

Nashville's Family Safety Centers

2024 Annual Report



Metro Office of
Family Safety

Where Hope and Healing Begin

Message from the Director

Dear Nashvillians,

My daughter's high school yearbook quote was a phrase her Chinese teacher often used to encourage students not to give up: "It's the journey." Learning a language like Chinese can be incredibly challenging - the tones, the characters, the pronunciation. Her teacher reminded them that it is not about mastery or perfection, but about celebrating the small successes earned along the way. That message stayed with me, and over time, I have come to see how deeply it applies to the work we do as well.

Supporting people through some of the most painful and complex moments of their lives rarely comes with easy victories or clear resolutions. Helping those affected by interpersonal violence means navigating systems that are not always built to respond quickly or in ways that feel fair. It means holding space for another's grief, fear, anger, and uncertainty while never losing sight of safety and justice.

The journey toward hope and healing can be slow, frustrating, and full of setbacks. Often, we never see how someone's story ends. But that does not diminish the role we collectively play. Sometimes, the journey begins with a first step toward stability. Sometimes, it involves making a critical connection, holding a boundary, or sitting quietly with someone who has gone unheard for far too long. Sometimes, it means pushing for change in systems designed to help, but have fallen short.

The journey of this work is about continuing to move forward despite persistent obstacles and setbacks. Year after year, I see colleagues refuse to give up on individuals, on cases, and on systems, even when walking away or lashing out would have been easier.

The bravery this journey requires is often invisible and sadly, never truly ends. It is not loud or flashy but lives in quiet and persistent choices: advocating when it feels uncomfortable, staying when it would be easier to leave, pushing for change when the status quo is simpler, and choosing deep compassion over wrapping oneself in indifference.

Within the pages of this report are the many "small successes" that make up the journey of our collective work. Thank you to those who hold the line, carry the weight, and refuse to settle. Thank you also to the many elected officials and city leaders whose support helps clear obstacles and makes our work possible. And thank you most of all to the clients whose trust we are honored to receive each day.

It is a privilege to walk this journey together.

Diane Lance



Diane Lance

Department Director: *Diane Lance*

Report Prepared for: *The Honorable
Mayor Freddie O'Connell*

Prepared by:

Diane Lance, Department Director

*Becky Bullard, Deputy Director of
Programs*

Website: <https://ofs.nashville.gov/>

Family Safety Centers Team



Family Safety Center Staff on DV Awareness Day Ceremony

Co-located & Drop-In Partners:

Metro Nashville Office of Family Safety
 MNPd Family Intervention Program (FIP)
 Metro Nashville Police Department (MNPd)
 Domestic Violence, Youth Services, Sex
 Crimes, and Vice Units/Divisions
 Department of Children's Services (DCS)
 Office of District Attorney General (both
 Centers)
 Davidson Co. Sheriff's Office & Archangel
 Security
 AGAPE Morning Star Sanctuary
 Human-Animal Bond in TN (HABIT)
 Legal Aid Society TN & Cumberlands (both
 Centers)
 Mary Parrish Center (MPC)
 Nashville Children's Alliance (NCA)
 Sexual Assault Center (SAC)
 TN Coalition to End Domestic & Sexual
 Violence
 YWCA of Nashville & Middle TN (YWCA-
 both Centers)

Community Referral & Multi-Disciplinary Team Partners:

Metro Action Commissioner
 Metro Civil & Criminal Courts (Clerks
 Offices, Probation, Judges)
 Metro Development & Housing Agency
 Metro Department of Emergency
 Communication
 Metro Fire Department
 Metro Office of Homeless Services
 Metro General Hospital
 Metro Health Department
 Metro Juvenile Court
 Metro Nashville Public Libraries
 Metro Nashville Public Schools
 Metro Nashville Public Defender's Office
 Metro Social Services
 Ancora
 Bridges for the Deaf and Hard of Hearing
 Catholic Charities
 Centerstone
 Community Resource Center
 Conexión Américas
 Dept. of Veterans' Affairs, IPV Program
 Epic Girl
 Family & Children's Services
 FiftyForward
 Hispanic Family Foundation
 Infinite Possibilities
 Martha O'Bryan
 Mental Health Co-op
 Middle TN Mental Health Institute
 Nurture the Next
 Oasis Center
 Open Table
 OurKids
 Park Center
 Safe Haven
 Tennessee Bureau of Investigation
 Tennessee State Probation & Parole
 The Branch of Nashville
 The Next Door
 The U.S. Attorney General's Office
 Thistle Farms
 Voices for Victims
 You Have the Power
Area hospitals (Metro General, St. Thomas,
 TriStar Hospitals, Vanderbilt)
Colleges and universities (Belmont,
 Columbia State, Lipscomb, Fisk, MTSU,
 Nashville State, Tennessee College of
 Applied Technology, Tennessee State,
 Trevecca Nazarene, Vanderbilt, UT)
High Schools (Hume Fogg, Stratford STEM,
 James Lawson, Antioch)
Please see p.22 for additional partners

Our Mission

The mission of the Metropolitan Nashville-Davidson County Office of Family Safety is to increase victim safety and offender accountability by providing vital crisis intervention services to victims of domestic violence, child and vulnerable adult abuse, sexual assault, stalking, & human trafficking while maintaining the emotional wellness of service providers. This is accomplished in OFS's court and community-based Family Safety Centers through client advocacy, training, outreach, multidisciplinary teamwork, & collaboration.

Ordinance number BL2015-1125 established the Office of Family Safety as a department of the Metropolitan Government on June 17, 2015.

Our Centers

Nashville's two Family Safety Centers provide services to individuals who have experienced interpersonal violence through multiple onsite and drop-in service providers, all in one safe place.

Nashville's **community-based** Family Safety Center (FSC) is located at 610 Murfreesboro Pike and is open Monday-Friday from 8 a.m.-5:30 p.m. for walk-in services and appointments. Emergency services are available after hours and on weekends. **Phone:** 615-880-1100.

The **court-based** Jean Crowe Advocacy Center (JCAC) is for clients with court cases and is located at the Ben West Building at 100 James Robertson Parkway, Suite 114. It is open Monday-Friday, 8 a.m. - 4 p.m. **Phone:** 615-862-4767

Email: FSCINFO@jnsnashville.gov

Website: <http://ofs.nashville.gov>



Family Safety Centers



FSCs Client Overview

In 2024, both the Family Safety Center (FSC) & the Jean Crowe Advocacy Center (JCAC) saw **9,307 individual clients served in 40,701 visits or sessions** by all Family Safety Centers' Partners. These clients experienced interpersonal violence, which includes domestic violence, sexual assault, human trafficking, stalking, and child & vulnerable adult abuse.



40,701
Total Client Visits
with all FSCs Agencies

Children at the FSCs

Of these clients, **1,034 were children with 1,707 visits** who had experienced abuse directly or indirectly. If children were accompanying a caregiver receiving services, they engaged in play focused on feeling "safe, seen, soothed, and secure." Child clients also received therapeutic services and forensic interviews at the FSC from the Nashville Children's Alliance (NCA).



1,707
Child Client Visits to
all FSCs Agencies

OFS Crisis Advocacy

OFS Crisis Advocacy Programs at the community-based Family Safety Center (FSC) & the court-based Jean Crowe Advocacy Center (JCAC) provide clients with essential crisis services, including safety planning, danger assessment, information on abusive behaviors, direct referrals, and Orders of Protection.

In 2024, OFS Crisis Advocacy Programs supported **6,610 individual IPV clients** in **15,968 in-person, community, or remote visits**. OFS also served **484 witnesses, 480 children, and 737 support people in both Centers**. At the Family Safety Center, 1,682 clients were provided advocacy services, while the Jean Crowe Advocacy Center served 1,942 IPV clients.

Advocates provided **46,010 safety-enhancing services**, including **1,364 Orders of Protection, 4,882 Safety Plans, and 1,935 Danger Assessments**. **97%** of clients identified domestic violence as their primary victimization, while **2%** identified their primary victimization as stalking and **1%** as sexual assault. Additionally, **832** clients reported having been strangled, and **314** reported threats with a gun from their abuser. **84%** felt more knowledgeable about resources, **67%** felt more hopeful, and **76%** could better identify their level of risk after receiving services.



46,010
Safety Enhancing
Services

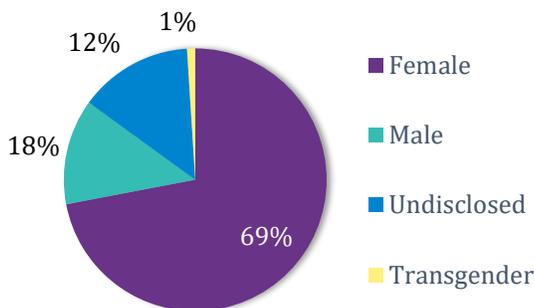


6,610
Individual OFS
Advocacy Clients with
15,968 visits

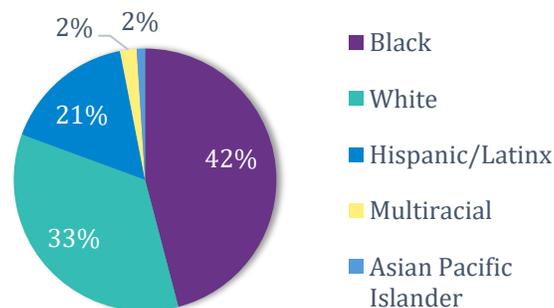


76%
Felt more
Hopeful

Gender Identification



Advocacy Client Ethnicity



Client Quotes

"I felt safe and comfortable. My advocate was kind, helpful, and empathetic. I haven't had someone want to be of service and help out, and it was refreshing and hopeful to feel like someone who cares and is in my corner."

OFS Case Management

OFS's Case Management Program provides long-term support for high-risk and high-need interpersonal violence victims through goal setting and achievement, intensive referral support, and continuous risk and safety assessment. OFS's Case Management Program supported **996 total high-risk clients** in **14,376 total visits**. These clients are referred from the OFS advocacy program, FSC & JCAC partner agencies, and the Athena Human Trafficking Court.

In 2024, OFS case managers provided clients with **3,582** safety enhancements and **2,644** community referrals. OFS's Case Management team worked with community partners **4,927** times to ensure resource coordination.

Support Groups

OFS's Case Management team provided **88 psychoeducational groups** in 2024. These include the RISE group for women at the Behavioral Care Center and the Athena Human Trafficking Court group, as well as two new groups at Juvenile Court and the Family Safety Center. These groups had a total of **530 participants**.

Client Story

A client came to the FSC seeking an Order of Protection. This client endured financial, emotional, and physical abuse and scored in the Increased Danger level of the Danger Assessment. OFS assisted the client with an Order of Protection, assisted the client with court advocacy and support, and submitted a referral to our OFS Case Management program to help the client achieve independence. While in our OFS Case Management program the client was able to get assistance with rent, utilities, food, and ultimately victim's compensation. With these resources now available, the client was able to focus on longer-term stability, including beginning work back as a traveling nurse. In her last session with her Case Manager, she shared, "*Your advocacy on behalf of survivors is commendable, and it has empowered me to reclaim my sense of security. Thank you for being a beacon of support and for your unwavering commitment to making a positive impact on the lives of survivors*".



996
OFS Case
Management Clients
with **14,376 visits**



3,582
Case Management
Safety
Enhancements



+19.8
Average
Monthly Hope
Score



-3.86
Average Monthly
Trauma Symptom
Decrease

*"Your advocacy
on behalf of
survivors is
commendable,
and it has
empowered me
to reclaim my
sense of
security."*

~FSC Client





447
After Hours OPs
from AGAPE



205
DCS referrals to OFS
DV Liaisons for non-
offending caregiver
support



112
OFS DV Liaisons non-
offending caregiver
provided services &
their children



508
MNPDP FIP Group
Session Participants



5,001
MNPDP FIP Counseling
Sessions

AGAPE

AGAPE Morning Star’s after-hours Order of Protection program at the Family Safety Center ensures that victims and survivors can receive services all day, seven days a week. In 2024, AGAPE advocates provided **447 after-hours Orders of Protection**. Additionally, these AGAPE clients may consent to pass on their information to an OFS advocate for additional follow-up on services needed and possible case management when appropriate.

Department of Children’s Services

The Department of Children’s Services (DCS) Child Abuse Investigative Team for Davison County is co-located at the Family Safety Center so that investigators can work hand-in-hand with MNPDP detectives, NCA forensic interviewers, and the DA’s Office. In 2024, DCS began partnering with OFS on a Domestic Violence Liaison program that employs two OFS DV Liaisons who work with non-offending caregivers experiencing DV. In 2024, DCS sent 205 referrals, liaisons provided 112 caregivers with services, and 125 children were impacted by liaison support.

Family Intervention Program

Metro Nashville Police Department’s Family Intervention Program (FIP) is entirely co-located at the Family Safety Center and provides free, confidential therapeutic services as well as advocacy services to clients who have experienced violence. In 2024, FIP provided **5,001 counseling sessions and had 400 new advocacy clients**.

FIP provides multiple support groups at the FSC for victims of domestic violence, robbery, and homicide and provided **115 group sessions for 508 participants** in 2024. Additionally, FIP hosted a training for their staff and OFS staff on the **NOVA response to mass violence incidents**.

MNPD Interpersonal Violence Branch

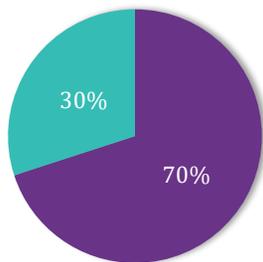
MNPD's Interpersonal Crimes Branch Divisions are attached to the Family Safety Center. These divisions include the Domestic Violence Division, the Special Victims Division (Sexual Assault and Human Trafficking), and the Youth Services Division.

Detectives from each division meet with victims of crime at the Family Safety Center by appointment or as walk-ins. MNPD **referred 243 clients** to OFS's Client Services Program in 2024.



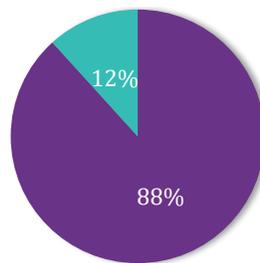
NCA Executive Director Dawn Harper & MNPD Youth Services Staff

24,927 Domestic Violence Cases Reported to MNPD



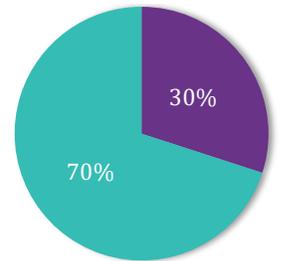
■ Intimate Partner ■ Non-Intimate Partner

733 Adult Sexual Assaults Reported to MNPD



■ Female ■ Male

1,136 Child Abuse Cases Reported to MNPD



■ Physical Abuse ■ Sexual Abuse

Nashville Children's Alliance

The Nashville Children's Alliance (NCA) is fully co-located at the FSC and provides forensic interviews and therapy to children who have experienced abuse. In 2024, NCA provided **1,221 therapy sessions to children**, conducted **441 forensic interviews**, and provided **428 support sessions** for caregivers and families.

Client Story

An NCA client asked her therapist to read her victim impact statement, which they had worked on together, on the day of the court hearing. The client described how she knows now that the abuse was not her fault and that she wants to be a therapist when she grows up. "To watch someone so young go through something so unthinkable and see how she has allowed it to be worked for good is a remarkable thing," the NCA therapist said.



441

NCA Forensic Interviews Conducted



1,221

NCA Child Therapy Sessions

Drop-In Partners

The Family Safety Center is home to multiple partner agencies that provide a variety of services to people who have experienced interpersonal violence. Drop-in partners include the Mary Parrish Center (MPC), the Legal Aid Society of Middle Tennessee, and the Sexual Assault Center (SAC). These agencies help the FSC provide wrap-around services to child and adult clients. In 2024, MPC provided 75 therapy sessions, 22 housing navigation sessions, and 4 DV coordinated entry assessments at the FSC. SAC received 85 referrals from OFS & referred 136 clients for OFS support.

Partnership Spotlight

In 2024, the Mary Parrish Center (MPC) collaborated with OFS's Case Management program to launch a **Housing Navigation Program**, a new initiative for clients experiencing homelessness or at risk of becoming unhoused. This program provides a dual-support model: each client is paired with a dedicated OFS case manager who helps them develop life-readiness skills, safety planning, and personalized treatment plans, while an MPC housing navigator assists them in overcoming barriers such as credit issues, past evictions, or criminal records while connecting them with stable housing opportunities. This collaboration represents a practical, survivor-centered solution to break the cycle of housing insecurity for victims of interpersonal violence in Nashville.



The Mary Parrish Center Director of Programs Debora Lambert & Executive Director Mary Katherine Rand at the FSC 5 Year Anniversary



MNPD FIP & OFS at NOVA Training on Mass Violence Incidence Response

Jean Crowe Advocacy



Court Advocacy Clients

In 2024, the court-based Jean Crowe Advocacy Center (JCAC) saw **4,286 client victim visits** for criminal and civil court advocacy as well as 236 children, 420 support people, & 512 witnesses. JCAC advocates provided **1,257 court escorts** & **4,584 court preparation** calls, including **1,053 OP petitioners** contacted before court or at the OP docket from reviewing **2,393 handwritten OPs** for high-risk indicators.

Client Stories

A client came to the JCAC on a domestic violence court case and expressed feeling very upset and anxious previously, but told her advocate that she felt better now. When the advocate asked what had changed, the client said she had worried that her voice would not be heard at court, but since arriving at the JCAC, she felt immediate relief. The JCAC and District Attorney's Office staff she met with made her feel valued and respected.



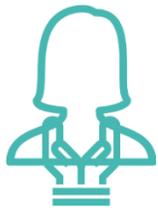
4,286
Client Visits to the JCAC



4,584
OFS Court Preparation
Calls to Clients

High-Risk Flagging

OFS flags and sends court partners daily information about individuals with evidence of firearms possession or strangulation who will be in court for a criminal case or OP the following day. In 2024, OFS reviewed **13,881** criminal defendants and OP respondents & flagged **6,090 (or 44%)** as having access to firearms and **5,005 (or 36%)** as being a strangler. OFS also reviewed **all 6,090** criminal defendants and OP respondents found to have a history of firearms possession for compliance with legally required firearms dispossession forms. **212 offenders** were found out of compliance, and the courts, prosecutors, and police partners were notified to hold offenders accountable.



5,005
Stranglers Flagged



6,090
Abusers Flagged
for Firearms

District Attorney

The District Attorney's Office of Davidson County meets daily with clients at the JCAC to provide information about prosecution and the court process. The DA's Office also holds Early Intervention Meetings (EIMs) at the JCAC, where they meet with victims within 48 hours of an offender's arrest. They held **205 EIMs** in 2024. The DA's Office also **referred 224 clients** to the JCAC or FSC.

Volunteer Attorneys

OFS, the Legal Aid Society of Middle Tennessee and the Cumberland (LAS), and AGAPE partner to improve access to free civil legal representation for high-risk interpersonal violence. In 2024, OFS advocates made **313 volunteer attorney referrals to LAS or AGAPE**, who work with these clients on Orders of Protection, custody, and divorce proceedings. LAS also works with volunteer lawyers from 16 law firms.



Mayor Freddie O'Connell, Victim Witness Program Assistant Director Susan Tucker & General Glenn Funk at the JCAC 10 Year Anniversary

"The client said she had worried that her voice would not be heard at court, but since arriving at the JCAC, she felt immediate relief. The JCAC and District Attorney's Office staff she met with made her feel valued and respected."

Teams & Taskforces



Collaborative Teams

The Family Safety Center hosts numerous team meetings focused on interpersonal abuse, allowing all partner agencies to utilize the Center's space for diverse teams to gather for case review meetings. In 2024, the Family Safety Center's six multi-disciplinary case review teams conducted 151 meetings.

Additionally, the **Leadership Committee of the Family Safety Center** works collaboratively to enhance the FSC's efforts to improve victim safety and offender accountability. Committee members include leadership from both Centers' onsite or drop-in agencies that provide victim and survivor assistance. In 2024, the **FSC's Leadership Committee met 4 times** to discuss our teamwork, to plan the Interpersonal Violence (IPV) Taskforces Meetings, and to increase collaboration between partner agencies.



151
Multi-Disciplinary
Case Review
Meetings



6
Multi-Disciplinary
Case Review Teams
at FSC

IPV Taskforce & Metro Council

IPV Taskforce Meetings

The Interpersonal Violence (IPV) Taskforce brings together practitioners from each major IPV topic area – child abuse, domestic violence, human trafficking, sexual assault, and vulnerable adult abuse – to ensure a collaborative and cohesive response to these intersecting forms of abuse. In 2024, OFS and the IPV Co-Chairs hosted **two half-day taskforce meetings** with partners from law enforcement, prosecutors, metro departments, and non-profits. Additionally, OFS and the IPV Co-Chairs held meetings with MNPD, the DA’s Office, and the courts to discuss **recommendations from the 2023 Summit** and possible implementation. Four IPV Taskforce subcommittees on IPV Medical Response, Pediatric Strangulation, Juvenile Trafficking, and a City-Wide Awareness Campaign **met a total of 13 times** to address each issue or initiative.

Metro Council Hearings

Metro Council Public Health and Safety Committee Chair, Council Member Erin Evans, and Vice Mayor Angie Henderson initiated a **series of public hearings on domestic violence** following a high-profile domestic violence murder case that highlighted gaps in the system. These hearings took place in October, during Domestic Violence Awareness Month, and involved representatives from the General Sessions Court, the District Attorney’s Office, the Trial Courts, the Metro Nashville Police Department, and the Office of Family Safety. Each agency presented recommendations to Metro Council members on how to enhance the criminal justice system for victim safety and offender accountability. The Metro Council has already taken action on several of these recommendations in 2025.



FSC Case Review Teams

Multiple case review teams focusing on intimate partner violence, sexual abuse, human trafficking, and abuse of children and vulnerable adults operate out of the FSC.

High-Risk Intervention Panel (HRIP)

HRIP is coordinated by OFS and is a multi-disciplinary team that works to identify and better respond to high-risk intimate partner domestic violence, sexual assault, and human trafficking cases. The team consists of partners from MNPd, the DA Office, Juvenile Courts, Metro Social Services, and multiple non-profits. In 2024, the Panel conducted **1,207 case reviews** and **met 64 times**. HRIP also flags specific risk factors for abusers and victims (see icons on left) and noted **437 high-risk incidents** where **children were present or where the abuser had a history of harming children**.

Domestic Abuse Death Review Team (DADRT) & Suspicious Death Review Team

DADRT is coordinated by OFS and includes MNPd, the DA's Office, Metro Health Dept., Metro Social Services, Vanderbilt University, multiple non-profits, community members, and survivors. In 2024, the Team **met 8 times** to review all **10 homicides from 2024** and an in-depth review of a homicide and murder-suicide (see DADRT Reports at ofs.nashville.gov). In 2024, the new **Suspicious Death Review Team met 4 times** to review cases potentially staged as suicides, accidents, or overdoses.

Statewide Fatality & High-Risk DV Committee

The Statewide Committee is coordinated by OFS & includes **23 members representing leadership from over a dozen communities across Tennessee** working to prevent DV homicides statewide. The team **met 4 times** in 2024.

Vulnerable Adult Protective Investigative Team (VAPIT)

VAPIT is coordinated by the District Attorney's Office and **met 8 times** to review **1,708 cases** in 2024. This team consists of professionals focused on vulnerable adults, including the DA's Office Vulnerable Adult Prosecutor, the MNPd DV VAPIT Unit, Adult Protective Services, and OFS.

Child Protective Investigative Team (CPIT)

CPIT is coordinated by the Nashville Children's Alliance and brings together MNPd's Youth Services Division, the DA's Office Child Abuse Unit, the Department of Children's Services, and Our Kids. CPIT **met 71 times** in 2024 to review a total of **1,788** of child physical and sexual abuse as well as neglect.



1,207

Intimate Partner High-Risk Case Reviews



1,026

Or 85% Stranglers on HRIP



960

Or 80% Firearms Users on HRIP



217 & 79

HRIP Sex Offenders & Potential Traffickers



1,708

Vulnerable Adult & Elder Cases Reviewed



1,788

Child Abuse & Neglect Cases Reviewed

Education & Engagement



Training & Technical Assistance

OFS provides in-person and virtual training and technical assistance to local, state, and national organizations and communities.

In 2024, OFS provided **218 live trainings** to 8,601 individuals. **In total, 17,320 people were trained, including those accessing on-demand content (a 31% increase from 2023).** OFS hosted a court training series throughout the year, offering learning for court personnel on important issues, such as stalking, strangulation, and understanding interpersonal violence in the LGBTQ+ community. OFS also increased its training collaboration with MNPD, providing supervisor, new recruit, and roll call training at all precincts in 2024.

OFS also trained several national audiences in 2024, providing training to individuals in 39 states as well as two cities in Canada and speaking at the International Family Justice Center Conference in San Diego.



17,320

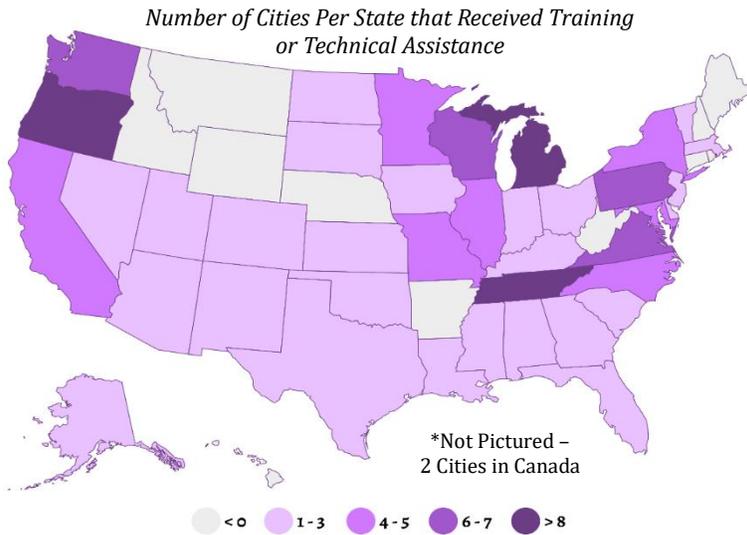
Total Individuals
Trained by OFS



218

Live Trainings
provided by OFS

OFS Training & Technical Assistance



Statewide FJC Conference

OFS hosted the **3rd Annual Statewide Family Justice Center Conference** at Pickwick Landing State Park. **105 attendees** representing **14 counties** and **each FJC across Tennessee** attended the conference, which included national and local experts on interpersonal violence, stalking, labor trafficking, evidence-based prosecution, and multi-disciplinary teamwork. Awards were given for outstanding FJC work.

“I just wanted to reach out one last time and tell you personally what a remarkable conference you hosted. I know the work you and your team put into it, and it was one of the best I have attended. I was able to network, learn, and practice some much-needed self-care. Thank you again.”
-Batterer’s Intervention Program Director



Site Visits & Tours

OFS and its partners host tours and site visits for local, statewide, and national agencies. These showcase the FSC, the JCAC, and our nationally recognized work on interpersonal violence and high-risk teams.

In 2024, OFS hosted **83 tours or site visits** with **411 participants** from Nashville, other Tennessee cities, and national delegations from Norfolk, Virginia and from the Office on Violence Against Women and the Law Enforcement Training and Technical Assistance Center.



Events

OFS and its partners organized events at the Family Safety Centers throughout the year to raise awareness about abuse, celebrate the anniversaries of the FSC and JCAC, and host client-focused activities.

Nashville Children’s Alliance (NCA) held its **3rd Annual Child Homicide Memorial Ceremony** at the FSC during Child Abuse Prevention Month in April to honor the lives of children lost to violence in Nashville during 2023 and 2024.

In July, OFS hosted its first **“Back-to-School” event** for clients. The event featured various back-to-school activities, including face painting, arts and crafts, and games, alongside backpacks, school supplies, and food. The Nashville Fire Department, FIP, MNP, TenThirtyFive, and Second Harvest all participated.

In October, OFS celebrated **Domestic Violence Awareness Month** by hosting strangulation awareness training for medical providers and holding a Domestic Violence Awareness Month event at the FSC. This event established a new tradition, the **FSC Hope Hero Award**, which recognizes an individual who has made outstanding contributions in each awareness month’s focus area. **Chief John Drake** received the inaugural **FSC Hope Hero Award** for his years of dedication to MNP and Nashville’s efforts to address domestic violence.

In the Fall of 2024, the Mary Parrish Center also recognized OFS’s Deputy Director of Programs, Becky Bullard, with the **Champion of Hope Award**. Finally, FSC partners and OFS staff supported the annual **“Meet Us At the Bridge Event”** where DV homicide victims’ lives are honored.



Heather Herrmann, Director of Education, face-painting at Back-to-School Event



OFS Director Diane Lance & MNP Chief John Drake at FSC DVAM Awareness Event



OFS Staff at the Mary Parrish Center Housing Hope Luncheon honoring Becky Bullard as Champion of Hope



FSC Halloween Social Event hosted by DCS

FSC 5-Year Anniversary

In March 2024, the Metro Nashville Office of Family Safety and its FSC partners celebrated the Family Safety Center’s five-year anniversary, recognizing the incredible work done over the past five years for victims and survivors of interpersonal violence.

Over **250 people** attended the event, which included a Mayor Freddie O’Connell and OFS Director Diane Lance recognizing the impact of the collective work done each day in the Family Safety Center by FSC partner agencies.

Additionally, the event provided attendees with the opportunity to participate in a unique interactive experience called **“In Their Shoes.”** This activity demonstrated what it was like for people impacted by abuse in Nashville before the Family Safety Center. This exercise highlighted the extreme gaps in services, support, and response to these victims and showcased the collaboration that Nashville has built in the Family Safety Center.

“[In the five years since the FSC opened, it has] become the national model with cities across the country coming to Nashville to replicate, not just the building, but the work that happens inside.” – Mayor Freddie O’Connell.



Mayor Freddie O’Connell speaking on the FSC’s impact



Event attendees listen to the event speakers



City officials participate in the “In Their Shoes” activity



OFS Staff at the Event

JCAC 10-Year Anniversary

In September 2024, the Metro Nashville Office of Family Safety celebrated the **10-year anniversary** of the **Jean Crowe Advocacy Center (JCAC)**, a first-of-its-kind courthouse-based advocacy center providing safe, trauma-informed support for survivors of interpersonal violence (IPV). Since opening in 2014, JCAC has served thousands of survivors, offering a secure space away from abusers, legal advocacy, and connections to essential services. The anniversary event featured remarks from Nashville Mayor Freddie O'Connell, Vice Mayor Angie Henderson, District Attorney Glenn Funk, OFS Department Head Diane Lance, and JCAC original staff members, Whitney Blanton and Maria Arvizu.

With over **150 guests in attendance**, the celebration honored a decade of compassionate support, system-wide collaboration, and unwavering commitment to survivor safety and justice in Nashville's criminal and civil justice systems. The event also provided an opportunity to recognize the dedicated advocates, partners, and community members who have contributed to JCAC's success over the years.

"It was with great pride that our community celebrated 10 years of holistic services to victims of violence who are going through the court systems. The Jean Crowe Advocacy Center was aptly named for Jean Crowe, a leader in the domestic violence advocacy community, whose tenacity led to the betterment of services. She would be proud of our work." -Whitney Blanton- Special Projects Manager



OFS Staff at the Event



General Glenn Funk, Mayor Freddie O'Connell, & Vice Mayor Angie Henderson



Current & former JCAC staff



Mayor Freddie O'Connell, OFS Director Diane Lance, & former Mayor Megan Barry

Community Outreach

Multiple agencies within the Family Safety Centers conduct coordinated community outreach to ensure the public is aware of the services available at the Centers, especially to vulnerable and marginalized populations. OFS's Outreach Team works with FSC Partner outreach teams, such as MNPD's O-COP, FIP & DVD, to support and coordinate community events and to create and distribute outreach materials in person and on social media.

In the Community

In 2024, OFS attended **161 community events**, reached **8,035 people** at in-person community events, and **distributed 11,139 OFS materials** in locations frequently visited by underserved populations.

OFS engaged with the community about the FSCs' services at Nashville PRIDE, Celebrate Nashville: Cultural Festival, 2nd Harvest Mobile Food Banks, MNPS resource fairs, MNPD's Faith & Blue, MNPD's Night Out Against Crime, the Nashville Fair, Juvenile Court's Spooktacular, West Park after Dark with Parks Department, Martha O'Bryan's Trunk or Treat, Hispanic Family Foundation's Fiestas Patrias, and more. OFS community outreach numbers have **increased by 94.505% since 2023**.

Online & in the Media

OFS or the FSCs were mentioned **39 times in the news media** in 2024. Community members engaged with OFS & the FSCs **387,642** online, including 39,836 Facebook Post reaches, 20,797 video views, and 140,989 website views. **OFS online engagements have increased 85% since 2023**. OFS also created an **online strangulation awareness campaign** with images and messaging that were shared nationally to raise awareness of the deadly impact of strangulation.



387,642
Total Online Engagements



128,493
Facebook and Instagram Reach



OFS staff Karyn Johnson & Courtney Muller with "The Gospel" radio host, Lady Shaunte

Gospel Radio Outreach

In December 2024, OFS started a Gospel Radio Campaign and spoke weekly on 790 AM/104.9FM "The Gospel" about important topics, including OFS services, strangulation, the impact of domestic violence on children, and the work being done in Nashville to end interpersonal violence. The show continued into 2025 with OFS joined by Mayor O'Connell, Judge Sheila Calloway, Chief Swann, and many more. OFS called on churches to act and support their congregants experiencing domestic violence.

VOICES

The VOICES Committee is the Nashville Chapter of the VOICES Survivor Advocacy Network, a national program of the Alliance for Hope International. VOICES is a “by survivors, for survivors” group that informs the work of Nashville’s Safety Centers, ensuring that the mission and work remain survivor-centered.

VOICES has **7 active members who met 12 times** in 2024. VOICES led and supported multiple activities for the FSCs including a back-to-school event for OFS clients, Thanksgiving boxes for Mary Parrish Center families, a “Hot Chocolate Holiday Party” for clients, and various food drives. Additionally, VOICES members staffed the **Meet Us at the Bridge** event, providing resources for surviving family members.

Interns, Volunteers & Donations

OFS depends on interns, volunteers, and donations to support the FSCs. In 2024, OFS hosted **37 interns** who worked **7,202 hours**, valued at **\$175,869** or **3.81** advocate positions, supporting **1,177 clients** or supporting high-risk flagging, outreach activities, and donations.

The Centers’ **3 HABIT dogs** and their owners continued weekly visits to meet with clients, staff, and partners at both the FSC & JCAC. Staff and clients regularly comment about the joy they bring to their days.

In 2024, **10,320 items were donated**, valued at **\$148,066.76** from **60 total donors**. Four reoccurring donors provided client support: Second Harvest, Whole Foods, Blue Sky Cottage, & Nashville Food Project.

Donation Drives

OFS hosted its first “**Inked in Hope Food Drive**” collaborating with 9 separate small business tattoo shops to host food drives, collecting **\$2,000 worth of food**. ICON Tattoo Piercing, Black 13 Tattoo, and Sage & Serpent Tattoo were our top three donors.

OFS Outreach and Case Management teams coordinated a **Holiday Donation Drive** with ARISTEVI, Metro Departments, and private donors. Donors provided **80 caregivers and 171 children with holiday gifts, totaling \$38,430**. With these donation drives, OFS received a total of **\$148,066.76 donations for the 2024 year**.



A Network of Change

In addition to the FSCs' partners mentioned on page 2, this section highlights the powerful collaboration between the Centers and the many local, state, and national donors and partners who made our 2024 work possible.

Additional Community Partners and Donors to OFS

911 Phone Bank	Charles Glassford	Kara Puckett	MJ Hill	Sean Alexander	Tracy Mitchell
Abigail Franklin	Community Resource Center	Kathleen Lomando	Monya Rogan	Second Chances	Trader Joe's #739 (Belle Meade)
Alex and Hannah Apple	Cortmye Stone	Kayetlyn Jones-Merritt	Musicians on Call	Second Harvest	
Angela Fells	Daisy Sellas	Kelsey Kemp	Mylinda Davis	Sgt. Anthony Cucci	Turnip Green Creative
Anita Dogra and Family	Dead Ahead Tattoo	Kristin Hays	Myla Roach	Sgt. Ronald Kumrow	Reuse
Girl Scout Troop 5967	Debbie Bischoff	Kustom Thrills Riversides	Nashville Food Project	Sgt. Robert Russell	Vanderbilt Sigma Delta
ARISTEVI	Desha Platt	Tattoo	Nicole Hanie	Shake Shack	VOICES member
Baton Rouge Community Fnd.	Electric Peach Tattoo	Laila Fischerz	Nikkie Glassley	Sharon Satterfield	Vanderbilt Health
Black 13 Tattoo	Fate and Fortune Tattoo	Laura Little	Nimrod Lodge #9	Soles4Souls	Affiliated Network Care
Blue Sky Cottages	Goodwill of Middle TN	Luann	Pete Griffin	Stones Creek Women's	Coordination
Brandon Bradford	Hannah Robinson	Lush - Mall of Green Hills	Stephanie Harris	Club	Warm Up America! &
Brittany Sky McRay	Icon Tattoo and Piercing	Madeleine Richardson	Publix	Tara Stewart	Hallmark Channel
Brittany Irby	Imagination Library	Matthew Peters	Rick Dixon	Target	Whitney Blanton
Carter Kemp	Jan Frankenberg	Maya Dixon	Sage & Serpent Tattoo	Teresa Patterson	Whole Foods
Cat Williams	Joslin & Sons Signs	Mike Lerner	Sarah McBride	Nashville Pride	

Local, State, & National Training Recipients

Local (Nashville)

AGAPE/Morning Star Sanctuary
AncoraTN
ARISTEVI Foundation
Belmont
CASA Nashville
Catholic Charities
Community Coalition Against Human Trafficking
Community Police Academy
Family & Children's Services
Family Intervention Program
Family Intervention Program
Glengarry Elementary
Glenview Elementary
Grow Free TN
Infinite Possibilities
Intrepid College Prep
Juvenile Court Nashville
Legal Aid Society of Middle TN
Martha O'Bryan Center
Mental Health Cooperative
Metro Council
Metro Department of Children's Services
Metro Health Department
Metro Nashville Probation
Metro Nashville Public Schools
Metropolitan Development and Housing Agency
MNPD
MNPS Transition Specialist Team
My Baby 4 Me
Nashville Children's Alliance
Nashville Conflict Resolution Center
Nashville EMS
Nashville Fire Department
Nashville International Center for Empowerment
Night Court
Nurture the Next
Oasis Center
Parks & Recreation Department
People Loving Nashville
Room at the Inn
Safe Haven Family Shelter
Sexual Assault Center of Nashville
Tennessee College of Applied Technology
THDA Family Self Sufficiency (FSS) Middle TN
The Contributor
The Hope Clinic Nashville
The Salvation Army
The Salvation Army HQ
Vanderbilt College of Pediatric Social Work
Vanderbilt Law School
Vanderbilt Pediatric Health Department
Victim Witness Services in DA's office
Westley Living
You Have the Power
YWCA Nashville & Middle Tennessee

Tennessee Statewide

Anderson County Family Justice Center
1 Safe Place Family Justice Center
11th District Attorney's Office
8th Judicial District Attorney General's Office
Abuse Alternatives
Adult Protective Services
Avalon Center
Branch House Family Justice Center
Brownsville Police Department
Cannon County S.A.V.E.
Chattanooga Hamilton County Family Justice Center
Cheatham County Juvenile Court
Child Advocacy Center of Hamilton County
Children's Advocacy Centers of Tennessee (CACTN)
Children's Center of the Cumberlands
Claiborne County Family Justice Center
Clarksville Area Urban Ministries SafeHouse
Coffee County Coordinated Community Response Team (Manchester)
COMMUNITY HEALTH FAMILY SERVICES CENTER
Connecting for Children's Justice
Department of Health (State of TN)
Department of Veterans Affairs
Domestic Violence & Sexual Assault Center (Murfreesboro)
Evidence Based Home Visiting (EBHV) (State of TN)
Families in Crisis
Family Safety Center - Memphis
Genesis House Inc.
Greene County Victim Witness Assistance Program
Haven House
Haven of Hope
Henderson County FJC
Iva's Place
Jackson Police Dept./Safe Hope Center
Johnson City/Washington FJC
Knoxville Family Justice Center
Partnership for Families, Children, & Adults
Safe Hope Center (Jackson)
Scott County Family Justice Center
Tennessee Association of Legal Services
Tennessee Coalition to end Domestic & Sexual Violence
Tennessee Department of Veterans Affairs
Tennessee District Attorneys General Conference
Tennessee District of Pilot International
TN Bureau of Investigation
TNCSA-TN Domestic Violence HL
University of Tennessee, Knoxville
Upper Cumberland Family Justice Center - Overton
Upper Cumberland Family Justice Center - Putnam

National/International

Alaska Native Women's Resource Center
Albion Fellows Bacon Center
Alliance for Hope (National)
Anew: Building Beyond Violence and Abuse
Antioch University, Los Angeles
Appoquinimink Counseling Services
Bolton Refugee House
Care Center Family Violence Program
Catholic Charities of West Michigan
Chicago Housing Authority
Children's Wisconsin
Davis House Child Advocacy Center
Delaware Anti Trafficking Action Council
Exchange Club Carl Perkins Centers
Fairfax County Health Department
Georgia Commission on Family Violence
Green Haven Family Advocates
Green River College
Haven, Inc.
Healthy Families of Clallam County
House of Ruth Maryland
Kansas Army National Guard
Kansas City Missouri Police Department
Legal Services of Eastern MO
Loves Arm Outreach Ministries
Military Family Services, Canadian Forces & Welfare Services
Missouri Army National Guard
Office of Family Empowerment
Oklahoma State University-Oklahoma City
OR Fair Housing Council
Pillars Community Health
REACH Beyond Domestic Violence
River City Domestic Violence Center
Sahari Center of Harbor
Senior Helpers
Sojourner Family Peace Center
St. Luke's Community House
State of Vermont/Economic Services/Reach Up
Su Casa ~ Ending Domestic Violence
Survivor Advocacy Center of the Finger Lakes
The Family Development Center
The Office of the Sheriff of Cook County
U.S. Department of Veterans Affairs
University of Chicago
University of Pittsburgh at Johnstown
University of South Dakota
US Navy
UTRGV School of Rehabilitation Services & Counseling
VOICES of Stephenson County
WA State Dept. of Veterans Affairs
Western Washington University
WI Department of Services for the Blind
Wisconsin Department of Corrections
Women Helping Women
Workforce Training & Education Coordination Board
YWCA Northwestern Illinois

