PWCL has had an incredible year of service, learning, stabilization, and growth.

2015 was our first full year serving Multnomah County as the primary domestic and sexual violence crisis line. This means that no matter where a survivor turns for support, if they call a crisis line they will reach PWCL or a culturally-specific crisis line, like Project UNICA and Russian Oregon Social Services (ROSS). For over a decade, our service community has envisioned the benefits of a primary crisis line. We believe that a reliable, survivor-led crisis line makes the best use of limited resources and supports our system’s goals in serving the community.

To this end, PWCL has worked diligently to improve our crisis line services by following our survivor-led Promising Practices, and benchmarks for direct service delivery that guide our on-going capacity building efforts (see the ‘Crisis Line Services’ section for more information). We are honored to have the trust of our local partners as we support our service community in this important role.

Major grants from Meyer Memorial Trust and The Collins Foundation supported us in this system-wide partnership – just one element of our Promising Practices in Action Project. Overall, the project aims to:

+ Increase crisis line capacity by adding additional hours to our weekday Crisis Line Specialist positions. This means more highly trained advocates answering more crisis line calls during peak call volume times. We also remodeled our workspace to add two additional crisis line response stations. Now we can support callers with up to six advocates answering the line!

+ Strengthen reliability by adding overnight staff hours to provide on-site crisis line response 24/7.

+ Take meaningful action towards equity and inclusion by strengthening relationships with culturally specific communities and providers. We added hours to our current Volunteer Coordinator position, and created an entirely new Administrative Volunteer Coordinator role to support these efforts.

+ Improve our technology infrastructure with a new information and referral database that supports resource sharing within our system, and eventually, text and chat capabilities to better connect with survivors.

The Promising Practices in Action Project is a three-year effort, and we look forward to sharing our progress along the way. We’d like to thank our community partners, donors, and funders for believing in our growth as we continue to provide services that support self-love, self-trust and self-worth for survivors and those who care about survivors. As always, we believe everyone deserves a life free from domestic and sexual violence. *May 2016 bring you much joy!*
CRISIS LINE SERVICES

33,406
CRISIS LINE CALLS (ANSWERED + OUTBOUND)

19,923
CRISIS LINE CALLS ANSWERED

13,483
CRISIS LINE OUTBOUND CALLS

Our call reporting information is more nuanced than previous years, so while it may appear that our call volume has decreased, it has remained relatively steady. We now separate crisis line calls by inbound and outbound (for example, when we return a voicemail).

In 2015, PWCL answered crisis line calls on behalf of:
Bradley Angle, Monika’s House, Raphael House, Volunteers of America, Womenspace of Eugene, and YWCA of Portland

CRISIS LINE SERVICE BENCHMARKS

Survivors told us that their experience seeking safety and healing was impacted by how quickly their crisis line calls were answered. We learned directly from callers that they expect to connect with a skilled advocate in two minutes or less. This is why we track the percent of our crisis line queue that is answered within two minutes, and use this data to guide our capacity building efforts (like when to add additional shifts during high call volume times). Here’s how we did in 2015 (expressed as an average):

Because 2015 was the first year we tracked this, we are using this as baseline data from which to measure our progress. Our 2016 goal is to answer 70% of the crisis line queue within two minutes.

CRISIS LINE QUEUE ANSWERED WITHIN TWO MINUTES

60%

PROMISING PRACTICES

July 2015 marked one year since we implemented our Survivor-Led Promising Practices for crisis line service. Here are two important ways this knowledge impacted PWCL in 2015:

TALK TIME

We learned from survivors that it’s incredibly important for advocates to hold space during a crisis line call, offering support and information without rushing things. We focused our resources on increasing our crisis line capacity so that more trained advocates could be available to take as much time as each caller deserves.

INFORMATION & REFERRAL

Survivors told us that receiving inaccurate information about community resources was discouraging and frustrating. We made it a priority to find a brand new database that, beginning in March 2016, will help us share accountability with partners regarding referral information, which will help us better serve survivors.

In 2015, PWCL answered crisis line calls on behalf of:
Bradley Angle, Monika’s House, Raphael House, Volunteers of America, Womenspace of Eugene, and YWCA of Portland

CRISIS LINE CALLS ANSWERED ON BEHALF OF OUR PARTNERS

2,021

JAN - 2,481
FEB - 2,383
MAR - 2,266
APR - 2,239
MAY - 2,220
JUN - 2,100
JUL - 2,350
AUG - 2,473
SEP - 2,379
OCT - 1,950
NOV - 2,120
DEC - 2,432
PWCL recognizes that some individuals may benefit from a longer-term relationship with an advocate providing ongoing advocacy in addition to crisis line services. We also understand that some folks might better connect with PWCL when advocates offer services at familiar places in the community. Our Direct Service Advocates (DSAs) do this important work and serve these priority populations:

**SURVIVORS EXPERIENCING HOUSELESSNESS**

Our DSA specialized in supporting survivors experiencing houselessness served participants with outreach and self-care days at homeless service providers, and by offering material support (like hygiene products and sleeping bags).

**SURVIVORS WITH INTELLECTUAL & DEVELOPMENTAL DISABILITIES**

This DSA served participants by: participating on the Developmental Disabilities Advisory Council (DDAC), which coordinates and advises on the resources and needs of adults with developmental disabilities and dual diagnoses in the Portland Metro Area; and offering direct service at community agencies supporting people with intellectual and developmental disabilities.

**SEX WORKERS**

Our DSA specialized in supporting sex workers served participants by providing leadership and support to the Sex Worker Outreach Coalition (SWOC), facilitating support groups for sex workers, and strengthening relationships with community groups like Rahab’s Sisters.

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**SEXUAL ASSAULT RESPONSE**

PWCL advocates provide in-person response to survivors of sexual assault. When a survivor seeks services at Multnomah County hospitals, but is undecided about reporting their assault with the police, a PWCL advocate is called. PWCL advocates may be called to provide response across the Tri-County region if an advocate from another sexual violence response organization is unavailable. In 2015, PWCL also partnered with Portland State University to provide on-campus response to gendered violence (including sexual assault).

**SAFETY & SUPPORT**

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

**Motel Nights:** 430

**Danger-to-Safety Cab Rides:** 47

**Greyhound Rides:** 33

PWCL offers support groups to adult survivors of childhood trauma, and survivors of rape and sexual assault.

**INDIVIDUALS SERVED IN SUPPORT GROUPS:** 82

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_This group was helpful beyond words! Especially emotionally. It was very supportive and everyone was treated with such respect and honor. It was so helpful to be heard. I think it was an excellent step towards healing because the group felt so safe the entire time. This was the best support group I’ve ever attended. Thank you!_

- Support Group Attendee
I uncovered a part of myself that is engaged with social justice. It had been there, but it was dormant, so reconnecting with social justice in such an active way is empowering to me and helps me connect the dots of what’s happening in culture, the workplace – it brings things home.

- PWCL Volunteer

102 ACTIVE VOLUNTEERS

2,713 HOURS OF CRISIS LINE SERVICE

356 HOURS OF SERVICE FROM BOARD OF DIRECTORS

74 OUTREACH & EDUCATION EVENTS ATTENDED BY 1,975 COMMUNITY MEMBERS

41 PWCL VOLUNTEERS GRADUATED FROM BASIC ADVOCACY TRAINING

COMMUNITY

PWCL PARTICIPATES IN:

Coordinated Access Team; Developmental Disability Advisory Council; DHS Domestic Violence Council; Multnomah County Family Violence Coordinating Council; Multnomah County Sexual Assault Response Team; Oregon Alliance to End Violence Against Women; Oregon Coalition of Communities of Color Task Force; Oregon Crime Victims Law Center’s Legal Assistance Program; Oregon Women’s Equity Coalition; Portland Bad Dateline; Raise the Wage Coalition; Sex Worker Outreach Coalition; Tri-County Domestic & Sexual Violence Intervention Network; University of Portland’s Community Against Domestic Violence; Victim Rights Law Center Legal Assistance for Victims Program; Volunteer Coordinator’s Network; Welcome Home Coalition; Women of Color Network’s Aspiring Allies Program
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 2015:

CAPACITY BUILDING FOR OUR CONTINUED LEGACY

+ After more than 40 years of being known as the Portland Women’s Crisis Line, we began the process of rebranding to an identity that catches up with who we are and what we do. We are excited to transition into this new identity in May 2016.

+ Our new role as a primary crisis line for Multnomah County strengthened PWCL and our system as we all work together to offer the best service to survivors.

ENSURING QUALITY SERVICES THAT MEET COMMUNITY NEEDS

+ We are committed to our survivor-led value, which informs our efforts to establish crisis line service benchmarks. Based on the feedback of survivors, we now track how quickly calls are answered and use this data to guide our capacity building.

+ Our Director of Services supported Multnomah County’s development of a shared tool to support advocates in connecting survivors with domestic violence housing resources. This tool is already helping our system identify and respond to community needs.

COLLABORATING FOR SYSTEMS CHANGE

+ To recognize our local partners who also provide sexual assault response, PWCL teamed up with Sexual Assault Resource Center to host an advocate self-care day. Massages and tarot card readings!

+ Six PWCL representatives attended the Oregon Alliance to End Violence Against Women Legislative Awareness Day.

+ PWCL provided significant leadership at the Tri-County Domestic & Sexual Violence Intervention Network. Our MSW intern made important contributions, like building an effective intranet and a systems map for the Network.

PRIORITIZING EQUITY AND DIVERSITY

+ To bring our anti-racism work into all that we do, PWCL facilitated quarterly staff meetings focused on the topic.

+ We added a section to our Employee Work Plans that prompts PWCL staff to identify specific ways they will incorporate anti-racism education and action into the work that they do.

+ PWCL advocates participated in a training about interrupting racist and oppressive comments from crisis line callers.

LOOKING FORWARD

As we move into 2016, we’re looking forward to another fantastic year of growth and change. Again, our name and brand will be changing after over 40 years of being known as PWCL. Though our core services aren’t radically changing with our rebrand, we look forward to using this transition as a catalyst to strengthen our survivor-led and anti-racist values.

As of February 2016, the PWCL offices have undergone a major renovation focused on increasing crisis line capacity, improving technology, and creating a workspace that supports self-care for advocates. Our new computers from Myriad Supply are incredible and will easily support our new information and referral database. Our new ergonomic chairs and headsets, funded by support from the Boeing Employee Community Fund, help advocates provide exceptional advocacy to each and every caller. We are so happy to have a workspace that is comfortable and technology that is effective as we work to serve the community.

Thank you to our 2015 funders and donors. We all work together in answering the call to end domestic and sexual violence.