YEARI N REVIEW

2019 marks the end of a decade but it truly feels like an exciting new beginning for Call to Safety. In 2016, we knew that changes in the political climate would have a significant impact on our work. We knew that it could mean changes in funding, an increase in phone calls to our crisis line, and even more challenges around changing laws made to protect the survivors that we serve. What we were not expecting was how many inspiring voices would come out and speak up against violence, oppression, and sexual assault. We were so lucky to find inspiration in the media, including stories of resilience coming from the #MeToo movement, through Dr. Christine Blasey-Ford's testimony, from the 100 voices speaking out against Harvey Weinstein, from youth activists working against climate change and gun violence, and so much more.

We have watched as, around the country, more and more people were talking not only about sexual assault and domestic violence, but about the complex dynamics of abuse that frequently silence survivors and trap them in cycles of abuse. We knew that this meant it was time for us to expand our sexual assault programming to support more survivors than ever before.

In 2019, we secured funding that is allowing us to rise and meet this increasing community need. Centering of survivors stories in the media meant that more sexual assault survivors than ever are reaching out for support – so we created a fully separate sexual assault program – including the creation of three brand new positions: two sexual assault specific Direct Service Advocates and a Director of Sexual Assault Services.

We also hired a new Director of Services in August of 2019. LeaAnne Eivers brings nearly a decade of experience working with survivors of domestic and sexual violence to her role as the Director of Services. She has worked with survivors at Portland Community College’s Women’s Resource Center as well as West Women’s and Children’s Shelter.

In 2019 we also looked inward to prepare ourselves for the decade to come. Our Equity and Inclusion Committee started the hard work of rewriting our Policies and Procedures to reflect our growing and changing culture. Recognizing the importance of caring for ourselves so we can provide the best possible support for survivors we also worked with our union to successfully negotiate higher salaries for all employees in April. These increases came at a critical time of expansion showing our staff that they are valued and deserve compensation to help sustain the incredibly important work they do.

As we look forward to what 2020 will bring we know that all the hard work we did in 2019 has set us up to thrive. We answered over 34,000 calls from survivors in 2019 and we expect to see this number continue to grow and we will be there to answer the call.

We are so excited to work together in 2020 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 2019, volunteer hours on the crisis line averaged 165 hours a month. This service covered the equivalent of one full time employee!

74% of Incoming Calls Answered Within 120 Seconds
**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 2019*

Direct Service Advocates supported **263** participants this year

**OTHER SERVICES PROVIDED**

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

- **129** Local danger-to-safety transportation vouchers
- **40** Long distance danger-to-safety transportation vouchers
- **641** Individuals or households served with emergency shelter or hotel for 948 nights

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 2019, callers self-identified as having these PRIMARY NEEDS*

- **65%** needed domestic violence support & services
- **5%** needed information and referral for things like mental health services, food box
- **5%** needed houseless services*
- **7%** needed sexual assault services

*While 5% of all callers had homeless services as a primary need, 32% of DV/SA survivors identified houseless services as a secondary need.

**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 2019*

6 support groups were provided serving **70** participants

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 **$39,124.13** in housing-related support that stabilized 20 families through debt reduction and rent assistance.

"When I talk to my advocate, we instantly connected and I felt like, this is good, I've got someone on my side helping me. She didn't push what I had to do. She listened, and that was the main thing, having someone there listening to me. It was really important."

-2019 Direct Service Advocacy Participant
VOLUNTEER & OUTREACH PROGRAM

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 2019:

- on-going follow-up advocacy services to 176 unduplicated sexual assault survivors;
- crisis line call support to 1,295 survivors where sexual violence was the primary issue about which they were calling; and
- sexual assault support groups for 70 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 2019

- Support 123 survivors of sexual assault with in-person hospital response.

47

Community Education Presentations Provided

Reaching 1,005 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. We are also grateful to volunteers who showed up at events, work groups doing on-site clean up projects, and to our Board of Directors who volunteered 624 hours in 2019. We truly could not do this important work without them.

- 35 Volunteer Graduates from Basic Advocacy Training
- 1979.5 Volunteer Hours Served on the Crisis Line; the Equivalent of 1 Full-time Staff

“...It’s an absolute honor to volunteer at Call to Safety. Knowing that this community exists to support survivors is so comforting. Just being in the room with other advocates is incredibly inspiring to me. I feel supported and empowered by everyone at Call to Safety. I’ll be forever thankful for this community and the things I’ve learned from my time here.”

-2019 Volunteer
LOOKING FORWARD: a letter from our Executive Director

Friends of Call to Safety,

As I reflect on our 2019 progress towards our mission to end domestic and sexual violence by providing confidential support services and education to empower our community, I am inspired by survivors who courageously reached out and the staff and volunteers who were there to answer the call. Together we reached milestones over the last year with increased call volume on our 24/7 crisis line and reduced wait time for in person hospital response after a sexual assault.

In 2020, our sexual assault programming being the most expansive since our inception since in 1973. We created three new positions which will support survivors who have experienced sexual violence with increased capacity for 24/7 in person hospital response, making sure no survivor has to endure a sexual assault examination alone, additional support groups clearing up our waitlist for free and confidential support groups, and additional confidential advocacy for survivors. Furthermore, we will have increased capacity on the crisis line to provide emergency financial assistance, motel vouchers, and safe transportation for all survivors.

You have the opportunity to join us in actualizing our belief that everyone deserves a life free from domestic and sexual violence in 2020 and we thank you for your support in 2019 which has granted us the opportunities in the year to come.

With Gratitude,

Fay Schuler
Executive Director
503.872.8627
Fay@calltosafety.org

INCREASED JOB SUSTAINABILITY
• Through union negotiations we passed a wage increase plan for all staff which got us closer to our goal of livable wages for Call to Safety workers
• The wage increase helps relieve the multiple demands on our direct service staff face as they are exposed to multiple forms of trauma daily.

EXPANDED PROGRAM FUNDING
• In 2019 we raised new funds to create a separate dedicated program for sexual assault survivors:
  o We received $135,277 from Oregon Domestic and Sexual Violence Services Fund (ODSVS)
  o We also received $150,557 from Victims of Crime Act (VOCA)

ENSURING QUALITY SERVICES THAT MEET COMMUNITY NEEDS
• We created three brand new positions:
  o Crisis Line Coordinator: This new role will keep the crisis line advocates trained and organized with up to date resources.
  o Sexual Assault Direct Service Advocate Systems Based: This new position will work one-on-one with

STRATEGIC PLAN
• We created a new 3 year strategic plan where we will focus on the following goals:
  o Volunteer Sustainability & Living Wage
  o Supportive Access for Survivors and Community
  o Focus on Core Services
  o Living Our Value of Becoming an Anti-Racist Organization.