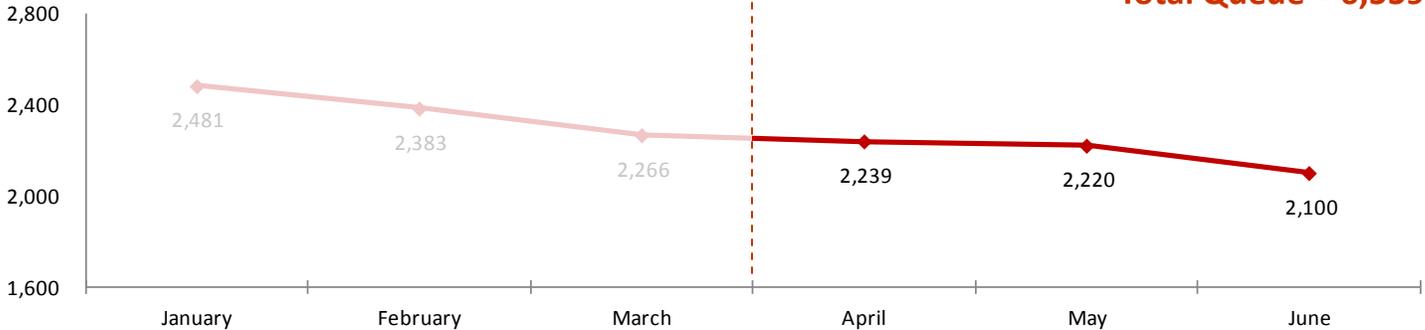


QUARTERLY REPORT
April 1, 2015—June 30, 2015

What's happening with our call volume and queue patterns? This quarter brought significant changes to Multnomah County's domestic violence service community. To ensure more equitable and effective use of our limited domestic violence shelter and housing resources, we have transitioned to a Coordinated Access system, which helps advocates connect survivors with housing services. PWCL was once the 'clearing house' for shelter availability information. Survivors could call for our shelter bed check every morning at 9am. Coordinated Access has changed this, and **we believe this has impacted our call volume** as survivors are learning that it is no longer necessary to call PWCL for bed checks. Instead, shelters operate shelter access lines and redirect crisis line calls to PWCL. We hope this effort brings positive impacts to survivors seeking safety and healing.

How many callers reached the crisis line queue this quarter*?

April 01 - June 30
Total Queue = 6,559



*The queue is defined as the total inbound crisis line calls minus calls abandoned within 30 seconds.

Promising Practices
Service Delivery Goals

Because there are no nonprofit crisis line industry standards for call reporting, PWCL has established 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%
 2015: Q1 = 74%
 CURRENT QUARTER = 74% (4,800 calls)
- ✓ **% of Queue Answered within 120 seconds:**
 GOAL = 68-70%
 2015: Q1 = 61%
 CURRENT QUARTER = 61% (3,935 calls)

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:
40 new to follow-up advocacy services,
 with **139 individuals served** in total.

Quarterly Service Performance Overview

4,800
 Crisis Line Calls Answered



3,935
 Crisis Line Calls Answered within 120 seconds

553
 Calls Answered on Behalf Of Partner Agencies



4,044
 Outbound Crisis Line Calls*

Average Talk Time
9 minutes
42 seconds



*Outbound Crisis Line Calls include calls advocates make to return voicemails, connect callers with other agencies, check availability of resources, etc.

Additional Services

PWCL advocates supported survivors by providing the following additional services:

172 Motel nights supporting 38 individuals and 42 families

17 Local danger-to-safety transportation vouchers

8 Long distance danger-to-safety transportation vouchers

18 In-person accompaniments to the hospital for sexual assault

Volunteer & Outreach Program

729
 Volunteer hours of direct service



289
 Individuals served through community outreach & education