

BY THE NUMBERS 2020 IN TIMES OF COVID-19



All data is reflective of the 2020 fiscal year:
October 1, 2019 to September 30, 2020.



Answered **28,766** calls on our 24-hour Response Line, **18,887 (66%)** during the pandemic alone.



Assisted **7,284** individual clients in crisis, **4,877 (67%)** from March 1-September 30.



Provided **1,050** emergency taxi and Uber rides, including **374** during COVID-19.



Housed **317 adults & 397 children** in our SAFE Space Crisis Shelter, offering longer stays since March 1.



Made **369** emergency hotel placements, **261** of which during COVID-19. Spent **\$68,141** in non-reimbursable dollars.



Connected **1,111** high risk clients to expedited services through **362** alerts to government and partner agencies.



Facilitated **236 emergency** lock-changes for survivors, **92** were from March 1-September 30.



Dispatched On-Call Advocates to provide in-person crisis support **403** times, **267** of which were during COVID-19.

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