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NEW ORLEANS

*Help
is Here*

**A GUIDE FOR SURVIVORS
OF SEXUAL ASSAULT**

Updated June 2023

Contact Information

Item Number (If reported to law enforcement): _____

Detective Name: _____

Detective Phone Number: _____

NOPD Social Worker Name & Number: _____

Forensic Nurse Name: _____

Forensic Program Number: _____

Advocate Name: _____

Advocate Agency Phone Number: _____

Other Notes: _____

You have the right to an advocate to help you at any point in this process.

If you would like someone to accompany you to the hospital exam,
and/or to make a police report, or to help review your options, call:

Sexual Trauma Awareness & Response at 1 (855) 435-7827

or the

New Orleans Family Justice Center at (504) 592-4005 or (504) 866-9554

About this Guide

Sexual assault is a devastating personal crime that affects individual survivors and their support systems. This guide is intended to assist adult sexual assault survivors in the New Orleans Area with understanding the various systems you may encounter in your recovery, as well as provide you with information about what to expect during the forensic examination and during the reporting, investigative and prosecutorial processes.

This guide was created as a collaborative project of the New Orleans Health Department, New Orleans Family Justice Center and Sexual Trauma Awareness & Response. Our agencies offer many services to those who have experienced sexual assault, including counseling, medical and criminal justice advocacy, legal assistance as well as information and referrals. **If you have any questions, or need assistance, please contact us at any time. You DO NOT need to report to police to get services—survivors are welcome at any point in their process!**

Sexual Trauma Awareness & Response (STAR)

Phone: (504) 407-0711 | Crisis Hotline: 1-855-435-STAR | www.star.ngo

New Orleans Family Justice Center (NOFJC)

Phone: (504) 592-4005 | Crisis Hotline: (504) 866-9554 | www.nofjc.org

You can learn more about the New Orleans Health Department and access additional resources by visiting: nola.gov/health/dvsaprogram

If you are younger than 17, please contact the New Orleans Children's Advocacy Center for assistance at (504) 896-9237.



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Immediately After a Sexual Assault

It's hard to know what to do, how to feel or what your options are after a sexual assault. Please know that you are not alone. If you are in immediate danger, or seriously injured, call 911.

You have the right to an advocate to help you at any point in this process.

If you would like someone to accompany you to the hospital exam, and/or to make a police report, or to help review your options, please call
(504) 866-9554 (NOFJC) or 1 (855) 435-7827 (STAR)

The first things you need to know:

1. **Your safety is important.** Are you in a safe place? If you're not feeling safe, consider reaching out to someone you trust for support. You don't have to go through this alone.
2. **What happened was not your fault.** Something happened to you that you didn't want to happen—and that's NOT okay.
3. **You have options.** Even if you do not want to report to police, you have the right to receive a free forensic medical exam at University Medical Center or Family Justice Center. At both locations, a friendly nurse who is specially trained in sexual assault can offer you medical help. This includes STI, HIV and pregnancy prevention, as well as evidence collection and resources. You can say "no" to any part of the exam. Find more info on pages 9 and 18.
4. **Help is here.** An advocate or counselor trained in sexual violence can support you during the exam and in your healing process. We are also happy to direct you to resources and answer questions about medical care, reporting to law enforcement, legal options, counseling or any other concerns you may have. We know this can be confusing and overwhelming—we are here to help!

You Have Survived a Trauma

Rape and sexual violence are traumatic experiences that may interrupt your life at home, at work, and at school, affecting your relationships with friends, family, and coworkers.

When a person experiences a traumatic event, many changes immediately occur in their body. **Individuals do not control these natural reactions to signs of danger. Rather, it is a part of the way that our body is wired to respond to danger and keep us safe.** These changes can include “freeze, fight, flight or fawn” reactions.

- **Freeze:** This response is very common and involves the shutting down of physical reactions to the violence that is occurring (deer in headlights)
- **Fight:** To “fight back” against someone trying to hurt us. It can take the form of physical or verbal resistance—using the body to resist or hit, throwing something or screaming.
- **Flight:** Sometimes a person’s reaction is to flee the situation—the body mobilizes to leave the traumatic experience and escape the threat.
- **Fawn:** Managing/attempting to diffuse the state of danger by being pleasing, loving or accommodating to the attacker (being nice when you are scared)

You can have one or more of these reactions.

**Whatever you did to survive
was the right thing to do.**

<https://jimhopper.com/topics/sexual-assault-and-the-brain/>

Trauma and Memory

The way we store memories during a traumatic event is very different than the way we remember things in day-to-day life. It is very normal for survivors to have gaps in their memory or to have a hard time recalling the order of events.

The important thing to remember is that **you survived, and now you can begin to recover.** Although this process is often slow and confusing, healing does happen. You have control over how you recover.

**There is no uniform “recovery calendar.”
Individuals heal in their own way and time.**

Experiencing so many different emotions is a part of working through what has happened to you. Right now, you may wonder when you will “get your life back.” Or perhaps you are not feeling much at all.

Many survivors have found that patience, time and support from others has helped them recover. **Information on effects of trauma, healing, helping a loved one & more can be found at: rainn.org**

Self-Care

Here are a few ways to care for yourself during your healing process:

See a Counselor: A good counselor can be a great support to help guide you through your healing process. For free counseling & other counseling options see page 21.

Physical Activities: Go for a walk. Do yard work. Take a jog. Vacuum. Dance. Do an exercise video. Bike. Do sit-ups or squats. Join a team.

Relaxing Activities: Listen to music. Take a bath or shower. Take a nap. Read a book or magazine. Rock yourself gently. Watch a movie. Laugh with a friend. Pet an animal. Spend time outside.

Creative Activities: Draw. Paint. Write a song or poem. Bake. Use a journal. Work a puzzle. Garden. Play "make believe" with a child. Volunteer.

Stay Connected to Your Body: Take deep breaths. Stand up and walk around. Laugh. Turn up the lights. Tense and release different muscles. Ask others to talk with you. Eat foods you enjoy. Smell a relaxing scent.

Navigating the Systems: Who will I work with?

Here are some individuals you may encounter or choose to work with after your sexual assault:

Medical Staff or Forensic Nurse Examiner

Often, the first step in reporting is receiving a sexual assault forensic exam to preserve evidence (often referred to as a "rape kit") from a Forensic Nurse Examiner. A Forensic Nurse Examiner has special training in treating sexual assault survivors. The nurse will do a detailed exam which can include a statement about the assault, evidence collection, optional STI/HIV and pregnancy prevention as well as addressing other medical concerns. Find more info on the forensic program on pages 8 and 18.

Forensic exams are most effective up to 5 days after an assault but can be done at any time. If your assault occurred more than 5 days ago, still contact University Medical Center, New Orleans Family Justice Center, your doctor, or a local clinic for STI testing. For medical resources see page 18 of this guide.

Advocates

The role of advocates is to provide survivors and their loved ones with non-judgmental crisis intervention services, support, information and referrals to address various needs while creating a safe space for survivors.

Advocates also provide confidentiality: except in rare circumstances, nothing will be shared without your permission.

If you get a forensic exam, an advocate can be present to provide support and/or discuss your options and inform you of what to expect throughout the criminal justice process. Advocates can also be present during interviews with police and prosecutors at your request.

If an arrest is made, you will be assigned an additional advocate from the District Attorney's Office who will help you throughout the court process.

Law Enforcement

The role of law enforcement is to protect and to serve the public. In cases of sexual assault, this role translates into ensuring the safety of the survivor and the community by investigating reports of the crime.

If you choose to report to police, a detective from the NOPD Sex Crimes unit (or the Parish where the crime occurred) will investigate your case. The detective will interview you to collect information about the assault. The detective's job is to determine whether the report of sexual assault meets the elements of a crime as defined by Louisiana law; this involves piecing together a detailed account of the assault by collecting statements from the survivor, witnesses, and suspect(s) as well as physical and corroborative evidence. For more information about reporting to police, see page 10 of this guide.

Prosecutors/ District Attorney's Office

The role of the District Attorney's (DA) office is to hold offenders accountable through the prosecution of criminal cases. Prosecutors are responsible for evaluating reports of sexual assault to determine if sufficient evidence exists, or could be obtained, to file criminal charges.

The DA prosecutor will handle your case throughout the court process. You may be asked to meet with them to go over your case. The court process typically lasts a few years. Find more information about working with prosecutors on page 15 of this guide.

Counselors/ Therapists

Licensed trauma counselors are available to survivors at any point in their recovery process. Some survivors may decide to enter into counseling immediately after an assault, while others may wait several weeks, months or years to seek therapeutic support. The New Orleans Family Justice

Center (NOFJC) and Sexual Trauma Awareness and Response (STAR) provide individual and group counseling to survivors for free. You do not have to report to law enforcement to receive services. Find info on counseling resources on page 19 of this guide.

Medical Care and Concerns

Survivor Rights throughout the Medical Process

All survivors of sexual assault have the following rights throughout the medical process:

- To receive a forensic exam/rape kit free of charge.
- To consent to all, none, or parts of the forensic exam/rape kit.
- To have the forensic exam completed even if you have not decided if you want to report the assault.
- To request that a medical advocate from one of the local sexual assault agencies be present at the hospital with you.

Forensic Medical Exam

A forensic medical exam should be done as soon as possible after the assault, ideally within 5 days. This exam usually takes 2-5 hours. While this may seem long, forensic medical exams provide the survivor with the special attention they need and deserve to ensure that they are medically safe, and any evidence is properly collected.

A sexual assault forensic exam can include:

- Telling the nurse, a detailed description of what happened
- A head-to-toe examination and assessment of the entire body (including an internal examination, if indicated)
- Collection of swabs that may contain offender's DNA
- Photo documentation of any injuries
- Treatment for sexually transmitted infections (STIs)
- HIV and pregnancy preventatives (must start within 3 days of assault)

This is a completely voluntary exam. You have the right to accept or decline any or all parts of the exam.

Follow-Up Medical Care See page 20 for community clinic information

- After an exam, it is recommended that you receive follow-up STI testing from your doctor or at a local clinic.
- If you chose to take HIV prophylaxis (prevention) at your forensic exam, you will be given directions on how to fill the remainder of the prescription for free.
- The forensic examiner or a physician will call you with any positive lab results. For services at UMC, lab results can be obtained online at your UMC patient portal (instructions given at exam).

Paying for Medical Care

You should never get a bill for a forensic medical exam; however, you may be charged for additional services such as treatment of additional injuries or follow up medical care.

Advocates at NOFJC may be able to help if you receive a medical bill or direct you to other resources such as Crime Victims Reparations (CVR) to cover some of your expenses.

What happens to my evidence?

If you report to police, evidence collected will be sealed in a Forensic Evidence Kit and transported to the crime lab for testing. If you decide not to report to the police, your kit will not be tested for evidence, but it will be stored by the NOPD with a number. NOPD will keep your evidence for a year or longer if you choose to report at a later time.

The process of testing the kit varies, but typically takes a few weeks to a few months. Your NOPD detective or a sex crimes social workers should be able to answer questions about the status of your kit.

Reporting to Law Enforcement

Should I Report to Police?

Justice can mean different things to different people, and reporting a crime to law enforcement is an individual decision. Many who have decided to report to law enforcement have described it as the first step in seeking justice for the crime by holding the offender accountable for their actions. For others, reporting can be a very draining and lengthy process with no guarantee of a resolution or closure. Ultimately it is your decision to report or not (with the exception of mandated reporting which applies to minors or vulnerable adults who have been assaulted).

If you are deciding whether or not to report, an advocate from NOFJC can help talk you through your options.

If you decide to report the assault to police, contact the New Orleans Police Department by dialing 911 or come to the New Orleans Family Justice Center (701 Loyola Avenue, Suite 201, NOLA 70113), or call NOFJC at 504-592-4005 for assistance. You have the right to have an advocate accompany you when you make a police report.

Justice can mean different things to different people, and reporting a crime to law enforcement is an individual decision.

Common Concerns

There are many reasons survivors decide to remain silent about their assault. We know that reporting can be a difficult decision. Below are common concerns about reporting to law enforcement.



The offender got scared away or stopped before finishing the assault.

Attempted rape is a serious crime and can be reported. Reports of attempted rape and other assault are taken seriously.

About 2/3 of survivors know the person who assaulted them. It can be confusing to be hurt by someone you know. Regardless of who the offender is, sexual assault is against the law and is not okay.

I know the person who hurt me.



I've been intimate with the offender in the past, or am currently in a relationship with the offender.

Sexual assault can occur within a relationship. Giving consent in the past does not give them consent for any act in the future. If you did not consent, they acted against the law—and you can report it.

Most sexual assaults do not result in external physical injuries. It's important to receive medical attention to check for internal injuries. You can also choose to have a sexual assault forensic exam to check for DNA evidence that may not be visible on the surface.


I have no physical injuries, and I'm worried there's not enough proof.



Just because you didn't resist physically doesn't mean it wasn't rape—People respond to an assault in different ways—freezing is a very common response to being attacked. **Whatever you did to get through was the right thing to do.**



I didn't fight back physically, so I'm not sure if I was raped.



I thought 'no,' but didn't say it...does that mean it isn't rape?

It depends on the circumstances. If you didn't say "no" because you were legitimately scared for your life or safety, then it is still rape. **Freezing is a common reaction when the body is overwhelmed with a dangerous situation, and sometimes it isn't safe to resist, physically or verbally.**


This is based on the laws in the state where the assault occurred and the specific facts of the assault.

Generally, you have **at least a year to report (and usually much longer).**

If you are not sure, you can still get a free forensic exam so evidence is saved should you chose to report later. The Family Justice Center can help answer your questions about timeframes for reporting.



How long do I have to make a police report?



I'm worried people will think it's my fault because I was drinking.

As part of their plan, perpetrators may encourage victims to use drugs/alcohol or may identify individuals who are already intoxicated. **Alcohol is not a cause of rape but is one of many tools that offenders use.**

What to Expect When Reporting

If you choose to report to police, a detective from the NOPD Sex Crimes Unit will investigate your case. A NOFJC advocate can also be with you during any interactions with law enforcement. The detective will interview you to collect information about the assault. They may ask some questions that feel uncomfortable in order to get the information they need for the investigation. The detective's job is to determine whether the report of sexual assault meets the elements of a crime as defined by Louisiana law. This involves piecing together a factual and detailed account - of the assault by collecting statements from the survivor, witnesses, and suspect(s) as well as physical and corroborative evidence.

Often survivors are not ready to report right away, and that's ok. When you are ready, a detective can take a report anywhere that is comfortable for you. Survivors have the right to have an advocate or support person present during the interview. The detective may follow up with you throughout the investigation to get additional information, identify the offender in a line-up, etc.

Your detective should give you an item number, their name and contact information following your initial report. If you remember more information following the initial interview or have questions, let your detective know.

The criminal investigation process can be very quick or very lengthy.

Depending on the progression of the case, law enforcement may make a prompt arrest, or it may take much longer. Often an arrest is never made. *If the detective is unable to make an arrest, this does not mean that they did not believe you or that the crime didn't happen, but rather that there was not enough evidence to find "probable cause" to make the arrest.* If you have questions or want an update on your case, you can contact your detective directly or your NOPD Sex Crimes Unit social worker (see page 21 of this guide).

Survivors are encouraged to connect with an advocate or counselor to get extra support through this difficult process.

Your Rights as a Survivor

At All Times

1. You have the right to be treated with fairness, dignity and respect.
2. You have the right to privacy.
3. You have the right to a free forensic exam regardless of your decision to report to law enforcement.
4. You have the right to receive emergency, social and medical services as soon as possible when you report the crime.
5. You have the right to have a survivor advocate present when interviewed by law enforcement and/or prosecutors, and to be interviewed in a private setting.
6. You have the right not to be asked or told that you must take a polygraph examination as a condition to an investigation or prosecution.
7. You have the right to have your personal property returned to you when it is no longer needed as evidence.

If the System Fails

There is an unfortunate history of failures by the justice system to adequately investigate and pursue sexual assault cases. If any part of the system fails, there are organizations to provide advocacy and support. The Office of the Independent Police Monitor (IPM) takes complaints if you have problems with a police officer or the way your case is handled. Complaints can also be filed with NOPD's Public Integrity Bureau (PIB) and the Department of Justice (DOJ).

Office of the Independent Police Monitor

Phone: (504) 309-9799 | Email: policemonitor@nolaipm.gov

Address: 2714 Canal St. Suite 201 | Website: nolaipm.gov

NOPD Public Integrity Bureau

Phone: (504) 821-2222 | Email: nopdpib@nola.gov | Address: 715 South Broad St | Website: nola.gov/nopd/about-us/bureaus/public-integrity

Overview of Criminal Justice Process (Reported Assaults)

Police Investigation

A detective from the Sex Crimes unit will investigate the sexual assault through various means including interviewing the victim and any witnesses and/or offender and collecting any physical and/or corroborative evidence.



Optional Hospital Visit

The police may ask you to get a forensic medical exam or "rape kit." A nurse will take care of you medically and collect any evidence from your body. You can say no to any part of the exam.



Decision to Arrest

The police may decide to arrest the accused person. If an arrest is not made, it does not mean this person is innocent—just that police did not have enough evidence to continue. Often the police will consult with the prosecutors at the District Attorney's office to help make a decision about arrest.



Arrest Not Made

Your case will remain open/inactive unless new evidence is found.



Arrest Made

You will be assigned an advocate from the DA's office to help you through the court process.



Prosecution/Court

After arrest, the police hand over your case to the District Attorney's (DA's) office. They decide if there is enough evidence to go forward in court. The DA can decide not to prosecute the case if they don't think there is enough evidence for court. The court process typically takes 1-3 years.



Punishment/Consequence

Your attacker may be offered a plea bargain (agree to a punishment) or will be found "guilty" or "not guilty" (and sentenced by the judge) at trial.

Civil Legal Options

Even if your case does not end in arrest or prosecution, you have the right to take civil legal action, such as suing the offender for damages (physical, emotional, etc.) or getting a restraining order. You may hire a private attorney or call STAR or the NOFJC to learn more about your legal options.

Your Rights during a Criminal Prosecution

1. You have the right to reasonable notice and to be present and heard during all critical stages of criminal justice proceedings.
2. You have the right to refuse any interviews by the accused or any representative of the accused.
3. You have the right to confer with the prosecution prior to any final conclusions of the case.
4. You have the right to make a written or an oral survivor impact statement at the defendant's sentencing hearing.
5. You have the right to seek restitution if the defendant is found guilty.
6. You have the right to be notified of the defendant's custody, release, escape and probation and parole status.

<https://doc.louisiana.gov/public-programs-resources/victim-services/victim-registration/>

Working with the Court and DA's Office

The role of the District Attorney's (DA's) office is to hold offenders accountable through the prosecution of criminal cases. Prosecutors are responsible for evaluating reports of sexual assault to determine if sufficient evidence exists, or could be obtained, to file criminal charges.

If an arrest is made, the case is transferred from the detective to the District Attorney's office. It can take several weeks or months for a case to be transferred to a prosecutor after an arrest. The DA's office will review the case and decide whether there is enough evidence to go forward with prosecution. **Sometimes even if an arrest is made, the DA's office will find there is not sufficient evidence to go forward with trial.**

If the DA's office accepts your case, the DA prosecutor acts as the attorney who proceeds with the case throughout the criminal process. You will also be assigned an advocate from the DA's office to support you and keep you up to date throughout the court process. The advocate will give you their contact information and they are the best person to call with any questions or information for your attorney. Advocates can go to court in your place for most of the court proceedings.

The criminal court process can last for a few years. You may be asked to meet with your prosecutor at various points to go over your case, to be present during court, and/or to testify if the case ends up going to trial. However, just because your case is accepted does not necessarily mean you will have to testify. Often an offender will accept a plea deal before it comes time for a trial.

If an offender takes a plea deal or is found guilty, the judge will assign a sentence in line with their criminal charges. You have the right to make a victim-impact statement at the sentencing hearing.

If an arrest has been made in your case and you do not know your DA advocate, contact the Family Justice Center at 504-592-4005 to connect with them. An advocate from NOFJC can also help you through this process and accompany you to meetings and/or court dates.

If you still have questions...

The following pages include information on a number of resources mentioned throughout the guide. We hope this guide provides a helpful overview, but we realize that every situation is unique and that there is still a lot of information we did not cover.

If you have any questions or just need support at any point,
please reach out to an advocate—they are here to help!

Resources

Medical Forensic Exams

University Medical Center Forensic Program (for ages 15+)

(Enter on the 2nd floor at Emergency Dept, and check in with front desk)
2000 Canal Street, New Orleans, LA 70112

Main: (504) 702-3000 | Forensic: (504) 702-3166 | umcno.org

- Sexual assault & domestic violence forensic examinations and emergency medical treatment. Open 24/7.

HOPE Clinic at NOFJC, Forensic Program (for ages 18+)

701 Loyola Ave, Suite 108, New Orleans, LA 70113

Monday-Friday, 8am-4pm

Forensic Nurse: (504) 355-0857 | Clinic: (504) 503-0878 (Call ahead to make an appointment) | nofjc.org

- Sexual assault and domestic violence forensic examinations provided in a community-based, healthcare clinic setting. For survivors who do not have serious injuries/issues that require emergency medical care.

Tulane/LCMC Lakeside Hospital, Forensic Program (for ages 15+ Jefferson Parish)

4700 South I-10 Service Road W, Metairie, LA 70001

- Sexual assault forensic examinations. Open 24/7.

Children's Hospital (for under 18)

200 Henry Clay Avenue, New Orleans, LA 70118

Main: (504) 899-9511 | Emergency: (504) 896-9474 | chnola.org

- Acute Forensic exams for children under 18 years of age (go here if abuse may have happened in the past 3 days).

Children's Advocacy Center/Audrey Hepburn CARE Center (for under 18)

1101 Calhoun St. New Orleans, LA 70118

Phone: (504) 896-9237

Website: chnola.org/our-services/Audrey-Hepburn-care-center

- Medical forensic exams for children under 18 years of age when abuse is suspected. Child-friendly medical and forensic interviewing.

Places to Go

Metro Centers for Community Advocacy

Phone: (504) 837-5400

- Safe, temporary, emergency shelter available for survivors of DV

Eden House

Phone: (504) 387-8321

- Emergency and long-term housing options
- Comprehensive recovery services to survivors of human trafficking and commercial sexual exploitation

Mary Claire's Place (NOFJC)

Phone: (504) 866-9554

- Immediate safe housing for individuals fleeing DV and abuse
- Free and confidential location
- Medical advocacy and safety planning

Hotel Hope

Phone: (504) 821-7773 | Website: hotelhope.org

- Short-term emergency housing for women and children

Family Violence Program of St. Bernard

Phone: (504) 277-3177 | Website: fvpsb.org

- Emergency shelter for women

Covenant House New Orleans

Phone: (504) 584-1111 | Website: covenanthousenola.org

- Open 24 hours a day
- Emergency housing for young people (under 22) with no questions asked

Eunoia Center

Phone: (504) 349-3740 | Email: eunoia.center@jphsa.org

M-F: 8am – 4:30 pm

- Daytime program providing immediate support to ease feelings of distress
- Connects individuals to ongoing mental health services

Advocacy, Counseling & Legal Services

Sexual Trauma Awareness & Response (STAR)

123 N. Genois St. (Mid-City)

Phone: (504) 407-0711 | Crisis Hotline: 1 (855) 435-STAR | star.ngo

- Support for survivors and secondary survivors of sexual trauma. All services are free of charge.
- Advocacy, Legal, Counseling, Prevention, 24-hour crisis hotline.

New Orleans Family Justice Center (NOFJC)

701 Loyola Ave., Suite 201 (U.S. Postal Service Tower), NOLA 70113

Phone: (504) 592-4005 | Crisis Hotline: (504) 866-9554 | nofjc.org

- Support for survivors and secondary survivors of sexual and domestic violence, child abuse, human trafficking, and stalking. All services are free of charge.
- Follow-up forensic care, assistance with prescriptions, repeat pregnancy and STD testing.

Metropolitan Center for Community Advocacy

Serves Jefferson, Orleans, St. Tammany & River Parishes

Phone: (504) 837-5400 | Crisis Hotline: (504) 837-5400 | mccagno.org

- Services for survivors of domestic violence and sexual assault.
- All services are free and confidential

Women With a Vision (WWAV)

2028 Oretha Castle Haley Blvd, New Orleans LA 70113

Phone: (504) 302-8822 | wwav-no.org

- Provides supportive services to survivors of sexual & domestic violence. Specialized services for LGBTQ community, sex workers and women of color.

Loyola Center for Counseling & Education

7214 St. Charles Ave, New Orleans, LA 70118

Phone: (504) 864-7858 | Email: LCCE@loyno.edu | M-Th: 11am – 8pm

- Sliding pay scale to accommodate everyone
- Provides effective mental health counseling services

LSU Health Behavioral Science Center

2025 Gravier St., New Orleans, LA 70112

Phone: (504) 412-1580 | M-F: 8am – 5pm

- Accepts more major insurance carriers

Jefferson Parish HSA Community-Based Behavioral Health Services

Phone: (504) 846-6901 | M-F: 8am – 4:30pm

- Sliding pay scale & accepts Medicaid

Metropolitan Human Services District

3100 General De Gaulle Dr, New Orleans, LA 70114

24 Hour Crisis: (504) 826-2675 | Appointments: (504) 568-3130

M-F: 8am – 4:30pm

- Behavioral health services
- Accepts Medicaid and those without insurance

To find Rape Crisis Center in other locations, go to:

centers.rainn.org or call 1 (800) 656-4673 (HOPE)

Other Counseling Resources

You can also look into counseling through your personal health insurance. If you seek a private counselor, look for those with experience working with survivors and/or victims of trauma. Psychology today can be a good place to start. [psychologytoday.com/us/therapists](https://www.psychologytoday.com/us/therapists)

Hotlines & Additional Support

RAINN National Sexual Assault Hotline: 1 (800) 656-4673(HOPE)

RAINN Online Hotline: <https://hotline.rainn.org/online> (English & Spanish)

LaFASA Text Line: 225-351-7233 (SAFE)

National Suicide Prevention Lifeline: 988

Dial 211: VIA Link hotline for emotional support & community resources

Department of Defense SAFE Hotline for Service Members: (877) 995-5247

SAFE Online and Text Hotline: safehelpline.org

Louisiana Foundation Against Sexual Assault: <https://www.lafasa.org/>

Healthcare Clinics/ Follow-up Care

HOPE Clinic at the Family Justice Center

701 Loyola Ave, Suite 108, New Orleans LA 70113

Phone: (504) 503-0878 | Website: <https://www.nofjc.org/>

- Primary care, forensic exams, forensic follow up, nPeP, PreP, STI testing, women's health & behavioral health in a trauma-informed setting.
- Accept Medicaid & most insurance. Sliding scale for uninsured—many services free. No one turned away due to ability to pay.

UMC Infectious Disease Clinic (ID or HOP Clinic)

University Medical Center, Clinic side, 4th floor, 4c Clinic

Phone: (504) 702-4344

- If you are prescribed HIV prophylaxis (preventative) at your UMC Forensic Exam, the ID clinic will help fill your prescription for free.

504 Health Net (Multiple locations for primary care, follow up care, testing)

To locate a clinic near you: (504) 507-9112 | Website: 504healthnet.org

- Free and low-cost Healthcare and Mental Health Services

Planned Parenthood

4636 S. Claiborne Ave, New Orleans, LA 70125

Phone: (504) 897-9200

Website: <https://www.plannedparenthood.org/health-center/louisiana/new-orleans/>

- Providing birth control education and supplies, as well as emergency contraception
- For medical services such as pregnancy testing, STD testing and testing for urinary tract infections

LSU – Crescent Care Sexual Health Center

Crescent Care MidCity, 5th floor | M-F 8am - 3pm

Phone: (504) 821-2601 | website: crescentcare.org

- Free and low-cost medical care
- Walk-ins accepted

Law Enforcement

New Orleans Police Department (NOPD)

Emergencies: 911 | non-emergencies: (504) 821-2222

NOPD Sex Crimes Unit: (504) 658-5523 | Unit Social Workers: (504) 658-5551

New Orleans District Attorney's Office

Address: 619 South White Street, NOLA 70116

Phone: (504) 822-2414 | Website: orleansda.com

Crime Victim Resources

Louisiana Crime Victims Reparations (CVR) Program

Statewide phone: (225) 342-1749 or 1 (888) 6-VICTIM

Orleans Parish CVR Rep: Sgt. Stephanie Minto (504) 202-9229

Website: <https://lcle.la.gov/programs/cvr/>

- CVR helps innocent victims, and their families pay for the financial cost of crime when they have no other means of paying. Reimbursable expenses include medical, dental, prescription, counseling, loss of earnings/support, emergency relocation, funeral expenses and more.
- Information and forms to apply to CVR are on the website listed above. Contact your parish representative for additional assistance.

Louisiana Automated Victim Notification System (LAVNS)

Phone: (866) 528-6748 | Website: vinelink.com

- Information about criminal cases and custody status of offender.

Louisiana Survivors for Reform (LSR)

Call or Text: (504) 535-4912 | Email: lrs@defendla.org

Website: <https://promiseofjustice.org/lrsreform>

- Coalition of survivors of crime/harm and local orgs working towards policy reform, and a space for advocacy as a part of healing.



Supportive Phone Apps: Rainn, Day One, Insight Timer, My Possible Self, Aloe Bud, Plum Village, Pzizz, Headspace, Calm

Notes: