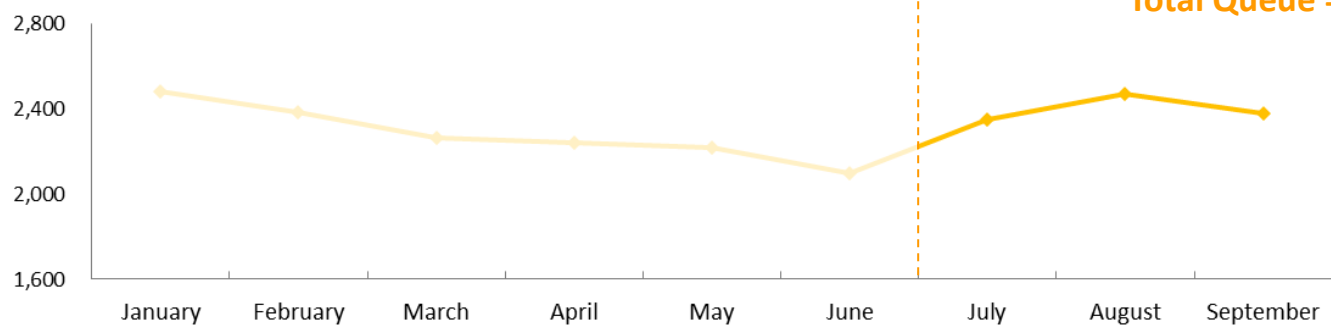


This quarter brought exciting news: **PWCL successfully secured funding from Meyer Memorial Trust and the Collins Foundation for our robust capacity building plans!** Our Volunteer & Outreach Program, as well as our Advocacy Program will grow thanks to this support, which will keep us on track to meeting our service benchmarks. Specifically, the funding supports **24/7 on-site coverage** for our crisis line (where we used to transfer to our generous partners at the West Women's & Children's shelter from 4-8am). We will also be purchasing a **brand new information and referral database**. This technology upgrade will streamline the work of our advocates, making it easier than ever for them to connect callers to accurate information and referral. Eventually, the new database will even support us in connecting to the community via chat and text! **We are so excited for what's to come!** One final note: Historically, August and September are our busiest months with the highest call volumes. It looks like we are seeing this trend for 2015 as well.

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

July 01 - September 30
Total Queue = 7,202



*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 2016):

- ✓ **% of Queue Answered:**
GOAL = 78-80%
2015: Q1 = 74% Q2 = 74%
CURRENT QUARTER Q3 = 71% (5,132 calls)
- ✓ **% of Queue Answered within 120 seconds:**
GOAL = 68-70%
2015: Q1 = 61% Q2 = 61%
CURRENT QUARTER Q3 = 58% (4,145 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:
70 new to follow-up advocacy services,
with **145 individuals served** in total.

Quarterly Service Performance Overview

5,132
Crisis Line Calls Answered



4,145
Crisis Line Calls Answered within 120 seconds

476
Calls Answered on Behalf Of Partner Agencies



3,169
Outbound Crisis Line Calls*

Average Talk Time
9 minutes 19 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:

- 235** Motel & emergency shelter nights supporting 38 individuals and 42 families
- 5** Local danger-to-safety transportation vouchers
- 7** Long distance danger-to-safety transportation vouchers
- 24** In-person accompaniments to the hospital for sexual assault exams

Volunteer & Outreach Program

391
Volunteer hours of direct service



Individuals served through community outreach & education
105