

### YEAR IN REVIEW

For Call to Safety, 2016 was about finding stability, strengthening relationships within the organization and with partners, and embracing a brand new identity. After over 40 years of service as the Portland Women’s Crisis Line, we were excited to become Call to Safety– an identity that better represents who we are and what we do. We’re not just a crisis line, and we serve survivors of all genders-including trans and gender non-conforming survivors, across Oregon and SW Washington. **We want the community to know that we are here for all survivors with reliable and meaningful services that support self-determination and wellbeing.**

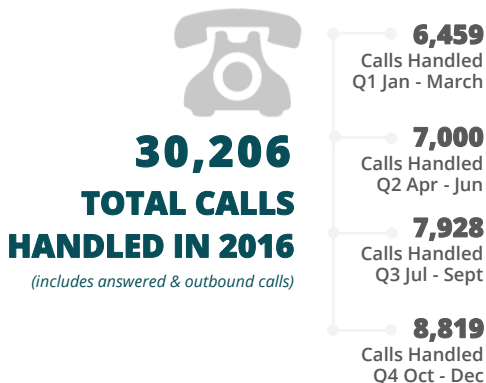
In February, thanks to support from our Oregon State Victims of Crime Act funding, and the Boeing Employee Community Fund, **we renovated our office space to increase our crisis line capacity and make the workspace more accessible.** Because of our increased capacity, our highly skilled advocates are able to answer calls quickly to offer lifesaving services. We’ve also been able to support more of our partner agencies across the state, fulfilling a critical service by answering their crisis lines, especially during overnight shifts.

In September Rebecca Nickels, our Executive Director, celebrated ten years with Call to Safety. This amazing achievement was complemented when **Rebecca received Multnomah County’s Judge Her-**

**rell Award** in October. This award recognizes Rebecca’s outstanding collaborative efforts to end domestic violence.

This year, the Women’s Foundation of Oregon released a comprehensive report which states that women and girls in Oregon are raped and sexually assaulted at rates that far exceed the national average, and that more than half of all women and girls in Oregon have been sexually assaulted. Our crisis line data also points to the need for these services, as **the percentage of crisis line callers whose primary issue is sexual violence has increased approximately 8% in the last two years.** Additionally, there’s a high demand for in-person medical advocacy, and Call to Safety has responded to twice as many requests for this service in 2016 compared to 2015. We don’t perceive these changes as an increase in sexual assault, but rather an increased awareness about sexual violence and options for survivors.

In response to this increase and in recognition of the intersection that houselessness has with domestic and sexual violence, **Call to Safety added two new full-time advocate positions this year.** Our Support Group Advocate will offer vital advocacy and facilitate groups for survivors of sexual assault, and our Community Advocate offers mobile support to survivors experiencing houselessness.



**18,242**  
Inbound Calls Answered

**11,964**  
Outbound Calls Completed



**2,371** Calls Answered On Behalf of Partner Agencies

**8.75 minutes**  
Average Talk Time

### 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. To make progress towards answering more calls within 120 seconds we are always learning from our call data, focusing advocate time during high call volume periods, and working to build our capacity.

**62%** of Incoming Calls Answered Within 120 Seconds (2016 average)



## DIRECT SERVICE ADVOCACY

Call to Safety recognizes that some individuals benefit from a longer-term relationship with an advocate providing on-going advocacy in addition to crisis line services. We also understand that some folks might better connect with Call to Safety when advocates offer services at familiar places in the community. Our Direct Service Advocates (DSAs) do this important work and serve these priority populations, listed on the right.

*In 2016*

Direct Service Advocates supported **282** participants

## SURVIVORS EXPERIENCING HOUSELESSNESS

Our DSA specialized in supporting survivors experiencing houselessness served participants with outreach and selfcare days at homeless service providers, and by offering material support (like hygiene products and sleeping bags).

## SURVIVORS WITH INTELLECTUAL/ DEVELOPMENTAL DISABILITIES

This DSA supported participants by offering direct service at community agencies supporting folks with disabilities, and by serving on community groups like the Developmental Disabilities Advisory Council.


## SEX WORKERS


Our DSA specialized in supporting sex workers served participants by providing leadership and support to the Sex Workers Outreach Coalition (SWOC), facilitating support groups for sex workers, and strengthening relationships with community groups like Rahab's Sisters.

## OTHER SERVICES PROVIDED

In addition to crisis line services, Call to Safety provided survivors with the following services in 2016:

 **55** Local danger-to-safety transportation vouchers

 **20** Long distance danger-to-safety transportation vouchers

 **362** Individuals or households served with emergency shelter or hotel

*"I wouldn't be here without you. I remember the key that got me to trust [my advocate]: she said 'I believe you'...To go from having no one believe me to having someone believe in me, it was a great gift."*

-2016 Direct Service Advocacy Participant

## 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.

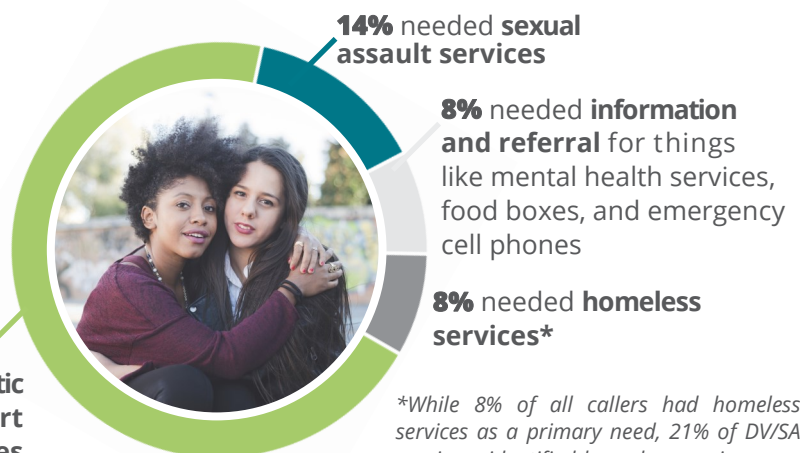
*In 2016*

**105** support group services were provided serving **28** par-

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.

**In 2016, callers self-identified as having these PRIMARY NEEDS**

**70%** needed domestic violence support & services



*\*While 8% of all callers had homeless services as a primary need, 21% of DV/SA survivors identified houseless services as a secondary need.*

## SEXUAL ASSAULT RESPONSE

*In 2016*

Call to Safety supported **87** survivors of sexual assault with in-person medical advocacy.

Call to Safety is one of two dual-agencies (providing services for survivors of both domestic violence and sexual assault) offering support to survivors in Multnomah County such as in-person medical advocacy and support groups. As an established entry point for services for survivors of sexual violence, in 2016 Call to Safety provided the following services:

- on-going follow-up advocacy services to 282 unduplicated sexual assault survivors;
- crisis line call support to 1,718 survivors where sexual violence was the primary issue about which they were calling; and
- sexual assault support groups for 28 survivors.

## PARTNERSHIP

*Call to Safety answered crisis lines on behalf of our partners across Oregon:*

Bradley Angle; Raphael House; Sexual Assault Resource Center (SARC); Womenspace of Eugene; Women's Crisis Support Team of Grants Pass; YWCA of Portland; Volunteers of America; Monika's House

## COMMUNITY

*Call to Safety participates in:*

Coordinated Access Team; Developmental Disability Advisory Council; DHS Domestic Violence Council; Multnomah County Family Violence Coordinating Council; Multnomah County Sexual Assault Response Team; Oregon Alliance to End Violence Against Women; Oregon Coalition of Communities of Color Task Force; Oregon Crime Victims Law Center's Legal Assistance Program; Oregon Women's Equity Coalition; Portland Bad DateLine; Portland Community College Family & Human Services Advisory Committee; Raise the Wage Coalition; Sex Worker Outreach Coalition; Tri-County Domestic & Sexual Violence Intervention Network; University of Portland's Community Against Domestic Violence; Victim Rights Law Center Legal Assistance for Victims Program; Volunteer Coordinator's Network; Welcome Home Coalition; Women of Color Network's Aspiring Allies Program



*In 2016*

**58**  
Community Education  
Presentations Provided

Reaching **1,691**  
Audience Members

## 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.

**55**  
Volunteer Graduates from  
Basic Advocacy Training

**1,478 Hours**  
Volunteer Hours Served on the  
Crisis Line or 0.71 Average  
Monthly FTE of Service



*"I cannot express in words how wonderful this experience has been for me. There have been specific moments on the line where I felt so connected to the caller and that feeling was so special. Those calls, more than anything else, is what kept me wanting to come back." -2016 Volunteer*

## STRATEGIC MILESTONES

These strategic directions move Call to Safety towards our vision of ending domestic and sexual violence, while addressing obstacles and leveraging our strengths. **Here are some key milestones we reached in our final year of our 2013-2016 Strategic plan:**

### CAPACITY BUILDING FOR OUR CONTINUED LEGACY

- We changed our name in a comprehensive re-brand to better represent who we are and what we do.
- We held an additional Basic Advocacy Training in the summer, which graduated an additional 14 advocates.
- Our first annual Donor Campaign was successful, raising \$13,260 for our Survivors Voices project.

### ENSURING QUALITY SERVICES THAT MEET COMMUNITY NEEDS

- We incorporated evaluation as a line item on our 2017 organizational budget, prioritizing dedicated funding towards learning from survivors.
- The quality of our information and referral improved when we transitioned to iCarol, our new database for connecting callers with resources.
- We renovated the crisis line workspace to accommodate six workstations.

## LOOKING FORWARD

The new year will bring a new political landscape posing greater challenges for marginalized communities, and Call to Safety plans to be even more vocal in our support of these communities. We stand

by our culturally-specific partners and will continue to recognize their vital role in our community. **Now more than ever, we stand by survivors and we continue our work naming and dismantling systems of oppression that are at the**



### COLLABORATING FOR SYSTEMS CHANGE

- Call to Safety continued to participate in Multnomah County's Coordinated Access workgroup to improve our system's approach to domestic violence housing resources.
- Call to Safety was a vocal endorser of Portland's Yes for Affordable Homes ballot measure. The measure passed, providing affordable housing for 3,000 of the most vulnerable Portlanders.

### PRIORITIZING EQUITY & DIVERSITY

- We continued building capacity in our anti-racist value, specifically with trainings around interrupting oppressive comments from callers on the crisis line.
- Regular Call to Safety staff are now required to complete six hours of paid time per six months engaging in racial justice work in the community.
- We changed the way we hire to support more inclusive practices.

**foundation of violence.** We have seen the commitment of our community to stand with us in these efforts and values, and we raise our voices together to create communities that support safety and wellbeing. If you feel concerned about the future, please join us! You have a vital role to play in shaping tomorrow. Volunteer your time or donate your resources to Call to Safety. Learn more about how domestic and sexual violence impacts our communities, and how you can support survivors in your life. Our website is a great place to start! **Together we'll rise to the challenge of ending domestic and sexual violence.**