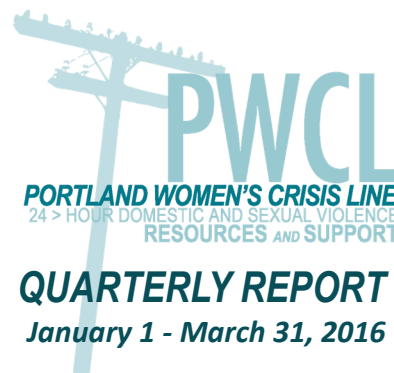
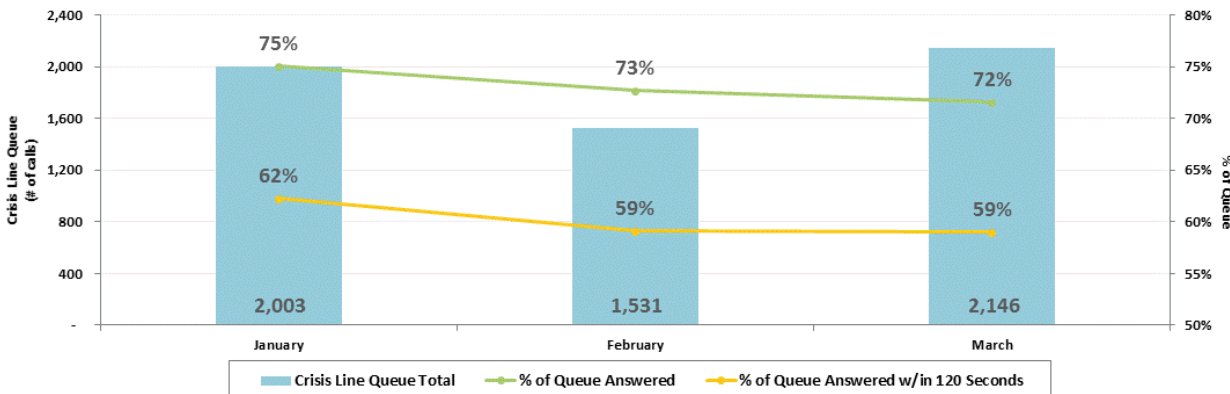


In January of 2016, after many months of planning and securing funding from our partners at Meyer Memorial Trust, The Collins Foundation, and the Boeing Employees Community Foundation, **we completed our crisis line workspace reconfiguration.** This big change involved some construction at the office, which had a short-term impact of reducing our staff capacity for a few weeks in January (big thanks to 211info for hosting us during this time). Ultimately, the change increased our capacity by adding two new workstations in a beautiful new office custom built for crisis line service. We're excited to have **up to six advocates answering the crisis line** into the future! In March we also realized a vision that has been in the works for over a year: we transitioned to **iCarol, our new information and referral database.** This improvement will allow advocates to more effectively find community resources for callers. The positive change just keeps coming, as next quarter, on May 11th to be precise, **we'll be revealing our new brand.** Check our website for information and join us at our annual event where we'll make the big announcement!



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



January 1 - March 31
Total Queue = 5,680

*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%
CURRENT QUARTER Q1 = 73% (4,152 calls)
- ✓ **% of Queue Answered within 120 seconds:**
GOAL = 68-70%
CURRENT QUARTER Q1 = 60% (3,418 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 **55 new follow-up advocacy service participants.**

Quarterly Service Performance Overview

4,152
Crisis Line Calls Answered



3,418
Crisis Line Calls Answered within 120 seconds

367
Calls Answered on Behalf Of Partner Agencies



2,307
Outbound Crisis Line Calls*

Average Talk Time
8 minutes 50 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:

- 182** Motel & emergency shelter nights supporting 72 individuals and 14 families
- 11** Local danger-to-safety transportation vouchers
- 6** Long distance danger-to-safety transportation vouchers
- 16** In-person accompaniments to the hospital for sexual assault exams

Volunteer & Outreach Program

1,269
Volunteer hours



Individuals served through community outreach & education
405