Portland Women's Crisis Line 2014
STAKEHOLDER REPORT

Year in Review

Looking back, 2014 was an eventful year for the Portland Women’s Crisis Line. As part of the ongoing improvements and services we provide, the crisis line and community services increased significantly. These changes were reflected in the increased usage of our services, which included a 22% increase in our monthly call volume.

Direct Service

- 427 night calls
- 470 inbound calls
- 303 outbound calls

Services Provided

- 472 night calls
- 470 inbound calls
- 303 outbound calls

We are also proud of our comprehensive suite of services, which includes counseling, education, and support services. Our goal is to provide the highest quality services to our clients, and we believe that our records reflect this commitment.

Needs of Callers

22,748 Crisis Line Calls Answered

- Emotional Support
- Safety Planning
- Resource Referral

Crisis Line Call Volume

PWCCL, the Portland Women’s Crisis Line, is a leading program in preventing sexual violence and supporting survivors and those affected by it. Our services are available 24 hours a day, 7 days a week.

Strategic Milestones

- Volunteer & Outreach: 360 volunteers
- Community Outreach: 70 outreach events
- Training: 200 hours of training

Volunteer & Outreach

PWCCL has 360 volunteers!

Community Outreach

PWCCL has 70 community outreach events.

Coordinating for System Change

- PWCCL is a member of the Oregon Coalition Against Domestic Violence (OCADV)
- PWCCL is a member of the Multnomah County Domestic Violence Coalition

Promising Practices

The following are some of the practices that have been implemented in PWCCL.

- Increased use of night calls: 22%
- Increased use of safety planning: 30%
- Increased use of resource referral: 40%
- Increased use of counseling services: 50%

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Looking back, 2014 was a year of significant advances for PWCL. The agency was able to expand its services and enhance the supports that we offer to women in need. Our program for high-risk clients was expanded, as was our mobile crisis intervention program. These changes were necessary to meet the growing demand for our services.

Promising Practices

The following are some of the practices that we believe have had a positive impact on our work:

- Building a strong culture of safety
- Engaging in ongoing training and development for staff
- Collaborating with community partners
- Celebrating our successes

Direct Service

We offer a range of direct service for women:

- Emotional Support
- Safety Planning
- 24/7 Hotline

Services Provided

- 427 multilingual staff
- 64 trained in Safety Skills
- 30 Domestic Violence Advocates

22,748 Crisis Line Calls Answered

Crisis Line Call Volume

PWCL is the largest domestic violence crisis line in Oregon. We provide more than 2,000 calls a month to clients in crisis.

 Needs of Callers

- Emotional Support
- Safety Planning

Needs Statement

- Emotional Support
- Safety Planning

Strategic Milestones

- Increase capacity of our Core Staff
- Expand our mobile crisis intervention program
- Improve our training and development opportunities

Volunteer & Outreach

PWCL has 60 volunteers!

Crisis Line Hours

1,300 hours of service provided by the hotline

525 volunteers

Community Outreach

PWCL delivers broth and 70 volunteers volunteer at the agency.

PWCL Participates In

- Domestic Violence Council of Oregon
- Oregon Domestic Violence Coalition
- Oregon Domestic Violence Prevention Coalition

If you are interested in volunteering, please contact us.

Contact Information

Phone: (503) 231-9750
Email: info@pwl.org

Service Desk:

- Emotional Support
- Safety Planning

Visit us online at:

www.pwl.org