



Quarterly Report 2014 vol.1

Greetings PWCL Stakeholders!

Please enjoy the first issue of our Quarterly Report, PWCL's platform to communicate service-related data and promising practices to fellow social change organizations, community leaders, and legislators. The Quarterly Report will highlight direct service statistics, such as call volume, average call length, and average/maximum time callers waited in the queue. These figures will track our progress as we continually improve and use data to make the best use of our limited resources.

As outlined in our 2013-16 Strategic Plan, PWCL has been hard at work building our capacities for evaluation, staffing, and technology in an effort to best serve survivors. The Quarterly Report will hold PWCL accountable to progress on our Strategic Plan, and will give you a better understanding of how all of our efforts are linked to the organization's larger goals and objectives.

PWCL believes in knowledge-sharing and looks forward to disseminating the promising practices that inform our work. We take a survivor-led, trauma-informed approach to our direct service, and the Quarterly Report will highlight how these guiding philosophies come into praxis. The Quarterly Report will also highlight community partnerships and collaborations that PWCL is actively engaged with.

We hope you find this information useful and inspiring. Please contact us with any questions or feedback about the content of the Quarterly Report.

SHELTER CALLBACK LIST

PWCL maintains a Shelter Callback List with the goal of providing survivors with an additional way to hear about domestic violence shelter availability in the Portland Metro area. If a caller identifies as needing domestic violence shelter, they have the option of being placed on the Shelter Callback List by undergoing a brief pre-screen to ensure that domestic violence shelter is a good fit for their needs and to identify which shelters would be an appropriate match based on their gender, relationship to the abuser, and lethality risk level. When a survivor consents to being on our Shelter Callback List, PWCL advocates will attempt to notify them when an appropriate shelter space becomes available.

PWCL & THE COORDINATED ACCESS PROJECT

PWCL is currently participating in Multnomah County's Domestic Violence Coordinated Access Meetings. The goal of these meetings is to collaborate with other domestic violence response organizations in Multnomah County to develop a tool to match people who access domestic violence services with the most appropriate resources for their individual needs. The tool will be shared by the participating service organizations with the goal of better serving survivors through coordinated access to domestic violence services. Gateway Center for Domestic Violence, Projecto UNICA, Volunteers of America, Native American Youth and Family Center, YWCA, Bradley Angle, Raphael House and PWCL are currently working on the development of this shared tool.

PROMISING PRACTICES IN ACTION: Equity & Inclusion

PWCL's grassroots and feminist perspective continues to draw people to PWCL so they can contribute to the important social justice work we do. In the fall of 2013, the Equity & Inclusion Committee (EIC) was formed to look critically at every level of our organization and how power and privilege intersect with our service delivery and organizational values. The EIC is tasked with the following: supporting the process of PWCL becoming an anti-racism organization; conducting an organizational assessment of how PWCL currently handles racial justice issues; putting into effect the ways we can improve and maintain intersectionality in all of our practices (both in our service delivery, as well as our own internal policies). An intersectional lens is crucial in providing equitable services. We expect this to be an ongoing process, as the learning (and unlearning) is never "done".

The second volume of the Quarterly Report will continue to highlight direct service statistics, including new call tracking data on how long callers wait in the queue before reaching an advocate. Additionally, the next report will feature highlights from our recently administered Community Partner survey, and will discuss what the promising practice of being a survivor-led organization means at PWCL. Thank you again for your time, and if you have any suggestions or feedback please get in touch.

SERVICE STATISTICS

January through March

Calls Received:
4,733 service calls
549 non service calls

Total of **5,282**

Top Needs as Identified by Caller:

82% Domestic Violence
5% Houselessness
4% Sexual Assault
9% other need

528 Volunteer Hours

132 unduplicated participants served through advocacy follow up and case management.

Number of people on our callback list:

42 singles
35 families