



REPORT

From the office of the...

Peer Support Line Coordinator

TO: Members of the Executive Board
FROM: **Ameema Saeed**
SUBJECT: **Peer Support Line Report #2**
DATE: November 28th, 2014

UPDATE

The Peer Support Line has gotten into a regular swing of things. Call volume has increased from last year (and from the last report).

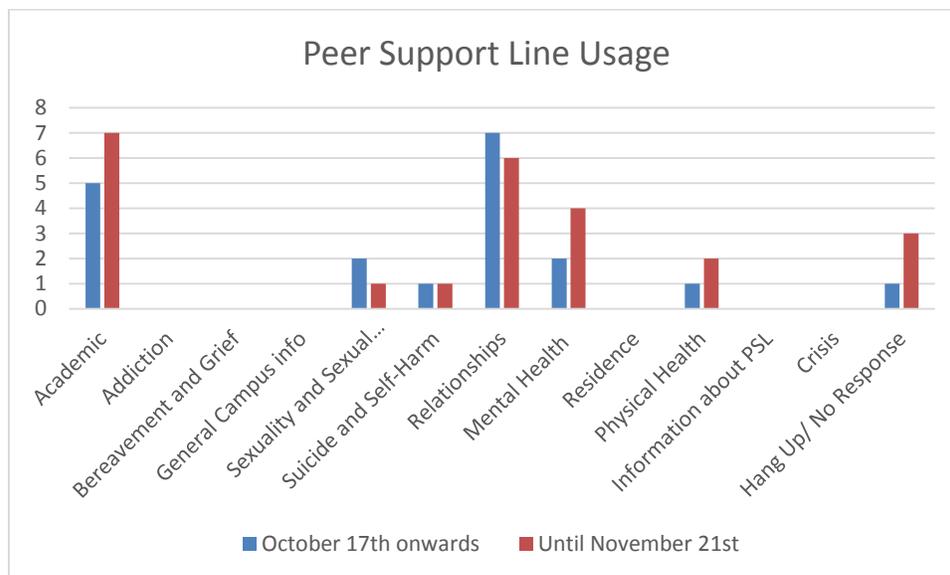
SERVICE USAGE

Since October 17th: 11 calls

November (until the 21st): 12 calls

Total Calls so far: 39

*The following graph demonstrates service usage so far. Since many different topics can be brought up in one call, I have quantified the data as how **often** a topic has been mentioned in a call.*



PAST EVENTS, PROJECTS & ACTIVITIES

The Peer Support Line has been operating in a regular pattern since our last report. We held a small volunteer appreciation event/ debrief a few weeks ago, which was well-attended

UPCOMING EVENTS, PROJECTS & ACTIVITIES

- In-residence promotional campaign (December)
- Volunteer Appreciation holiday event (December)
- Hiring new volunteers (December)
- Training new volunteers (January)
- Training everyone on Online Peer Support (January)
- Peer Support OnLine Pilot Soft Launch (Mid-January)

BUDGET

At this point in time, our budget is in line with where we want to be. Since we have only had one volunteer training session so far this year, we still have room to work with, so we can plan volunteer training for our new volunteers, and plan peer support online training, and we will still have room in the budget. We have been using the volunteer training budget line in order to pay for volunteer appreciation as well. In the future, I will likely recommend that volunteer appreciation receives its own budget line.

CURRENT CHALLENGES

We are struggling with our number of volunteers, so we will be hiring 10-15 new volunteers in December, so our volunteers aren't overworked, especially with the addition of Peer Support OnLine.

We have been encountering some on and off technical difficulties with our phones (e.g. calls being forwarded straight to our answering machine, and difficulty answering two calls at once), but as the problems come up, we've been troubleshooting and developing new protocol on how to deal with them (which buttons to press when you get a second call coming in; and we now have every listener on a 7-10 shift call the line when they get there so they know whether they need to turn off the call forwarding or not).

SUCCESSSES

Call volume has picked up, and we are hoping that it will continue to do so during exams. Volunteer engagement has been very high, and we are looking forward to its continuation by planning more volunteer appreciation events and get togethers.