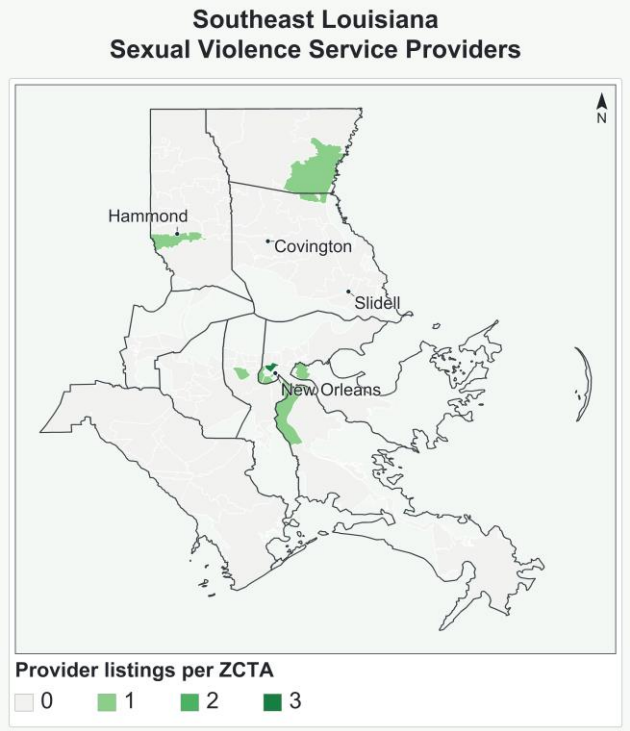


Fig. 4 *Southeast Louisiana Sexual Violence Provider Listing by ZCTA*

SV Service Availability

The inventory identified 11 SV service providers and program listings across nine study area ZCTAs. Most were concentrated in the greater New Orleans metropolitan area. Lafourche, St. Charles, St. John the Baptist, and Tangipahoa parishes do not have a brick-and-mortar sexual violence center, which might translate to a reduced awareness of services. Lack of brick-and-mortar centers does not indicate that services are unavailable to residents of these parishes, as several organizations conduct outreach activities within these service areas. Regardless, this geographic gap in listed provider locations is noteworthy.

Discussion of SV 211 and 988 Findings

Orleans and Jefferson parishes generally had the highest sexual violence-related contact counts, and parts of St. Tammany had elevated counts as well. There were, however, significantly more 988 sexual violence-related contacts compared to 211; in 2024, there were 21% more 988 SV contacts, and in 2025, there were 49% more 988 contacts. These differences are consistent with how the services capture complementary pathways to crisis support. 211 connects callers to a broad repository of health and human resources. 988 has a more specific focus on supporting mental health crises, which might be more relevant to individuals who have experienced sexual violence.

In the population adjusted maps, many rural ZCTAs had comparably high contact rates. These results should be interpreted with caution, as even one call in a ZCTA with a small population can yield a high call rate. However, these rates, when considered alongside the number of rural parishes that had 988 or 211 contacts, underscore that the utilization of the 211 hotline extends beyond urban centers.

It is also notable that there were few services concentrated around Slidell, Covington and Hammond, even though these areas generally had higher 988 and 211 contact numbers. This gap further highlights that 988 and 211 can be especially valuable resources to those who might be farther from brick-and-mortar services.

Domestic Violence

211 Crisis Contacts

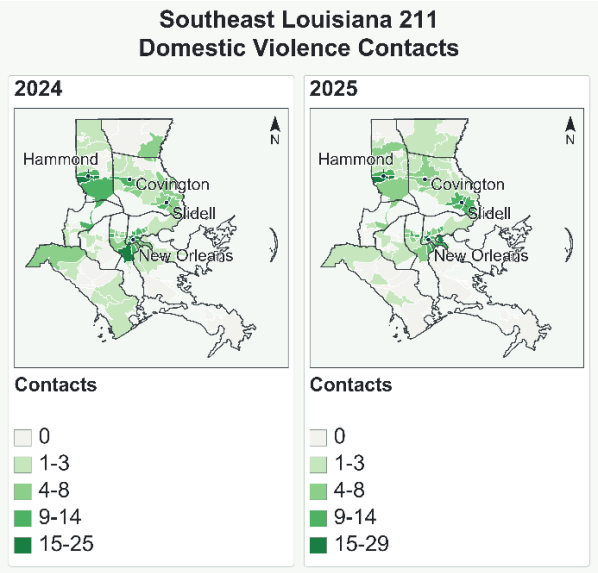


Fig. 5a *211 Domestic Violence Contacts*

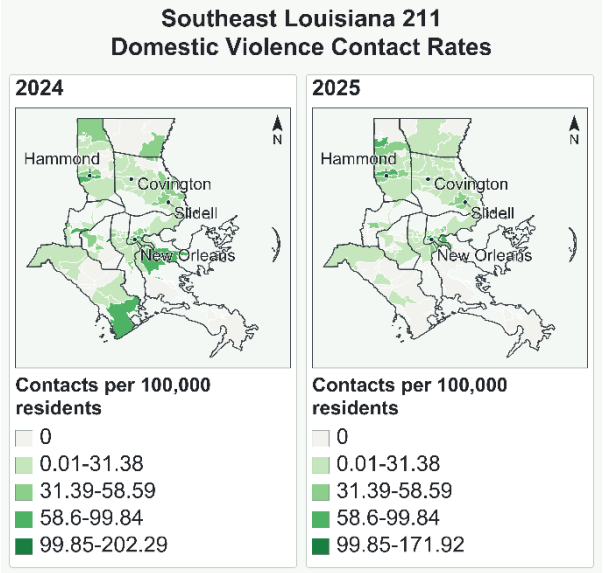


Fig. 5b *Domestic Violence 211 Contact Rates per 100,000 Residents*

We found 419 domestic violence-related 211 contacts in 2024 and 375 in 2025. In 2024, the largest ZCTA count occurred in Hammond (70403, Tangipahoa Parish, 25 contacts), Mid City, New Orleans (70119, 21 contacts), Uptown, New Orleans (70115, 17 contacts), Bywater/St. Claude/Lower 9th New Orleans (70117, 16 contacts), and Marrero (70072, Jefferson Parish, 15 contacts). Ponchatoula (70454, Tangipahoa parish) and Laplace (70068, St. John the Baptist Parish) also had areas of concentrated call volume.

In 2025, Mid City, New Orleans (70119) had the highest count (29), followed by Chalmette (70043, St. Bernard Parish, 16 contacts), and Hammond (70403, Tangipahoa Parish, 15 contacts). Other areas of concentrated call volume include Harvey/Woodmere (70058, Jefferson Parish, 14 contacts) and Slidell/Eden Isle (70458, St. Tammany Parish, 13 contacts). Thus, the broad Orleans-Jefferson-Tangipahoa pattern persisted, while the leading individual ZCTAs and the relative prominence of St. Bernard and St. Tammany changed between years.

While urban areas had the highest contact numbers, and Hammond and certain ZCTAs in Orleans Parish had high contact rates overall, some rural ZCTAs had high rates as well. In 2024, Golden Meadow (70357, Lafourche Parish), Braithwaite (70040, Plaquemines Parish), Poydras/Delacroix (70085, St. Bernard Parish), Ama (70031, St. Charles Parish), and Edgard (70049, St. John the

Baptist) had high contact rates. Rates were lower overall in 2025, although it is noteworthy that Roseland (70456, Tangipahoa Parish) had comparatively high rates.

Plaquemines Parish (2025) was the only parish that had no ZCTA with any 211 DV contacts, and Washington Parish (2024) was the only parish that had just one ZCTA with 211 DV contacts. These results, when compared with the number of parishes with one or zero ZCTA with 211 SV contacts, indicate a wider utilization of 211 for DV services.

988 Crisis Contacts

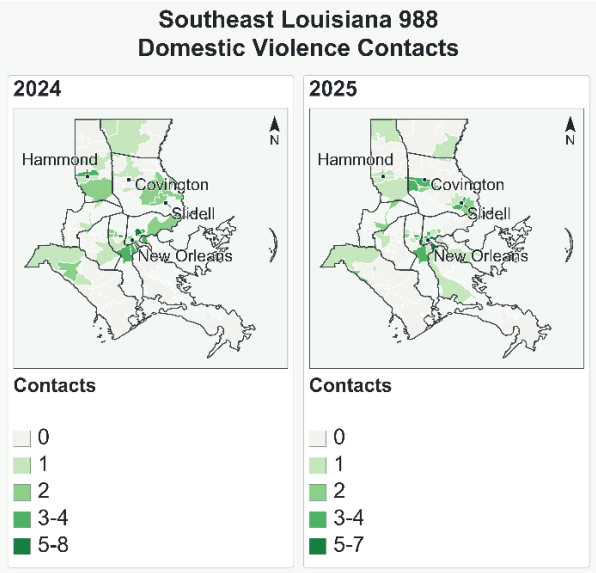


Fig. 6a *988 Domestic Violence*

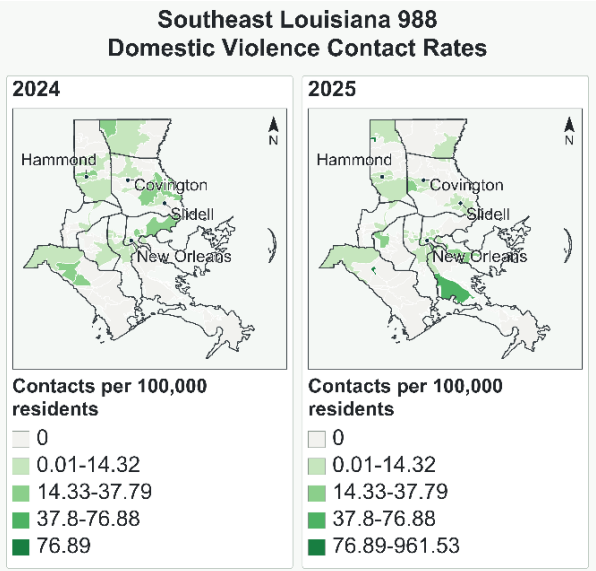


Fig. 6b *Domestic Violence 988 Contact Rates per 100,00 Residents*

Domestic violence-related 988 contacts increased from 74 in 2024 to 90 in 2025. The largest ZCTA count in 2024 was in the French Quarter/Treme, New Orleans (70116, 8 contacts), followed by the 9th ward, New Orleans (70126, 5 contacts) and Hammond/Natalbany (70401, Tangipahoa Parish, 4 contacts).

In 2025, Bywater/St. Claude/Lower 9th, New Orleans (70117, 7 contacts) and Uptown, New Orleans (70118, 7 contacts) had the highest ZCTA count. Kenner (70056, Jefferson Parish) recorded 6 contacts, and Covington (70433, St. Tammany Parish) and Madisonville (70447, St. Tammany Parish) each recorded 4 contacts. Compared with 211, 988 DV counts were lower and more dispersed, but both systems continued to identify concentrations in Orleans, Jefferson, Tangipahoa, and St. Tammany.

988 DV contact rates are generally low. However, in 2025, it is noteworthy that Fulker (70436, Tangipahoa Parish), Port Sulphur (70083, Plaquemines Parish), and Mathews (70395, Lafourche Parish) had high contact rates.

Plaquemines Parish (2024) was the only parish that lacked any ZCTA with 988 DV contacts. In 2024, St. Bernard Parish and St. John the Baptist Parish each had only one ZCTA with 988 DV contacts, and in 2025, St. John the Baptist Parish and Washington Parish each also had only one ZCTA with 988 DV contacts. These results indicate a lower number of 988 DV contacts when compared to the number of 211 DV contacts, and the number of 988 SV contacts.

DV Service Availability

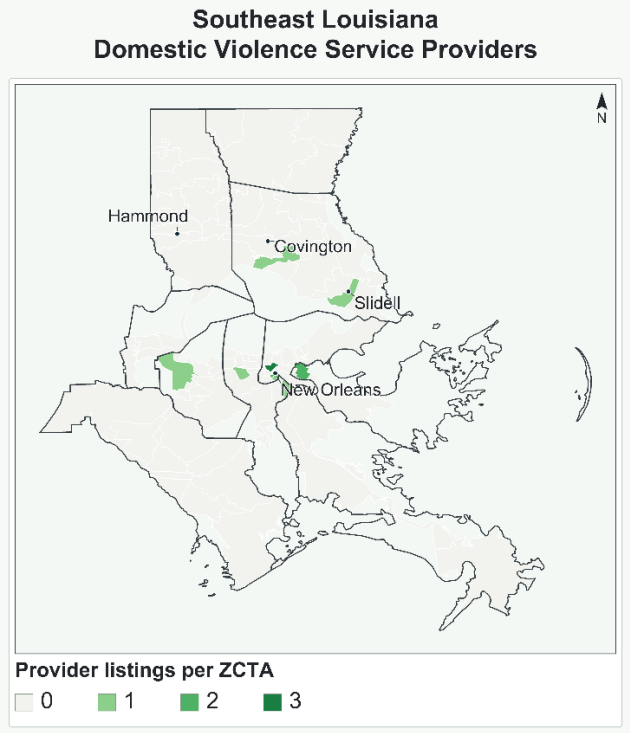


Fig. 7 *Southeast Louisiana Sexual Violence Provider Listing by ZCTA*

We identified 13 DV brick-and-mortar services across nine study area ZCTAs, with a maximum of three listings in one ZCTA. Given the confidential nature of DV services, most shelters were left out of this map unless public information indicated a catchment area on ZIP Code level. Lafourche, Plaquemines, St. John the Baptist, Tangipahoa, and Washington parishes had no identifiable brick-and-mortar services. This does not mean that online services are unavailable to these parishes.

Discussion of DV 211 and 988 Findings

The two systems showed meaningful agreement in the broad geography of domestic violence related help-seeking, especially across Orleans, Jefferson, Tangipahoa, and St. Tammany parishes. The 211 system, however, recorded substantially more DV contacts. In 2024, it recorded 82% more contacts, and in 2025, it recorded 75% more contacts. Given the different nature of these two services, DV survivors might gravitate towards services which offer more economic and material resources.

Both systems were utilized beyond cities, into more rural ZCTAs. This is especially true of 211, as parts of Lafourche, St. John the Baptist, Washington, northern Tangipahoa, Plaquemines, and St. Charles parishes had elevated contact rates in one or both years. While low population counts continue to yield high rates in ZCTAs with low counts, there are numerous rural ZCTAs that were linked to 988 DV contacts, and even more that were linked to 211. It is also notable that Hammond had high DV contact rates, but no identifiable brick-and-mortar services. This contrast indicates that hotlines are a powerful resource, especially in areas which might lack physical service locations.

LIMITATIONS

This study is not without limitations. Contacts do not represent a unique count of people seeking services, and the figures describe recorded help-seeking rather than the incidence or prevalence of violence. Moreover, since it is possible that an individual utilized a service multiple times, there is a chance that increased utilization within a ZCTA might not correspond with an increased number of people using the service. Unmatched or invalid ZIP Codes cannot be represented.

Rate maps also require caution. Several ZCTAs have very small populations, so one or two contacts can yield a high rate. For ZCTAs without population values in the supplied workbook, population was set to zero, and 0.001 was added to every population denominator as previously specified; any nonzero rate for a missing or zero population is computational rather than substantively interpretable. Count and rate maps should always be read together. Because ZCTAs can cross parish boundaries, a count attached to a clipped ZCTA is not a count exclusively within that parish or within the clipped portion. Results should not be interpreted as parish specific counts.

The contact maps also represent only two possible modes through which survivors seek care. As was reflected in the DV and SV service maps, there are a variety of different organizations which serve survivors of domestic and sexual violence within Southeast Louisiana. Moreover, many organizations operate their own crisis line, including but not limited to Louisiana Foundation

Against Sexual Assault (LaFASA), Sexual Aggression Peer Hotline and Education (SAPHE), New Orleans Family Justice Center (NOFJC) and Sexual Trauma Awareness and Response (STAR). This data should be interpreted as the utilization of 988 and 211 services, rather than the utilization of domestic and sexual violence services in general.

The provider maps describe services with identifiable geographic information at the ZIP/ZCTA level, as obtained via a website, database, or input from a DV or SV advocate. They do not represent service capacity, utilization, quality, or geographic reach. Additionally, we did not represent services which were identified to provide services at a broader city, parish, or regional level. The inventory also does not establish that every mapped entry is a walk-in facility that can currently provide care. These limitations should be discussed with experts which provide SV and DV services before making claims about the number of distinct physical sites or gaps in particular service types.

Lastly, given that our data only spans 2024 and 2025, year-to-year comparisons should be interpreted cautiously. We lack information to determine whether differences between the two years represent a longer trend, or if they represent natural fluctuations. While there are consistencies between years, resource allocation efforts should consider this limitation when identifying areas of the greatest need.

CONCLUSIONS AND IMPLICATIONS

This analysis demonstrates that VIA LINK 211 and 988 contact data provide a valuable complement to traditional crime and emergency response data, including 911 data, for understanding sexual violence and domestic violence related help-seeking in the official ten-parish service area. Across 2024 and 2025, concentrations appeared repeatedly in the New Orleans metropolitan area, Tangipahoa, and St. Tammany, including Slidell, while the two crisis systems also revealed distinct patterns. However, rural areas also utilize 988/211 services. The data underscores the utility of a non-geographically constrained source such as 988 and 211, as it can be more accessible than brick-and-mortar locations — especially given how few exist within Southeast Louisiana.

Additionally, there were significantly more 211 DV contacts than 988 DV contacts, and more 988 SV contacts than 211 SV contacts. This variation suggests that DV victims might be more likely to seek services related to basic life needs, such as shelter, food, or vocational assistance, while SV victims are more likely to seek services to address emotional and mental crises. However, as we did not analyze the specific needs of each caller, we cannot say this with certainty, and more research is required to gain insight into help-seeking dynamics.

The facility provider inventory adds a service-availability perspective by showing the listed ZIP/ZCTA locations of DV and SV providers and programs. In conjunction with the 988/211 maps, it is possible that increased hotline utilization might be a response to the lack of brick-and-mortar services within a given area. For instance, in Tangipahoa Parish, there are no domestic violence-related services, despite the high 988 and 211 DV call volume within that area.

These findings have several implications for strengthening domestic violence and sexual violence response across Southeast Louisiana:

- **Expand awareness of 988/211 beyond major urban centers.** The regional pattern and population-adjusted maps show that crisis service contacts extend beyond New Orleans; however, many ZCTAs had low quantities of DV and SV related 211 and 988 contacts. Expanding awareness of the 988 and 211 hotlines could prove especially useful in ZCTAs that lack physical domestic or sexual violence services.

- **Strengthen coordination across crisis response systems.** The geographic findings from the 211 and 988 systems demonstrate the value of integrating information about victim advocacy organizations, behavioral health providers, healthcare systems, and community-based organizations across crisis systems, in order to strengthen responses for survivors. Integration can also help to better identify areas of greatest need.

- **Maintain resources in persistent concentration areas**. Recurring patterns across 2024 and 2025 support continued attention to the New Orleans metropolitan area, Tangipahoa, and St. Tammany, including Slidell and Covington, while preserving flexibility to respond to changes in individual ZCTAs.

- **Use crisis hotline data to guide regional planning.** Routine ZCTA-level monitoring across the official ten-parish service area can identify persistent and emerging concentrations, support allocation of prevention and survivor services, and help evaluate whether investments are reaching communities with the greatest demand.

- **Consult resource availability when allocating services.** The 988 and 211 hotline services are especially vital in areas that might lack access to alternative help-seeking services. Such parishes should be prioritized for outreach efforts. Coordination with sexual and domestic violence help-seeking initiatives is vital to identify the frequency and catchment area of services.

Citation: *Gu X, Mahanti V, Raj A.* Mapping the Need: Using 211 and 988 Crisis Data to Strengthen Survivor Services in Southeast Louisiana. October 2026. Newcomb Institute, VIA LINK, and the United Way of Southeast Louisiana.