STAKEHOLDER REPORT 2020
2020 in review

In 2020 we learned about hardship and resilience. In the face of a global pandemic, environmental tragedy, and civil unrest, 2020 asked us to constantly be adapting. Looking back at the year, we are both exhausted and filled with gratitude.

In the face of impossible circumstances, direct service staff continued to show up for survivors. As reported rates of domestic violence went up (27% increase in DV calls to Portland Police Bureau in the first few weeks of the pandemic alone), our staff did the difficult work of seamlessly transitioning to all remote services including the crisis line, sexual assault hospital response, support groups, and one-on-one advocacy.

Unfortunately, when we transitioned to remote work we lost access to our centralized call reporting system. All call data in this report is manually recorded and is underreported. Thanks to the flexibility and creativity of our staff, we were always there to answer the call. With immense gratitude, this report reflects our staff’s commitment to serving survivors in the face of unprecedented challenges.

In 2020 we also learned about community. You showed up for survivors. Not only did we receive many messages of encouragement, but you also actively reached out and asked us what we needed. As staff worked tirelessly to get motel vouchers, financial assistance, and other resources to survivors, you were there with us every step of the way.

This past year reminded us that we are not alone in this work; that this work is done in community. We are amazed and humbled by what is possible when we unite to end violence. Survivors need us now more than ever and with your support we will continue to answer the call.

In 2020 our advocates handled 281 text & chat support conversations vs the 141 they were able to respond to in 2019.

Text & Chat is now available Monday-Friday 8a-6p.
Direct Service Advocacy

Call to Safety recognizes that some individuals benefit from a longer-term relationship with an advocate providing ongoing support 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 are able to meet survivors out in community (in public or at day centers) at to provide resources and support to the specialized populations they serve.

In 2020 Direct Service Advocates supported 196 participants

Sexual Assault Program

Recognizing a growing community need, we spent the year strengthening our Sexual Assault Program by creating three new positions; Sexual Assault Direct Service Advocate, Systems Based Sexual Assault Advocate, and Director of Sexual Assault Services. In February of 2020, we welcomed our new Director of Sexual Assault services, Cecilia Wolfe (they/she). Previously, they worked as the Crisis Intervention Program manager at the Sexual Assault Resource Center in Washington County. Cecilia began their advocacy work through the National Coalition of Anti-Violence Programs in New York after focusing on research in queer and trans identity, stigma, and gendered violence from 2013-2015.

In 2020 the Sexual Assault Program has:

- Created and distributed 55 hospital resource bags for SA survivors
- Began taking Coffee Creek Correctional Facility’s confidential 24/7 line for survivors incarcerated
- Provided follow-up advocacy to survivors who are incarcerated
- Supported 100 survivors on SA hospital response calls
- Worked with 148 survivors through ongoing follow-up advocacy

Additional Support Services

This year was challenging for so many people. Call to Safety gratefully received additional funding to meet survivors’ needs through the COVID-19 pandemic. Thanks to our hardworking Crisis Line Specialists and Direct Service Advocates, we were able to get more money out the door and to survivors than ever before.

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long distance danger-to-safety voucher</td>
<td>37</td>
</tr>
<tr>
<td>Local danger-to-safety taxi rides</td>
<td>152</td>
</tr>
<tr>
<td>Individuals or households served with motel vouchers or emergency shelter</td>
<td>308</td>
</tr>
<tr>
<td>Participant assistance, when compared to 2019 for a total of $310,602.43 spent paying bills, buying supplies, paying off debt, etc.</td>
<td>&gt;3x</td>
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Worker Sustainability

The Call to Safety Worker’s Union (CTSWU) made strides towards the goal of closing the pay gap between highest and lowest paid workers in 2020. CTSWU and management team worked together to successfully negotiate increased wages for all staff. In the face of a global pandemic, they also prioritized part-time workers - adding access to full healthcare coverage instead of partial coverage. We are proud of the hard work between the Call to Safety Worker’s Union and management - coming together for the rights and sustainability for all workers. Call to Safety is a proud union shop!
Anti-Racism

In 2020 we were called to action to find more ways to commit as an organization to our anti-racist values, both internally and externally. We decided to make quarterly donations to support BIPOC organizations and fundraisers. In 2020, Call to Safety made donations to: Black Resilience Fund, Imagine Black, Don’t Shoot PDX, New Afrikan Black Panther Party Prison Chapter, Mutual Aid Fund for Sex Workers of Color, and Black Voters Matter. We recognize that as a majority white organization, we had a great deal of internal work to do as well. We hired UPRISE Collective to take our organization through a transformative justice process in 2021 so we can better understand how white supremacy shows up in our work with each other and create a workplace that is more welcoming and supportive of BIPOC staff.

Volunteer Program

At the start of the COVID-19 pandemic, Call to Safety made the difficult decision to pause our volunteer program. Our volunteers have been a vital part of our organization since the very beginning. With our fall/winter Basic Advocacy Training (BAT) graduates just starting to shadow calls on the line we were faced with the hard reality that we didn’t have the physical space or worker capacity to onboard and sustain volunteers. We still want to take the time to honor our BAT grads for their hard work and commitment to survivors. We hope to have them back and taking calls again in the future!

115 volunteer crisis line hours logged in January/February

Grant Partners:

Call to Safety is grateful for the support from our grant funders:

- Hoover Family Foundation
- Reser Family Foundation
- Lawrence A. Appley Foundation
- Autzen Foundation
- Laura D. Wanser Foundation
- H.W. & D.C.H. Irwin Foundation
- Holzman Foundation
- The Healy Foundation
- The Women’s Foundation of Oregon
- Community 101
  - Liberty High School
- Oregon Community Foundation
  - JLR Foundation
  - Joseph E. Weston Public Foundation
  - CommuniCare
    - La Salle High School
    - Silverton High School.

Community

Call to Safety participates in the following community meetings:

Multnomah Sexual Assault Response Team, Lewis & Clark Interpersonal Violence Prevention Team, PREA Statewide Advocate Workgroup, Multnomah Sexual Assault Advisory Committee, Open Doors, Communities of Color Taskforce, New Day Collaborative Team, Supportive Housing and Economic Empowerment Network, Safety off the Streets, Tri-County Domestic and Sexual Violence Intervention Network, Multnomah County Equity Committee, Resource Coordination Team, JOHS Monthly Shelter Meetings, Multnomah Coalition Against Domestic and Sexual Violence, Statewide Alliance for Survivors, Family Violence Coordinating Council, Coordinated Access Implementation, COVID-19 Multnomah County Provider Group, Sexual Assault Taskforce, and ED Peer Network.
Support Groups

We offer 7 free and confidential rotating support groups for adult survivors of trauma and sexual assault, because we believe connectedness and education is an important part of healing.

In 2020:
- We hosted 7 support groups.
- Held 89 support group sessions.
- Volunteers clocked 129 hours co-facilitating SA support groups.
- Sessions were attended by 76 individual survivors.

SSA Facilitation Program

A survivor must complete a Safety and Stabilization Assessment (SSA) in order to access DV shelters in Multnomah County. SSAs are also used to provide long-term supported housing opportunities. Historically only DSAs have been able to complete SSAs with survivors, which meant we were limited in the number we were able to complete. In July of 2020, we launched our Safety and Stabilization (SSA) Facilitation program, which has greatly increased our ability to provide access for survivors seeking shelter and housing. Our SSA Facilitator, Mickey, completed over 60 SSAs in the community so far, and continues on to support our participants with this vital resource each week.

Partnerships

Call to Safety answered crisis lines on behalf of our partners across Oregon. Because we are able to staff our line 24/7, 365 days of the year, we are able to answer other organizations' lines at times like nights, weekends, and holidays when they aren't able to staff their lines. We're grateful for the trust our community partners put in our advocates when supporting the survivors they serve.

In 2020 we answered calls on behalf of the following community partners:
- Bradley Angle, Monika's House in Washington County, SEI's Anti Domestic and Sexual Violence Hotline, Tides of Change in Tillamook County, VOA Oregon's Home Free Crisis Line, Women's Crisis Support Team in Josephine County, YWCA of Portland, and OHSU's Confidential Advocacy Program Line

Looking Forward to Next Year:

Saying goodbye is always hard, but I am leaving behind so much hope for the future and long-term sustainability. Call to Safety will continue to listen, believe, and support survivors for many years to come. With my leadership as Executive Director over the last three years we have:

Increased our annual budget and resources, invested in leadership and advocacy for sexual violence survivors, enhanced PREA response, supported workers with increased wages and benefits, created a confidential advocate position supporting youth experiencing or at risk of sex trafficking, partnered with local universities and colleges for Campus Safety Title IX programming, built upon our foundation of anti-racism values with increased anti-racism hours and financial contributions to Black led organizing and organizations, created and implemented a Crisis Line Coordinator position, drastically increased our financial assistance and resources to survivors, and modified direct service staff schedules recognizing the multiple forms of trauma exposure.

I am thankful for this opportunity to be part of Call to Safety’s legacy with tremendous gratitude for those who came before me and those still to come. We are so fortunate to welcome Alexxis Robinson-Woods as Call to Safety’s new Executive Director in 2021. I am excited to support her legacy in the years to come.

Love,

Fay Schuler

“My advocate had healthy boundaries, which taught me how to have healthy boundaries. She laid the blueprint for all the relationships I have now.”

- Anonymous Survivor