

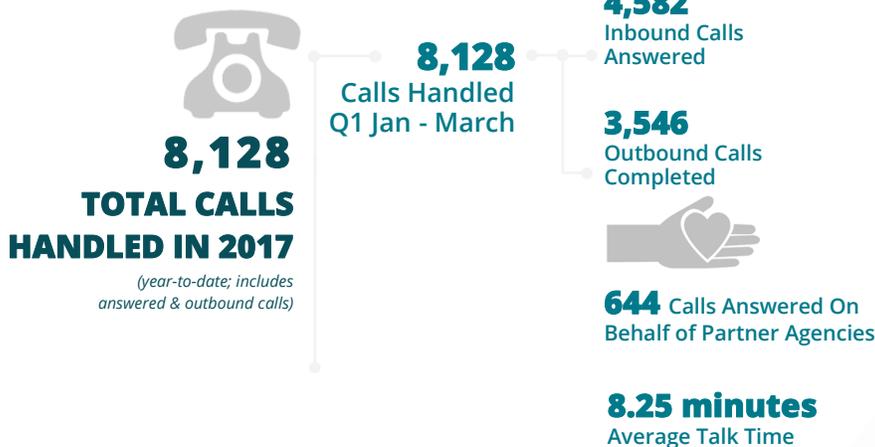
### QUARTER IN REVIEW

This quarter we learned more about how our services compare to the National Domestic Violence Hotline (NDVH). Both Call to Safety and the NDVH track the percentage of incoming calls that go unanswered because of lack of resources, with NDVH reporting 30% and Call to Safety reporting only 21%. We appreciate the opportunity to compare our services to a similar resource, and **we strive to build our capacity so that every survivor can quickly and easily reach a Call to Safety advocate.**

In March, our Direct Service Advocate supporting survivors in the sex industry hosted **Red Light Revolution**, an awareness building event that benefitted the Sex Work-

ers Outreach Coalition and STROLL PDX. The event cultivated a space for radical outreach and liberation dedicated to education, harm reduction, and support of sex workers.

We recently received funding from the Nike Community Impact Fund, a program of the Oregon Community Foundation. This is our first time receiving this funding, which will support the continued work of our Domestic Violence Community Advocate as they support survivors experiencing houselessness. For example, this advocate can help survivors pay past utility bills to reduce barriers in their search for new housing. **We're excited to see this vital work continue.**



### 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 2017 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.



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 January through March, callers self-identified as having these PRIMARY NEEDS**

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

**11%** needed **homeless services**

**10%** needed **information and referral** for things like mental health services, food boxes, and emergency cell phones

**8%** needed **sexual assault 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 **78** participants.

*\*total is approximated based on incomplete stats, and will be updated before official publication.*

## OTHER SERVICES PROVIDED

From January through March, Call to Safety advocates supported survivors with the following additional services:

-  **11** Local danger-to-safety transportation vouchers
-  **4** Long distance danger-to-safety transportation vouchers
-  **17** In-person accompaniments to the hospital to support survivors through sexual assault exams
-  **315** Motel & emergency shelter nights Supporting 182 households

*"I did feel supported, and I still feel supported. I'm able to do more for myself. I feel like my advocate used their words to make me feel like I had power again, and just talking to her gave me hope." - survivor*

## 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**

**18** Support Group Participants Served

**18** Community Education Presentations Provided

Reaching **478** Participants

## VOLUNTEER & OUTREACH PROGRAM

Our first Basic Advocacy Training of 2017 was a success! 21 new volunteers graduated in early March and will begin supporting callers on the crisis line in the coming months. As always, in addition to the core trainings we offered additional sessions around the intersections of homelessness and domestic and sexual violence, understanding the sex industry, and supporting survivors with intellectual and/or developmental disabilities. Thanks to all of our new volunteers for committing to Call to Safety!

**This Quarter**  
January - March

**1.1 FTE or 718 Hours**  
Volunteer FTE/Hours Served on the Crisis Line