ONE OF PWCL’S CORE ORGANIZATIONAL VALUES IS SURVIVOR-LED SERVICES. WHAT BETTER WAY TO ENACT THIS VALUE AND LEARN MORE ABOUT HOW WE MIGHT REFINING PROMISING PRACTICES THAN TO DIRECTLY ASK SURVIVORS FOR FEEDBACK. THE SURVIVOR-LED EVALUATION, WHICH WAS RECENTLY COMPLETED IN JULY, DID JUST THAT. SEVENTEEN SURVIVORS PARTICIPATED AS MEMBERS OF THE SURVIVOR ADVISORY BOARD. THE FINAL REPORT CAN BE FOUND ON OUR WEBSITE, AND INCLUDES A SET OF PROMISING PRACTICES FOR CRISIS LINE SERVICES AS DEFINED BY THE SURVIVOR ADVISORY BOARD:

+ Take as much time as the caller requires to listen and hold space
+ Use a caring and compassionate tone of voice and be sure not to sound scripted
+ Whenever possible, let the survivor make decisions for themselves and offer open-ended, rather than directive, guidance
+ When resources are unavailable be honest and engage in strengths-based problem solving, rather than just “bouncing off” the survivor to another organization
+ When connecting survivors to other resources, offer to transfer using a warm handoff whenever possible, rather than giving a list of phone numbers
+ Encourage every caller to call back any time, 24/7
+ When asking for demographic information, explain the purpose as being a means to best match the survivor to resources and to improve our system’s understanding of need for services

CALLED RECEIVED
4,782 service calls
666 non service calls
Total of 5,448

TOP NEEDS of CALLERS (% of total callers)
85% emotional support
35% safety planning
38% DV shelter
26% homeless shelter
6% motel vouchers

FOLLOW-UP ADVOCACY
41 survivors served (unduplicated & new to services)

SHELTER CALL-BACK LIST
(AS OF 08/03/14)
18 singles
23 families

ADDITIONAL SERVICES
8 accompaniments to the hospital for a sexual assault exam
9 greyhound tickets issued
193 nights on a shelter emergency safety mat
115 motel nights vouchered
12 cab rides to safety
315 people served through outreach sites