

VIA LINK

**LISTENING
UNDERSTANDING
CONNECTING**



With 85+ dedicated professionals, we help people with needs by listening, understanding and then connecting them to resources. 150,000 people in Southeast Louisiana call VIA LINK each year using our phone, text and chat services. Hundreds of organizations utilize our Resource Directories, data, and dashboards, and rely on our data for decisionmaking.



CONTACT CENTER - DIAL 2-1-1

Provides information and referrals to programs in Southeast Louisiana that can help with critical needs:

- Food
- Shelter
- Medical Care
- Financial Assistance
- Disaster Information
- Substance Abuse
- Senior Services
- Childcare
- Crisis Support
- Domestic Violence
- And Much More



HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

Helps decision makers gain a better understanding of the homeless population in Orleans, Jefferson, and St. Tammany.



RESOURCE DIRECTORIES

Build and maintain interactive and functional directories for internal and external use containing over 5,000 resources including:

- Homeless Shelters
- Mental and Behavioral Health Services
- Food Support
- And More



INFORMATION DATA MANAGEMENT SOLUTIONS (IDMS)

Creates statistically valid dashboards for use in addressing human services needs by exploring data on:

- Social Determinants of Health (Food, Housing, Financial)
- Disaster Response Such as Hurricanes and Flood Events
- 2-1-1 Caller Demographics, Needs, Location
- COVID-19



SPECIALIZED SERVICES

Serves unique needs of diverse populations including:

- Support Groups such as Survivors of Suicide Loss Group
- Care Coordination and Care Navigation Services
- Prison Rape Elimination Act (PREA) Hotline for inmates
- Prevent Child Abuse Louisiana (PCAL)
- Louisiana Parent Line
- Kinship Foster Care Support
- 988 Suicide & Crisis LIFELINE
- Teen Crisis Textline
- Opioid Text Program
- Contractual Phone, Text, and Chat Crisis Line
- Postvention Services
- Other Specialty Crisis Lines with Managed Care Organizations



EDUCATIONAL TRAININGS

Provides specialized trainings for individuals and professionals. All trainings are led by a licensed clinical social worker.

- Suicide Education & Response
- Crisis Intervention/De-escalation
- Working with Past Trauma
- Understanding Grief
- Understanding Self Harm
- Stewards of Children by Darkness to Light
- ACEs Training (Adverse Childhood Experiences)
- Skills for Psychological Recovery
- Psychological First Aid

Translation services available for phone, text, and chat services.

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Offices in New Orleans & Covington

Reach us by dialing 211, 988, 504-895-5550

or online at VIALINK.org

As a 501(c)3 nonprofit organization, VIA LINK is funded by donations and grants, and also raises funds through the sale of key products such as the Resource Directory and Dashboard products.