

QUARTERLY REPORT

ISSUE 2

APRIL through JUNE

2014

PWCL

PORTLAND WOMEN'S CRISIS LINE
24 > HOUR DOMESTIC AND SEXUAL VIOLENCE
RESOURCES AND SUPPORT

Greetings Stakeholders! We are pleased to share PWCL's second issue of our Quarterly Report. We are happy to share that our new call tracking software is up and running, so forgive us for not sharing more detailed information until issue three. Thank you for your support, and enjoy!

PROMISING PRACTICES IN ACTION: SURVIVOR-LED EVALUATION

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 refine our 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

SERVICE STATISTICS:

APRIL through JUNE

CALLS 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

DV shelter 38%

6% motel vouchers

homeless shelter 26%

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

motel nights vouchered 115

193 nights on a shelter
emergency safety mat

cab rides to safety 12

people served through outreach sites 315

PO BOX 42610
PORTLAND, OR 97242

info@pwcl.org

(503) 232-9751 BUSINESS LINE
(503) 235-5333 CRISIS LINE