

YEAR IN REVIEW

We believe everyone deserves a life free of domestic and sexual violence. In 2017, the Call to Safety community poured its hearts into realizing this belief, every single day. While limited resources and an uphill political battle have complicated our efforts, we persevere as a community inspired by local generosity and partnership, as well as bravery on a global scale. Last year, volunteers nearly doubled their direct service hours on the crisis line compared to 2016. We were inspired by the [#metoo movement](#), created by Tarana Burke, a Black woman, in her effort to bring visibility to the pervasiveness of sexual violence, specifically with the intention of centering on the experiences of Black and Brown women and girls. When she was asked what organizations like Call to Safety can do to empower survivors, [Tarana pointed to the strength of survivors](#) in offering community-driven peer to peer support, saying, "I believe empathy is a pathway to healing." This past year, **Call to Safety advocates responded to over 32,000 calls peer support, empathy and respect.**

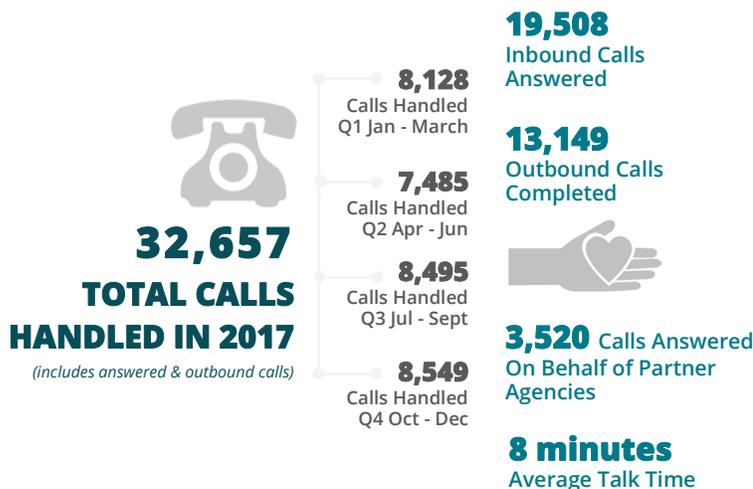
What does it mean to respond to 32,000 calls in a year? To understand the impact of our work we always start by asking survivors about their experiences. In our 2017 Survivor-led Evaluation, survivors who had recently accessed our services shared their experiences to help us improve. They told us that the most important thing they seek is a **connection with someone who understands their experiences, and believes, listens to, and supports them.** We meet this need from the first contact with survivors, which grows into a reliable relationship supporting the self-trust and self-determination of survivors. Learn more

about our approach to serving survivors and how our work supports their long-term wellbeing in our [2017 Survivor-Led Evaluation report](#).

Rebecca Nickels has led Call to Safety as our Executive Director since 2006. In July, Rebecca announced that she'd be transitioning out of the organization at the end of the year. To put this decade in perspective remember: when she entered this role, George W. Bush was president and the very first iPhone was just released! With Rebecca's leadership, Call to Safety gracefully grew out of 40 years of history as the Portland Women's Crisis Line. This growth came from **Rebecca's commitment to collaboration and learning, pushing forward on equity and inclusion and our anti-racist commitment, and — most importantly — taking the lead from survivors.**

Today, Call to Safety is trusted as a vital community resource and we will continue our work with a new leader: **Fay Schuler.** Fay joins us as a dedicated community leader having spent her career supporting adult and children survivors. Fay served as the Executive Director of West Women's and Children's Shelter for the past 10 years. She has been engaged with Call to Safety as a volunteer, board member, and advocate for many years so she knows this organization well, and loves it.

We are so excited to work together in 2018 and beyond!



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. Over the past three years we have been making efforts to answer calls within two minutes. To do this, we increased volunteer capacity by offering additional trainings and shift scheduling support. In 2017, **volunteer hours on the crisis line increased by an average of 29 hours each month.** This additional service was crucial to our improvement over 2016.



70% of Incoming Calls Answered Within 120 Seconds
(2017 average; compared to 62% in 2016)

DIRECT SERVICE ADVOCACY

Call to Safety recognizes that some individuals benefit from a longer-term relationship with an advocate providing on-going advocacy in addition to crisis line services. We also understand that some folks might better connect with Call to Safety when advocates offer services at familiar places in the community. Our Direct Service Advocates do this important work and serve these priority populations.

In 2017

Direct Service Advocates supported **392** participants this year

CITY-COUNTY PARTNERSHIP

Extending our partnership with the Multnomah County Domestic and Sexual Violence Coordination Office has brought new opportunities to expand our Direct Service Advocacy Program. Our specializations now include supporting survivors with mental health needs and barriers, and LGBTQI survivors of sexual assault. Additionally, we have an advocate specialized in providing support groups for sexual assault survivors, and a Community Advocate specialized in supporting survivors in overcoming housing barriers.

New funding received from the Joint Office of Homeless Services, has allowed our Community Advocate to offer **over \$67,000 in housing-related support that stabilized 22 families through debt reduction and rent assistance.**

OTHER SERVICES PROVIDED

In addition to crisis line services, Call to Safety provided survivors with the following services in 2017:

 **66** Local danger-to-safety transportation vouchers

 **21** Long distance danger-to-safety transportation vouchers

 **719** Individuals or households served with emergency shelter or hotel for 1,187 nights

"For me, my advocate represented safety, even though I had never met or seen her. I knew that she was safety, so when I wasn't feeling safe, if I needed to talk to her I felt safe. I remember just feeling her compassion literally coming through the phone, and I cried."

-2017 Direct Service Advocacy Participant

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.

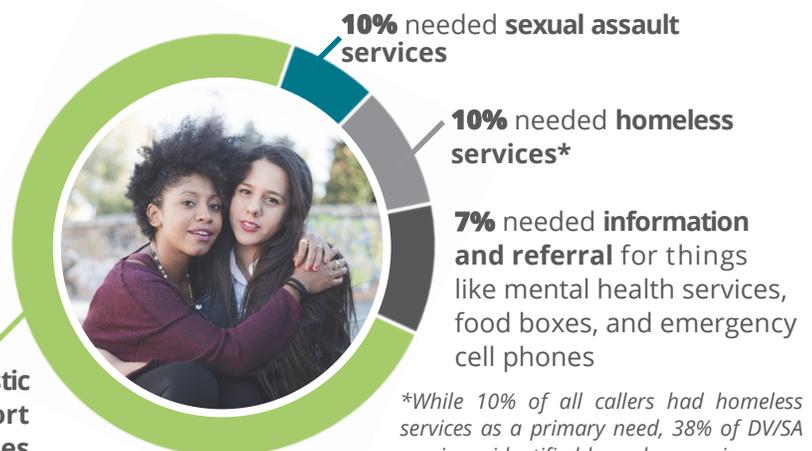
In 2017

8 support groups were provided serving **74** participants

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.

In 2017, callers self-identified as having these PRIMARY NEEDS

74% needed **domestic violence support & services**



**While 10% of all callers had homeless services as a primary need, 38% of DV/SA survivors identified houseless services as a secondary need.*

SEXUAL ASSAULT RESPONSE

In 2017

Call to Safety supported **111** survivors of sexual assault with in-person hospital response.

Call to Safety is one of only two dual-agencies (providing services for survivors of both domestic violence and sexual assault) offering support to survivors in Multnomah County such as in-person medical advocacy and support groups. As an established entry point for services for survivors of sexual violence, Call to Safety provided the following services in 2017:

- on-going follow-up advocacy services to 249 unduplicated sexual assault survivors;
- crisis line call support to 1,345 survivors where sexual violence was the primary issue about which they were calling; and
- sexual assault support groups for 74 survivors.

PARTNERSHIP

Call to Safety answered crisis lines on behalf of our partners across Oregon:

Bradley Angle; Clackamas Women's Services; Domestic Violence Resource Center; Raphael House; Sexual Assault Resource Center (SARC); Tillamook Women's Resource Center; Volunteers of America; Women's Crisis Support Team of Grants Pass; Womenspace of Eugene; YWCA of Portland

COMMUNITY

Call to Safety participates in:

Resource Coordination Team; Developmental Disability Advisory Council; DHS Domestic Violence Council; Multnomah County Family Violence Coordinating Council; Multnomah County Sexual Assault Response Team; Oregon Alliance to End Violence Against Women; Oregon Coalition of Communities of Color Task Force; Oregon Women's Equity Coalition; Portland Bad DateLine; Portland Community College Family & Human Services Advisory Committee; Raise the Wage Coalition; Sex Worker Outreach Coalition; Tri-County Domestic & Sexual Violence Intervention Network; Victim Rights Law Center Legal Assistance for Victims Program; Welcome Home Coalition; Coordinated Access Implementation Team; Sexual Assault Advisory Council; Oregon Sexual Assault Task Force



In 2017

48
Community Education Presentations Provided

Reaching **1,039**
Audience Members

VOLUNTEER & OUTREACH PROGRAM

Our volunteers are critical to our efforts to end domestic and sexual violence. We believe that there is healing through advocacy. This means that if a volunteer identifies as a survivor, we try to create a culture that supports them in healing by offering direct services to other survivors. In 2017, volunteers answered over 4,100 crisis line calls! We truly could not do this important work without them.

47
Volunteer Graduates from Basic Advocacy Training

2,908
Volunteer Hours Served on the Crisis Line; the Equivalent of 1.38 Full-time Staff



I'm inspired and moved and supported every time I'm in the room at Call to Safety. I am motivated and reassured by the fact that so many people show up for this work and are committed to ending domestic and sexual violence. It lifts the boulder of pessimism and gives my psyche some sunlight."

-2017 Volunteer

STRATEGIC MILESTONES

These strategic directions move Call to Safety towards our vision of ending domestic and sexual violence, while addressing obstacles and leveraging our strengths. **Here are some key strategic milestones we reached in 2017:**

CAPACITY BUILDING FOR OUR CONTINUED LEGACY

- Survivor-Led Evaluation strengthened our advocacy service model to provide long-term positive wellbeing for survivors.
- Volunteers consistently supporting the crisis line service has had a significant impact on the experiences of survivors on the line.

ENSURING QUALITY SERVICES THAT MEET COMMUNITY NEEDS

- We added a Direct Service Advocacy position to support sexual assault survivors in LGBTQI communities, a critical need in Portland.
- Added 2 Direct Service Advocates who specialize in working with survivors seeking mental health services.

COLLABORATING FOR SYSTEMS CHANGE

- Funding from the Multnomah County Domestic & Sexual Violence Coordination Office brought a new reach to our services.
- We worked with SafetyNet, a program of the National Network to End Domestic Violence, to draft national standards for text and chat services.

PRIORITIZING EQUITY & DIVERSITY

- Call to Safety initiated and facilitates a much-needed People of Color Peer Support & Empowerment Group that meets monthly to discuss the ways racism and white supremacy impact folks working in and seeking services from our community.

LOOKING FORWARD: a letter from our new Development Director

Change is good, but transitions are hard. While we will all surely feel the weight of the leadership transition, it is important to remember that the future of our organization is in our collective hands. It is our responsibility to ensure that Call to Safety continues to be the reliable Portland stalwart it has always been, decade after decade.

I believe in our ability to ensure the sustainability of Call to Safety, while prioritizing the needs of survivors and expanding our capacity to show up for survivors in concrete ways.



I believe that philanthropy will have a deep and profound impact on our future. Under the current political climate, we can no longer afford (pun intended!) to shy away from uncomfortable or difficult conversations about the distribution of resources.

I believe that inequitable wealth distribution and the oppression of the most vulnerable populations in our area has created issues that can, in part, be resolved through strategic redirection of resources. Philanthropy is one way we can focus our efforts to right the ship and create equitable circumstances for those most affected by social injustices, including and *especially*, domestic and sexual violence. For me, that means we need to redistribute wealth and redirect it not only to our people, but to our movement – the end of domestic violence and sexual assault.

For these reasons and so many more, I am thrilled to be our new Development Director!

Thank you sincerely for your continued support of the work of Call to Safety and its advocates.

A handwritten signature in blue ink, appearing to read 'S. Taylor'.

Samantha Taylor
Development Director
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