

The Portland Women's Crisis Line strives to end domestic and sexual violence by providing confidential support services and education to empower our community.

→ EXECUTIVE SUMMARY

In 2013 the Portland Women's Crisis Line celebrated its **40th birthday!!!** It is amazing to think that for the past four decades, PWCL has been a vital community resource providing the core services of a 24/7 crisis line, in-person medical response and on-going advocacy for survivors of sexual and domestic violence. Building on this solid foundation, 2013 marked the first year of realizing the milestones of our current strategic plan, which will carry us through 2016. We are pleased to report progress in all four of our strategic directions:



1) Building Capacity

Increased Crisis Line Coverage; Access Improvement Project

2) Meeting Community Needs with Quality Services

Increased evaluation capacity; Delivery of reliable service to over 21,000 callers

3) Prioritizing Equity and Diversity

Equity and Inclusion Committee; Anti-racism Organization Work

4) Collaborating for System Changes

Project Advisory Council; County-Wide Coordinated Access Conversation

PWCL is committed to being a **survivor-led organization** at every level. This means we believe survivors are the experts of their own lives, and that each survivor will find their path to healing and freedom from violence in their own way. It is our hope to provide unconditional support to survivors as they take this journey by offering emotional support, information and referral, and safety planning. **In 2013, PWCL answered 21,897 calls**—making it the largest domestic or sexual violence crisis line in Oregon.



As the primary telephonic entry point for survivors in Portland, an amazing amount of energy is put into keeping PWCL in top shape. Our Executive Director, **Rebecca Nickels, celebrated her 7th year of contributing to PWCL's health and stability.** PWCL also has a dedicated group of staff and volunteers who respond to this challenge through mutual support and unity, vicarious resiliency, and an outpouring of appreciations. As proof of this, PWCL was once again voted one of the **100 Best Nonprofits to Work For** by *Oregon Business*, climbing to the position of **15th best small nonprofit!**

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While PWCL is proud of its accomplishments, there is always room for improvement! To ensure that PWCL is accessible to all callers, and every caller receives exceptional service, the **Access Improvement Project** (AIP) was launched in July of 2013. The AIP has increased PWCL’s evaluation and technology capacity, strengthened key relationships with other domestic violence response agencies, and allowed for the addition of a weekday crisis line specialist to reduce hold times for callers during our busiest hours. PWCL looks forward to the continual improvements that the AIP has catalyzed.

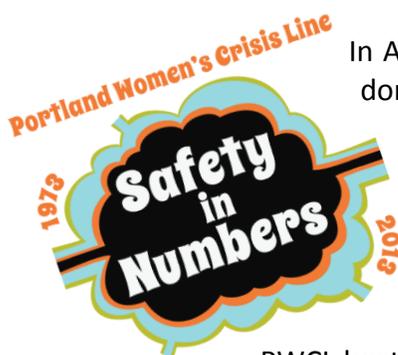
Our grassroots and feminist perspective continues to draw people to PWCL so they can contribute to the important social justice work we do. In the fall of 2013, the **Equity & Inclusion Committee** (EIC) was formed to look critically at every level of our organization and how power and privilege intersect with our service delivery and organizational values. The EIC is tasked with the following: supporting the process of PWCL becoming an anti-racism organization; conducting an organizational assessment of how PWCL currently handles racial justice issues; putting into effect the ways we can improve and maintain intersectionality in all of our practices (both in our service delivery, as well as our own internal policies). An intersectional lens is crucial in providing equitable services. We expect this to be an ongoing process, as the learning (and unlearning) is never “done”.

Because of PWCL I am alive!! The constant compassion, genuine concern, and support provided me a new found freedom and happiness I never dreamed possible.

PWCL PARTICIPANT

→ ADMINISTRATION & DEVELOPMENT PROGRAM

Under the direction of PWCL’s new strategic plan, 2013 was about building on our stable foundation and looking forward to capacity building and growth as an organization. Our **Board of Directors** continued to flourish and serve as a committed group of leaders overseeing PWCL’s resources. There is active Board representation on the Development Committee and the Equity and Inclusion Committee. In July, the Board welcomed four new members. Two of the new Board members celebrate a history with PWCL, with one being a long-term volunteer with PWCL, and another a long-term donor. The Board also saw four standing members transition out of their positions after years of service.



In April, PWCL hosted the 11th annual **Safety in Numbers**, our annual gala to end domestic and sexual violence. The event had a 1970s theme in honor of our founding (1973) and 40 years of service. This Safety in Numbers was record setting for attendance and money raised, setting the path for another 40 years of amazing service from PWCL!

October was **Domestic Violence Awareness Month**, and PWCL hosted a series of events to raise awareness of the issue and mobilize the community.

PWCL hosted a *Virtual Vigil*, which created an online space for community members and service providers to remember the Oregonians who died as a result of domestic violence. The *Nosh4Nonviolence* campaign mobilized restaurants which donated proceeds from one day of business directly to domestic violence service providers. The community enjoyed a sold-out *Smarty Pants Trivia Night*, part of our *Party with a Purpose* series, which raised funds to directly support PWCL services and programs.



In December, the *Willamette Week* featured PWCL for the sixth year in their annual **Give!Guide** which encourages community members to donate to local nonprofit organizations. This year's campaign held special significance as one of our own was honored with the **Skidmore Prize**, the *Willamette Week's* annual award to exceptional young leaders in the nonprofit sector. Because the number one cause of houselessness for women in the United States is domestic violence, PWCL has a dedicated advocate working with survivors experiencing houselessness, Monika Weitzel. As one of four Skidmore Prize recipients, Monika was recognized for her important work at the intersection of domestic violence and houselessness.



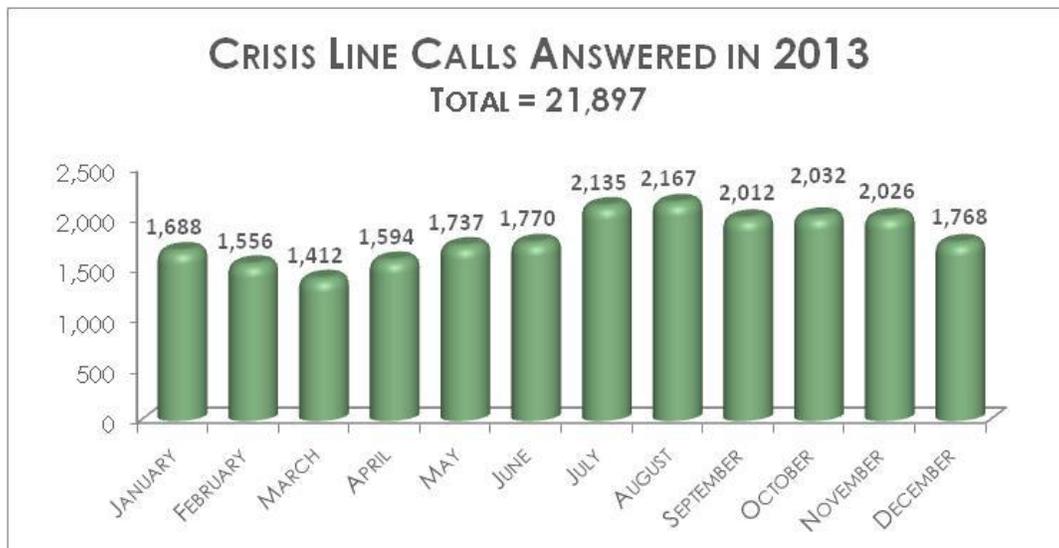
PWCL PARTICIPATES IN...

Coordinating Council to End Homelessness; Developmental Disability Advisory Committee; Domestic Violence Coordination Team; DHS/OHA Domestic Violence Council; Legal Assistance for Victims Program; Multnomah County Family Violence Coordinating Council; Multnomah County Family Violence Coordinating Council's Prevention Public Awareness Committee; Multnomah County Sexual Assault Response Team; Non-Occupational HIV Post Exposure Prophylaxis Workgroup; Oregon Coalition Communities of Color Task Force; Oregon Alliance to End Violence Against Women; Oregon's Women of Color Network Leadership Academy; Sex Worker Outreach Coalition; Portland Community College SAFE Council; Portland Bad Dateline; Tri-County Domestic & Sexual Violence Intervention Network; Volunteer Coordinator's Network

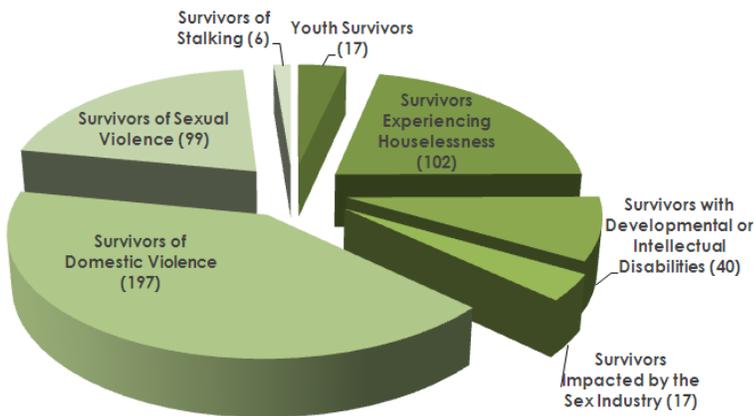
PWCL actively advocates for survivors of violence. Dedicated staff and volunteers from every sphere of our organization participate in numerous work groups, committees, and councils in an effort to share knowledge and expertise that leads to systems change and improved services for domestic and sexual violence survivors.

→ ADVOCACY PROGRAM

The Advocacy Program includes four Direct Service Advocates, a weekday Crisis Line Specialist, and two weekend Crisis Line Specialists. These staff members, along with our trained volunteers and on-call advocates, answer PWCL's crisis line and provide safety planning, emotional support, crisis intervention, information and referrals, danger-to-safety transportation assistance, information about shelter availability, motel vouchers, and access to emergency safety mats at a local homeless shelter. The crisis line also serves as the one of the entry points for support group participants and survivors receiving or requesting follow-up advocacy.



INDIVIDUAL PARTICIPANTS SERVED THROUGH FOLLOW-UP ADVOCACY



Each of PWCL’s four Direct Service Advocates has a unique area of expertise allowing for enhanced services and follow-up advocacy to four distinct populations: **survivors experiencing houselessness; survivors with developmental disabilities; survivors impacted by the sex industry; and youth survivors.** Through follow-up services survivors may receive in-depth safety planning, access to local resources, emotional support designed to help the survivor heal, skills to

manage trauma response, help obtaining employment and stable housing, support accessing the criminal justice system, and assistance utilizing both the Crime Victim Compensation Program and the Address Confidentiality Program.

In March, PWCL began **pre-screening callers seeking domestic violence shelter in the Portland metro area** to streamline access to this limited and vital resource. PWCL is consistently identified by the community as the “clearing house” for shelter availability, so we were a natural fit for this role in the system. Survivors that were pre-screened for domestic violence shelter had the option to be placed on a shelter call back list which PWCL has managed since 2011. Trends and statistics gathered from PWCL’s shelter call back list have helped our community better understand the need for domestic violence shelter.

PWCL ADVOCATES PROVIDE OUTREACH AT...

Clackamas Service Center; Department of Human Services; Gateway Center for Domestic Violence Services; Harry’s Mother; New Avenues for Youth; Outside In; p:ear; Rose Haven; Salvation Army Female Emergency Shelter; Jean’s Place; Winter Warming Shelter for Women; Multnomah County Development Disability Brokerages; Various Adult Entertainment Venues

In **partnership with Portland State University**, PWCL advocates began offering in-person sexual assault response in January. In-person response has always been one of PWCL’s core services, and we recognize the importance of offering this service to PSU students as an estimated 20 to 25 percent of college women experience rape or attempted rape.

PWCL believes in the strength of our system and we see the amazing and essential work that advocates do in supporting survivors as they navigate the system and heal from violence. In October, our Director of Services hosted an **Advocate Appreciation Pizza Party** to give thanks to community domestic violence advocates, build community, and strengthen relationships.



→ VOLUNTEER & OUTREACH PROGRAM

PWCL's Volunteer & Outreach Program continued to thrive, with over 40 active volunteers at the close of 2013. Over 46 volunteers, professionals and community members attended our bi-annual **Basic Advocacy Trainings**, a comprehensive, 51 hour educational experience covering the topics related to domestic and sexual violence, advocacy, and oppression. Additionally, the Volunteer & Outreach

Unsure what to expect at the beginning, my time at PWCL has exceeded any expectations; it has been a learning, healing, and growing experience. I am proud to do this work and be part of an inspiring community.

PWCL VOLUNTEER

program provided **52 presentations and trainings to 451 attendees** from various community groups, service providers, businesses, classrooms and faith communities interested in learning more about social justice and the dynamics of domestic and sexual violence. In total, **PWCL Volunteers gave over 4,000 hours of service in 2013.**

April was **Sexual Assault Awareness Month** and PWCL once again hosted ***Bike Back the Night***, a partnership with Portland State University's Women's Resource Center's ***Take Back the Night***. ***Bike/Take Back the Night*** promotes the right that every person deserves to feel safe on the streets of our community without the fear of being sexually assaulted. Event participants marched and biked through the streets of downtown Portland and held a community vigil.

PWCL takes tremendous pride in our volunteers and the work they do to end violence in our communities. **Supporting our volunteer crew is always a priority for PWCL** and we do this by offering on-going trainings in vicarious trauma and resiliency, sending out an amazing monthly newsletter with resources and appreciations, and holding monthly meetings for volunteers to come together and share their experiences. Volunteers are integrated into every sphere of our agency, from the board, to facilities, to the Cell Phone Project and outreach. PWCL is also lucky to have hardworking interns from Portland State University's School of Social Work whose contributions are inspiring!

→ CONCLUSION

PWCL had a wonderful 2013, and we are looking forward to another year of rewarding work towards ending domestic and sexual violence. This work relies on a community of support, and **we are so grateful that you are joining us as we work towards a world without domestic and sexual violence!**

