

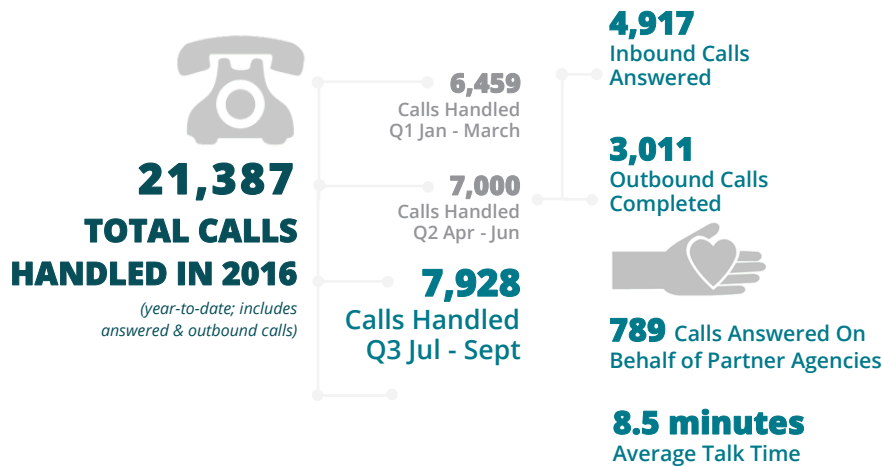
### QUARTER IN REVIEW

This summer was busy for Call to Safety! We started some a major improvement project for our information and referral database. **We know that it's critical to have accurate information about the resources we share with survivors on the crisis line.** By the end of 2016, our database will be more complete and accurate, and more intuitive for advocates to use. The database will even include pictures so that survivors will know what to expect when they're accessing services like shelters and day centers.

As part of Multnomah County's efforts to improve services for people experiencing homelessness, Call to Safety created a brand new position called the Domes-

tic Violence Community Advocate. **This mobile advocate meets with survivors in the community to support folks in reaching their housing goals, and getting their needs met.** We're excited to offer this much-needed service, and offer it with the hopes of strengthening community partnerships to better serve survivors experiencing homelessness.

In September, **we celebrated the 10th anniversary of our Executive Director, Rebecca Nickels.** We love her so much, and so does our community, as Rebecca received one of the 2016 Judge Herrell Awards for outstanding collaborative efforts to end family violence. Congratulations, Rebecca!



### 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 September 30<sup>th</sup>)*

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 July through September, callers self-identified as having these PRIMARY NEEDS**

**67%** needed **domestic violence support & services**



**13%** needed **information and referral** for things like mental health services, food boxes, and emergency cell phones

**12%** needed **sexual assault services** *(up 4% from Q2)*

**8%** needed **homeless services**

## 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 **138** participants,

Of which **64** were new to services.

## OTHER SERVICES PROVIDED

From July through September, Call to Safety advocates supported survivors with the following additional services:

-  **13** Local danger-to-safety transportation vouchers
-  **5** Long distance danger-to-safety transportation vouchers
-  **25** In-person accompaniments to the hospital to support survivors through sexual assault exams
-  **67** Emergency motel nights supporting 31 households

*"You changed my life in the last 20 minutes. You gave me hope."*

*-crisis line caller*

## SUPPORT GROUPS

Call to Safety understands that social connectedness 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*

**8** Support Group Participants Served

**17** Community Education Presentations Provided

Reaching **383** Participants

## VOLUNTEER & OUTREACH PROGRAM

Our volunteers are critical to our efforts to end domestic and sexual violence. We believe that there is healing through advocacy. This means that if a volunteer identifies as a survivor, we try to create a culture that supports them in healing by offering direct services to other survivors. This takes tremendous courage and generosity, and we all benefit by building vicarious resilience alongside volunteers. Call to Safety volunteers also facilitate community education events and support groups. We truly could not do this important work without them.

***This Quarter***  
*July - September*

**0.7FTE or 364 Hours**  
Volunteer FTE/Hours Served on the Crisis Line

