

Portland Women's Crisis Line



STAKEHOLDER REPORT

Year in Review

Looking back, 2014 was a year of learning, reflection and growth for PWCL. While we had to answer some difficult questions, we drew on our organizational values and ended the year with strengthened relationships and purpose. What were some of the tough questions?

How do survivors experience our services and how can we improve to become the crisis line that survivors need us to be?

These questions were explored during our Survivor-Led Evaluation in which we asked survivors directly for their feedback and created a healing and empowering space for survivors to be heard. See the Promising Practices section of this report for more information.

We also asked ourselves what it means to be an anti-racist organization.

Here's what we came up with: PWCL recognizes that we live in an inherently racist culture and that many survivors experience racism on a daily basis. As a continuation of our work to dismantle all forms of oppression and provide equitable services, we are striving to become an anti-racist organization by applying the lens of racial justice to our work with individuals and institutions.

Both the Survivor-Led Evaluation and our anti-racist work received national attention in the National Sexual Assault Hotline (RAINN) Monthly Newsletter for August, and the National Sexual Violence Resource Center's Fall/Winter Newsletter, respectively. We are incredibly proud of the work we're doing, and sharing it nationally has been an exciting opportunity.

Beyond engaging some challenging topics, we also celebrated, as PWCL was, for the second consecutive year, voted as Portland's 15th Best Small Nonprofit to Work For by OregonBusiness. We also ended the year already exceeding some critical development goals. The Grilled Cheese Invitational, supported by East Burn, was a huge success. This, along with our record-breaking support from Willamette Week's annual Give!Guide (complete with a generous match from Biamp), will support us as we continue to improve and support the community.

We look forward to a new year of carrying on important conversations with survivors, partners and our community!

As always, we believe everyone deserves a life free of domestic and sexual violence.

Promising Practices



The following crisis line service delivery standards were established in consideration of direct feedback from: survivors who participated in our Survivor-Led Evaluation; PWCL staff and volunteers; and representatives from our sister agencies. The Survivor-Led Evaluation also helped PWCL identify not only how we can improve as an organization, but how Portland's domestic and sexual violence response system can improve through collaboration and communication.

- + Advocates take as much time as the caller needs to listen and hold space without losing patience
- + Advocates use a soft, caring tone of voice that is not scripted
- + Advocates encourage survivors to call back any time, 24/7
- + Advocates engage in creative problem solving to help survivors find direction even when resources are unavailable
- + Advocates are honest about the availability of potential resources
- + Advocates use the 'warm handoff' technique whenever possible to connect survivors to other resources



The full Survivor-Led Evaluation report is available at http://pwcl.org/docs/S-LE_FINAL_REPORT.pdf

Direct Service



Did you know PWCL's Direct Service Advocates are specialized in supporting unique populations? In 2014, we had advocates specialized in supporting:

- + Survivors experiencing homelessness
- + Survivors impacted by the sex industry
- + Survivors with intellectual or developmental disabilities
- + Youth survivors

When resources allow, PWCL supports survivors seeking emergency motel shelter, danger-to-safety cab rides and longer distance Greyhound transportation.

Services Provided



422 Motel Nights



66 Danger-to-Safety Cabs



30 Greyhound Vouchers

22,748 Crisis Line Calls Answered

"My PWCL advocate was like the trunk of a tree, and I was sort of holding onto the tree shaking, and she was just there—this grounding, strong force. And she pointed me up to the branches, which were the resources."

-Survivor, 2014

Crisis Line Call Volume

PWCL is the largest domestic or sexual violence crisis line in Oregon! Skilled advocates deliver five core services to every caller:

1. Crisis Intervention
2. Needs Assessment
3. Information & Referral
4. Emotional Support
5. Safety Planning



2014 Crisis Line Call Volume by Month

Needs of Callers

Every PWCL caller has unique needs that advocates work to address through strengths-based, trauma-informed advocacy. The following categories represent the needs most commonly identified by callers:

-  Domestic Violence Shelter
-  Emotional Support
-  Safety Planning
-  Information & Referral

Now, it's the one number that no matter where I'm at in my life, I know I can call and feel support and find direction. I'll never forget it or what PWCL has done for me."

-Survivor, 2014

PWCL, like other social care organizations in the community, does incredible work with very limited and unstable resources. While we can always offer emotional support, safety planning and information, domestic violence shelter is often at capacity. To help survivors navigate this unfortunate reality, our advocates have focused on building skills through advanced trainings on topics like:

- + Out of the box safety planning
- + Privilege and cultural domination
- + Having difficult conversations
- + Working with survivors experiencing homelessness

Strategic Milestones

These strategic directions move PWCL towards our vision of ending domestic and sexual violence, while addressing obstacles and leveraging our strengths. Here are some key milestones we reached in 2014.

Capacity Building for Our Continued Legacy

- Our Volunteer Program was strengthened through entrusting volunteers to act as primary responders on the crisis line, involving volunteers in conducting and supporting trainings, and increasing the range of volunteer roles by drafting new job descriptions.
- Our annual Outreach Calendar was created to include 3-5 culturally specific events.

Collaborating for Systems Change

- PWCL hosted a pizza party with Multnomah County domestic violence advocates and sent love letters to partner agencies.
- We participated in the 2013 Oregon Alliance Awareness Day at the State Capitol with a 3-person contingent.

Ensuring Quality Services That Meet the Community's Needs

- Our biennial Community Partner Survey was conducted. Over 160 individuals responded, and the feedback will shape our future programming, outreach efforts and strategic planning.
- We developed a 3-year capacity plan to increase crisis line coverage.
- Advocacy Program staff and volunteers were provided with ongoing trainings on trauma informed care.
- Our evaluation and continual improvement instruments were updated to be more trauma informed and to provide meaningful and useful information.

Prioritizing Equity & Diversity

- We updated our Personnel Policies to be more supportive of trans agency members.
- An Equity & Inclusion Committee was formed, made up of staff, board and volunteers, to research best practices, define goals, and create a plan for next steps for PWCL.
- PWCL worked with an outside facilitator to help us define what it means for us to be an anti-racism organization, and to help us decide how to put that value into practice.
- Quarterly staff meetings devoted to the topic of equity & inclusion were held, where privilege and oppression were examined as they relate to us as individuals and to our advocacy work.

Volunteer & Outreach

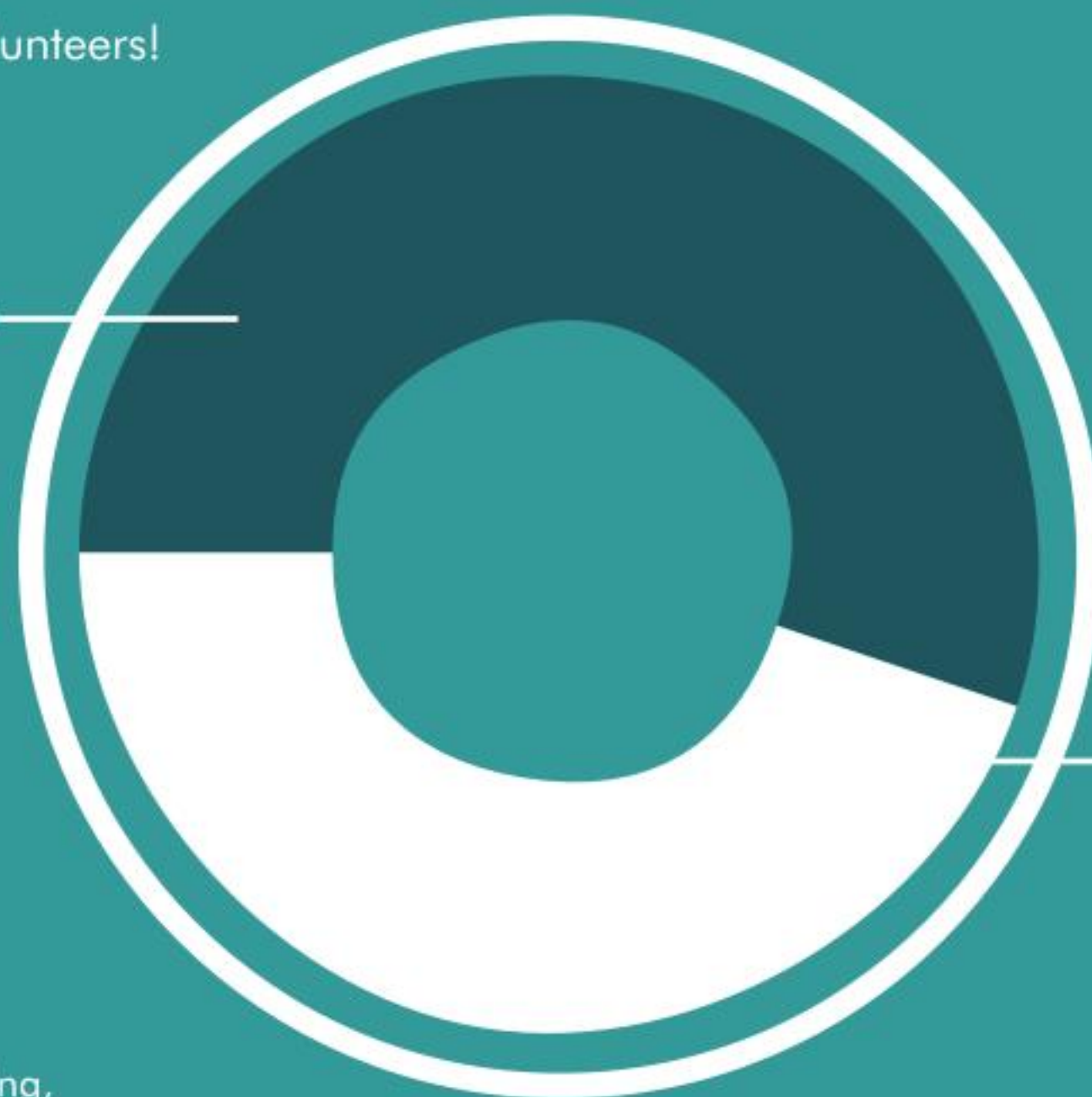
PWCL has over **60** active volunteers!

Crisis Line Hours

PWCL Volunteers gave over **1,300** hours of service answering the crisis line.

52 community members completed our 50+ hour Basic Advocacy Training.

For more information on volunteering, email fawn@pwcl.org



Community Outreach

PWCL advocates (both staff and volunteers) facilitated **70** community outreach and education events, reaching over **975** attendees.

"I am loving being a part of the PWCL team, and I am so thankful for the opportunity to get involved in this vital work. Learning how to support survivors has been an incredible experience. It is empowering, strengthening, challenging, sometimes overwhelming, but makes me feel so positive. I very much enjoy the sense of community and support from the advocates and other volunteers. Every interaction I have is like a warm and supportive hug!"

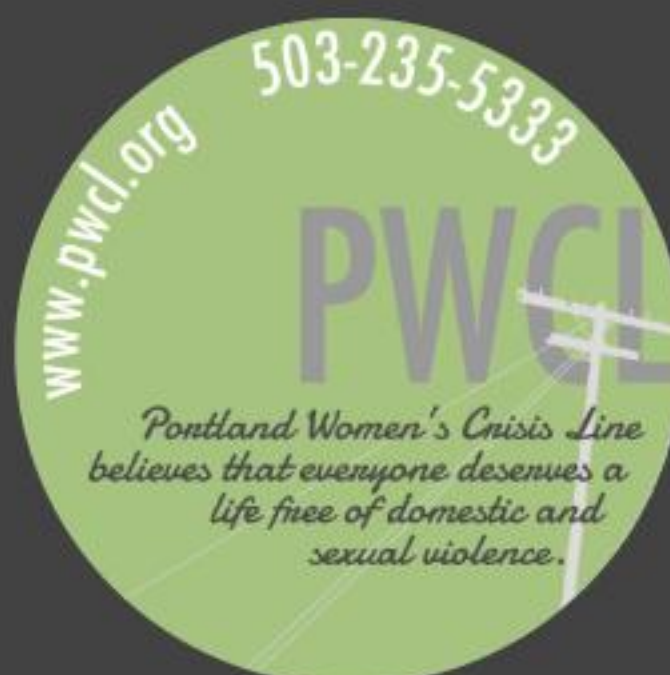
-2014 Volunteer

PWCL Participates In...

Coordinating Council to End Homelessness; Developmental Disability Advisory Committee; Domestic Violence Coordination Team; DHS 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; Women of Color Network's Aspiring Allies Program; Sex Worker Outreach Coalition; Portland Community College SAFE Council; Portland Bad Dateline; Tri-County Domestic & Sexual Violence Intervention Network; Volunteer Coordinator's Network; Oregon Women's Equality Coalition; Coordinated Access Team; University of Portland's Community Against Domestic Violence



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