

QUARTER IN REVIEW - Our Big Change!

We are so excited to share our first Quarterly Report as Call to Safety! We officially made the announcement on May 11th at *UNITE!*, our annual fundraiser that was a great success. We've received an outpouring of support and appreciation since becoming Call to Safety, and we couldn't be happier with the change. Thank you so much to our many supporters for making this transition so positive.

Our rebrand was driven by our core values, but was ultimately focused outward towards strengthening our community connections. Now that the hard work of creating an **image that we hope supports connection**, we

are turning back inwards to do some **learning and growth that is more service-oriented**. We have hired two information and referral specialists to help us improve the accuracy of our resource database, which we know is incredibly important to survivors. We're also looking forward to **another Survivor-Led Evaluation!** This year's evaluation will focus on learning more about the impacts of our Direct Service Advocacy Program. Look for more updates in future Quarterly Reports with a final report coming in early 2017.

Again, thanks so much to our supporters for making Call to Safety feel so positive and full of potential!



CRISIS LINE SERVICE SUMMARY

We know that wait times impact survivors' experiences as they reach out to us, so we strive to answer as many calls as quickly as possible. **We hope to improve this in 2016 to answer a majority of our calls within 120 seconds.** To make progress towards this goal we are always learning from our call data, focusing advocate time during high call volume periods, and working to build our capacity.

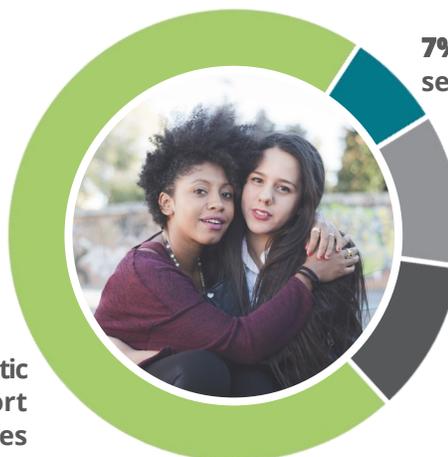


60% of Incoming Calls Answered Within 120 Seconds *(year-to-date as of June 30th)*

Call to Safety advocates have specialized skills to support callers with complex needs and circumstances. Advocates support callers in identifying their primary needs, and provide them with the resources or connections to get their needs met.

From April through June, callers self-identified as having these PRIMARY NEEDS

71% needed **domestic violence support & services**



7% needed **homeless services**

11% needed **sexual assault services**

11% needed **information and referral** for things like mental health services, food boxes, and emergency cell phones

DIRECT SERVICE ADVOCACY

Call to Safety's Direct Service Advocates (DSAs) offer ongoing follow-up advocacy to survivors from marginalized communities who may not access our services through the crisis line. DSAs go out into the community to meet survivors where they are, making it easier for them to make a connection with our services and form a relationship with an advocate. Our DSAs are specialized in supporting three specific communities: survivors experiencing homelessness, survivors with intellectual and/or developmental disabilities, and adult sex workers.

This Quarter

Direct Service Advocates supported **162** participants,

Of which **62** were new to services.

OTHER SERVICES PROVIDED

From April through June, Call to Safety advocates supported survivors with the following additional services:

-  **14** Local danger-to-safety transportation vouchers
-  **3** Long distance danger-to-safety transportation vouchers
-  **34** In-person accompaniments to the hospital to support survivors through sexual assault exams
-  **67** Motel & emergency shelter nights Supporting 32 households

"You found a way for me to receive support to live through the last 2 years of my life!"

-survivor

SUPPORT GROUPS

Call to Safety understands that social connectedness and education and education are an important part of long-term healing for survivors. We offer a rotating schedule of support groups for adult survivors of childhood trauma, and adult survivors of sexual assault. Call the crisis line to learn more about available groups.

This Quarter

34 Support Group Participants Served

15 Community Education Presentations Provided

Reaching **500** Participants

VOLUNTEER & OUTREACH PROGRAM

To improve our services and our connection with our communities, we are excited to offer a Summer Basic Advocacy Training in partnership with the Oregon Coalition Against Domestic & Sexual Violence, which offers member programs like Call to Safety access to an amazing online training. We now use this e-training platform as the foundation of our Summer BAT, which has supported us in welcoming 13 new volunteers this quarter!

This Quarter

April - June

955.5 Hours

Total Volunteer Engagement Hours

(Direct Service, Training, Board, Development, etc.)

0.7 FTE or 365 Hours

Volunteer FTE/Hours Served on the Crisis Line

