

# 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](mailto: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

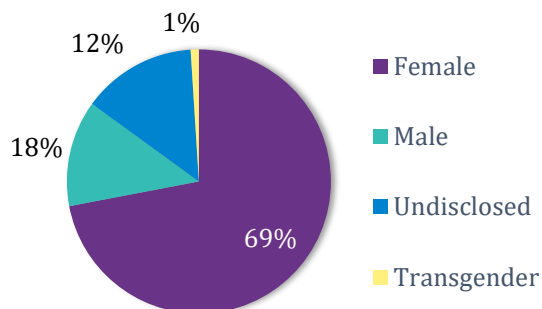


**6,610**  
Individual OFS  
Advocacy Clients with  
**15,968 visits**

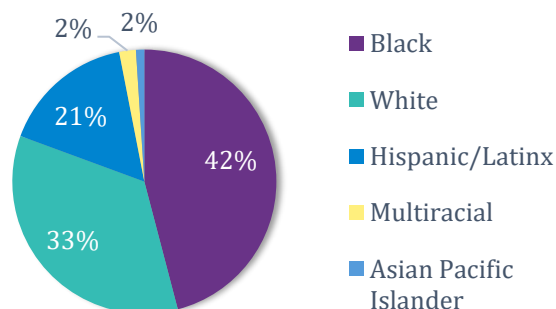


**76%**  
Felt more  
Hopeful

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**

MNPD FIP Group  
Session Participants



**5,001**

MNPD 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 MNPD 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**.



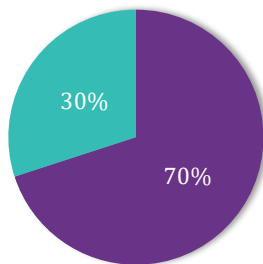
# MNPD Interpersonal Violence Branch

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.

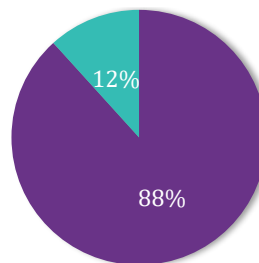


24,927 Domestic Violence Cases Reported to MNPD



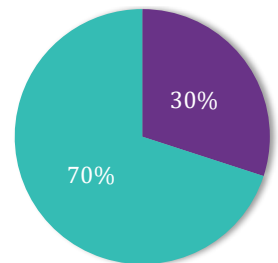
■ Intimate Partner ■ Non-Intimate Partner

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.





# 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

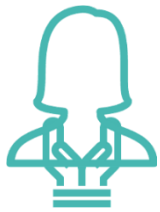


**4,584**  
OFS Court Preparation  
Calls to Clients



# 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 Cumberlands (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](https://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**

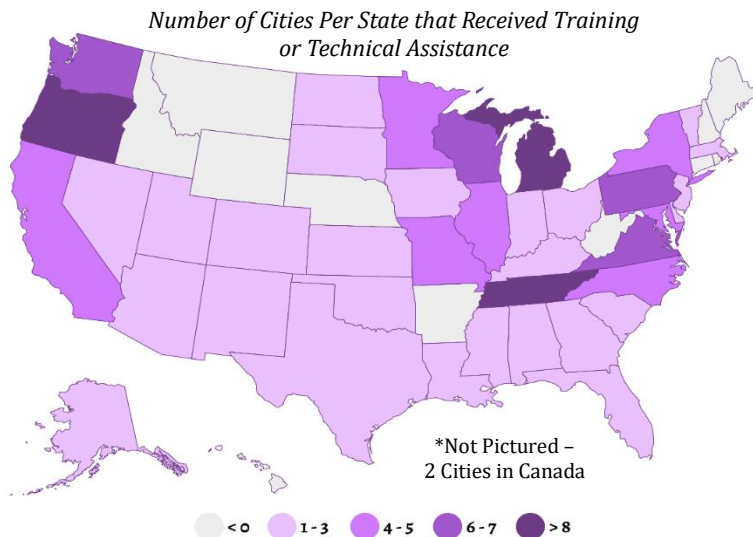
Total Individuals  
Trained by OFS



**218**

Live Trainings  
provided by OFS

## OFS Training & Technical Assistance



Court Training on IPV in LGBTQ+ Community with OFS staff Abigail Luminiarek & Amber Ellis

## 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*



FSC Staff at TN FJC Conference

## 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.



Court Strangulation Training with Judge Ana Escobar, Becky Bullard, Det. Jared Ester & Katrina Brown



# 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, MNPd, 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 MNPd 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 & MNPd 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.

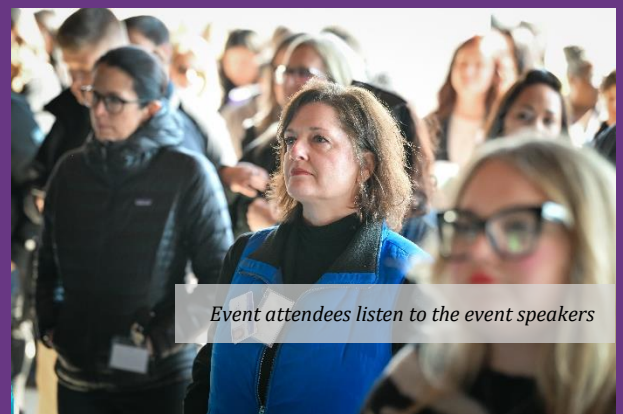
Over **250 people** attended the event, which included a Mayor Freddie O'Connell and OFS Director Diane Lance recognizing the impact of the collective work done each day in the Family Safety Center by FSC partner agencies.

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, 2<sup>nd</sup> 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



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

## 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  
Apoguinimink 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



