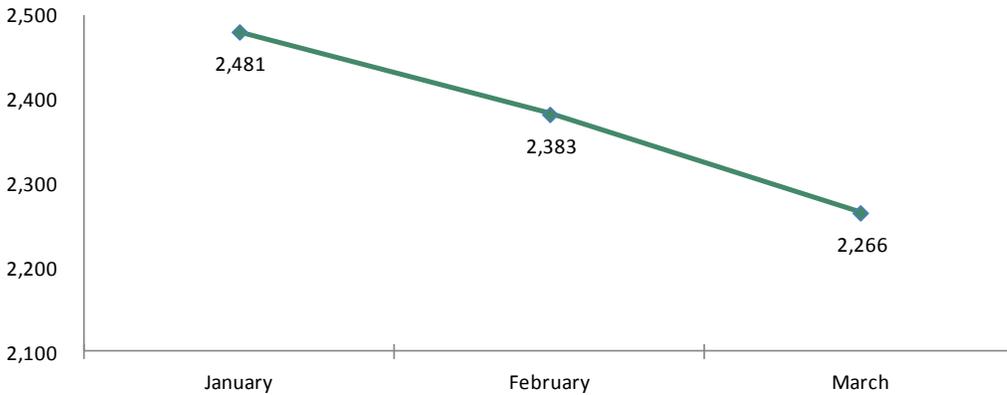


QUARTERLY REPORT
 January 1, 2015—March 31, 2015

Hello! Thank you for taking the time to get to know more about the Portland Women's Crisis Line. We have finally settled into our call reporting data, and we're excited to share our goals and progress. As noted below, our goals are informed by where we are now, as well as where we want to be based on feedback from survivors and partners. We are working hard to increase our capacity and improve our technology to help us meet our goals. If you'd like to see any other information in this report, please email our Director of Operations, Molly Pringle at molly@pwcl.org.

How many callers reached the crisis line queue*?



Total = 7,130

*The queue is defined as the total inbound crisis line calls minus calls abandoned within 30 seconds. We set the threshold at 30 seconds because we noticed a large volume of calls were abandoning as our welcome message played from 15-45 seconds. We assume that many of these callers hang up and call back, perhaps repeatedly, and counting short abandoned calls skews the data. The practice of setting a queue threshold is shared by other crisis lines like Lines for Life.

Service Delivery Goals

Because there are no nonprofit crisis line industry standards for call reporting, PWCL has established the following benchmarks for service that reflect our strategic and operational goals, as well as the shared goals of our service community (to be reached by December 2015):

- ✓ **% of Queue Answered:**
 GOAL = 78-80%
 CURRENT QUARTER = 74%
- ✓ **% of Queue Answered within 120 seconds:**
 GOAL = 68-70%
 CURRENT QUARTER = 61%

Follow-Up Advocacy

PWCL provides outreach and ongoing support to survivors from underserved communities, with Direct Service Advocates specialized in supporting:

- + Survivors experiencing houselessness
- + Sex workers
- + Survivors with intellectual & developmental disabilities

In this quarter, there were:
39 new to follow-up advocacy services,
 with **123 individuals served** in total.

Service Performance Overview

74% of Queue Answered



61% of Queue Answered within 120 Seconds

4,099

Outbound Crisis Line Calls

577

Calls Answered on Behalf of Partner Agencies*

**excluding January*

Average Talk Time = 9 minutes 50 seconds



Additional Services

PWCL advocates supported survivors by providing the following additional services:

82 Motel nights supporting 32 individuals and 15 families

13 Local danger-to-safety transportation vouchers

8 Long distance danger-to-safety transportation vouchers

9 In-person accompaniments to the hospital for sexual assault exams

Volunteer & Outreach Program

398

Volunteer hours of direct service



Individuals served through community outreach & education

224