

### QUARTER IN REVIEW

April was Sexual Assault Awareness Month, and our Sexual Assault Support Group Advocate gave an informative training to our service community about supporting survivors of sexual assault. April also marked the start of our **support group for survivors of childhood trauma, and our group for survivors of adult sexual assault.** We will continue offering a rotating selection of support groups for survivors of sexual violence. For more information call the crisis line!

We are excited to share that **Call to Safety is recognized as a Qualified Provider by Multnomah County,** and that we received exciting new funding to support survivors in our communities. We'll add a new Direct Service

Advocate specialized in supporting LGBTQI survivors of sexual assault, two new Direct Service Advocates who will be responding to community needs as defined by our stakeholders, and we'll continue the work of our Domestic Violence Community Advocate, who supports survivors in securing housing. **Our partnership with the County makes this work possible and we're excited to expand our reach!**

Finally, we've continued our work exploring text and chat support for survivors. We're talking with similar organizations across the country to learn more about how to best serve the community with this service. **Look forward to text and chat in the fall of 2017!**



### 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 are hopeful that our recent increase to staff capacity improves our ability to answer a majority of our calls within 120 seconds.**

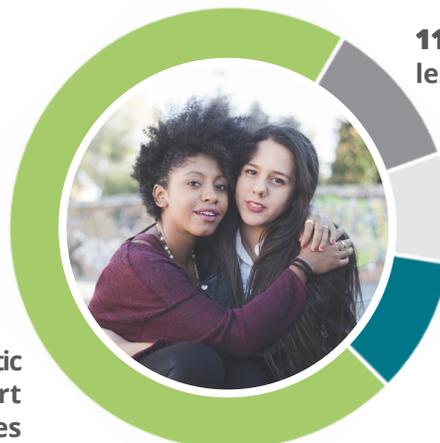
**67%** of Incoming Calls Answered Within 120 Seconds (2017 year-to-date as of June 30<sup>th</sup>)



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

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



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

**10%** needed **sexual assault services**

**8%** 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 **97** participants.

## OTHER SERVICES PROVIDED

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

-  **19** Local danger-to-safety transportation vouchers
-  **2** Long distance danger-to-safety transportation vouchers
-  **32** In-person accompaniments to the hospital to support survivors through sexual assault exams
-  **168** Motel & emergency shelter nights, supporting 48 households

*"I feel a lot less alone when I'm here with people who truly understand hurt that I don't have to explain."*

*-Support Group Participant*

## 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*

**63** Support Group Participants Served

**9** Community Education Presentations Provided

Reaching **190** Participants

## VOLUNTEER & OUTREACH PROGRAM

As part of our membership recognition we celebrate community members who demonstrate an outstanding commitment to a world free of domestic and sexual violence with our annual Visionary Awards. **The 2017 Visionary Award winners were Margaret Jacobsen and Lidia Yuknavitch**, who received their awards at our April 26th event. Margaret brings intersectionality and inclusivity to their vital work, and Lidia's powerful writing supports survivors of trauma with words of resilience.

*This Quarter*

*April - June*

**880 Hours**  
Total Volunteer  
Engagement Hours  
*(Direct Service, Training,  
Board, Development, etc.)*

**1.4 FTE or 520 Hours**  
Volunteer FTE/Hours Served  
on the Crisis Line

