2021 in review

Call to Safety has an unwavering commitment to survivors of domestic and sexual violence. As the COVID-19 global pandemic continued to affect us on all levels - personally, locally, and globally - we leaned into our mission and continued to show up 24/7/365 for survivors.

In February we welcomed Alexxis Robinson-Woods as Call to Safety's newest Executive Director. Throughout last year, Alexxis brought us new perspectives, guidance, and passion to our work. With Alexxis' support in 2021 we answered over 21,600 calls through the crisis line, held 6 support groups with 80 unduplicated participants, and supported 195 survivors through on-going Direct Service Advocacy.

As we reflect on the past year we are thinking about community care. It takes all of us coming together under a united mission to support survivors. When you look at the numbers of this report, know that we did this work together. Donors, foundations, supporters, and staff are all integral roles in providing support and safety for survivors.

As we celebrate all the ways we were able to support survivors in 2021, we know so many needs still go unmet. Survivors need safe housing, financial support, cell phones, food, clothes, and so much more. We use this knowledge to move us forward in our work, to keep going, and to show up for survivors in our community.

We want to express our gratitude for everyone who has donated, spread the word about Call to Safety services, and generally cheered us on throughout the past year. Together we will end domestic and sexual violence.

This report is a small reflection of the vital work advocates do to support survivors. Numbers can't reflect how much our staff have taken on, the hours they put in, and how much they hold for survivors. We cannot quantify the meaning behind a survivor getting shelter, a safe place to sleep, access to food, or relief from debt. No number can truly reflect what it means to a survivor sharing their story for the first time and being believed. The ripple effects of supporting survivors and their families cannot be held in numbers.

Crisis Line

21,659 TOTAL REPORTABLE CALLS IN 2021 (total handled calls numbers unavailable)

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Calls Handled</th>
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</thead>
<tbody>
<tr>
<td>Q1 Jan-March</td>
<td>4,761</td>
</tr>
<tr>
<td>Q2 Apr-June</td>
<td>5,534</td>
</tr>
<tr>
<td>Q3 Jul-Sept</td>
<td>5,930</td>
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<tr>
<td>Q4 Oct-Dec</td>
<td>5,438</td>
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Text & Chat Growth

In many circumstances using text and chat is more accessible and often safer for many survivors.

In 2021 our advocates handled 304 text & chat support conversations vs the 281 they were able to respond to in 2020.

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

Direct Service Advocates provide on-going advocacy to some individuals who benefit from a longer-term relationship to provide additional support in addition to crisis line services. They are able to meet folks in community at spaces survivors identify as safe and comfortable to provide resources and support to the specialized populations they serve.

In 2020 Direct Service Advocates supported 195 participants

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**Additional Support Services**

In addition to our 24/7/365 crisis line services and on-going advocacy/case management we also provide financial assistance, emergency medical advocacy, housing assistance, and danger-to-safety transportation both locally and long-distance. We know that for so many survivors barriers to leaving are often a lack of resources, difficulties navigating complex systems and services, or unmet financial needs. Thanks to our hardworking Crisis Line Specialists and Direct Service Advocates, we are able to get money out the door and into the hands of survivors and show up where we can to help.

- **Long distance danger-to-safety transportation vouchers**: 23
- **Local danger-to-safety transportation taxi rides**: 112
- **Individuals or households served with motel vouchers or emergency shelter for 857 nights**: 179
- **Individuals or households given rental assistance for 1,497 nights**: 50
- **Sexual assault survivors provided with medical advocacy and support**: 87

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**SSA Facilitation Program**

A survivor must complete a Safety and Stabilization Assessment (SSA) in order to access DV shelters or long-term supported housing opportunities in Multnomah County. Historically only DSAs completed SSAs with survivors, which meant we were limited in the number we were able to complete. 2021 marked our first full calendar year of the SSA Facilitation Program, giving us a better idea of how much greater our ability is to provide access for survivors seeking shelter and housing. Our SSA Facilitator, Mickey, completed over 130 SSAs in the community and connected 45 people to housing programs. We recognize the SSA Referral Program can cause bottlenecking and we hope to continue the SSA Facilitation Program in order to reduce this barrier.

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**Support Groups**

We offer 5 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 2021:
- **We hosted 5 support groups.**
- **Held 66 support group sessions.**
- **Volunteers clocked 52 hours co-facilitating SA support groups.**
- **Sessions were attended by 80 individual survivors.**

"The biggest thing I have gotten from group is support and knowing that I am worth putting in the work and I am not alone. I can see that by meeting with everyone that I'm not broken either. I can be happy and successful."

- Anonymous Survivor

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**Partnerships**

Call to Safety is proud to offer around the clock services, every day of the year. We are honored to use our 24/7/365 services to answer crisis lines on behalf of our partners across Oregon. We’re grateful for the trust our community partners put in our advocates when supporting the survivors they serve.

In 2021 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, OHSU’s Confidential Advocacy Program Line, The Harbor in Astoria

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Grant Partners:

Call to Safety is grateful for the support from our grant funders:
- Richard and Diane Van Grunsven Family Foundation
- The Mary Christine Perry & Charlotte A Perry Charitable Fund
- Oregon Community Foundation
  - Richard and Mary Rosenberg Fund
  - Bridge City Friends
  - Anonymous Fund

Community:

During 2021, our team participated in community meetings, received and gave trainings from/to community partners, and provided co-advocacy with other agencies. Here are some of the ways we participated in community:

- Multnomah Sexual Assault Response 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, Resource Coordination Team, Multnomah Coalition Against Domestic and Sexual Violence, Tri-County Mental Health Committee, Coordinated Access Implementation, COVID-19 Multnomah County Provider Group, Sexual Assault Taskforce, ED Peer Network, Lewis and Clark Interpersonal Violence Prevention Team, Safety off the Streets, Multnomah County Equity Committee, JOHS Monthly Shelter Meetings, Statewide Alliance for Survivors, Family Violence Coordinating Council.


Looking Forward to Next Year:

I feel honored to provide my first Stakeholder summary as the Executive Director of Call to Safety. While it has been a challenging year for all of us, it has also been a year of change and reflection. Call to Safety has continued to provide services to the community it serves during a global pandemic, albeit modified to work with an ever changing society.

With a new Executive Director comes staff changes and turnover and we were no different here. We struggled with a skeleton crew for most of the year, but have recently hired 4 new Direct Service Advocates. This will allow us to get back to providing services in more intentional ways. Call to Safety also looks forward to doing more quantitative work around anti-racism and what that looks like for our organization.

Call to Safety is in the beginning stages of changing how we operate due to the growth we have had operationally. We hope to add new positions to the organization increasing the effectiveness and the delivery of the services we provide. This includes bringing back the Volunteer Coordinator role, a position for an in-house Finance Manager, and two additional Program Coordinators to support advocates and alleviate some of the workload of Program Directors. We also look forward to a change in how our crisis line operates, financially and technologically primarily. I also look forward to connecting more with you, the Stakeholders, and the community leaders around how to provide better services to the survivors in this and neighboring communities.

Sincerely,
Alexxis Robinson-Woods
Executive Director