



Metro Office *of* Family Safety

*Metropolitan Government of Nashville
& Davidson County*

2018 ANNUAL REPORT

METRO OFFICE OF FAMILY SAFETY

The mission of the Metropolitan Nashville-Davidson County Office of Family Safety is to improve victim safety and offender accountability through the coordination of services provided to domestic violence and sexual assault victims by Metropolitan Government, its Family Justice Centers, and nonprofit partners. Ordinance number BL2015-1125 established the Office of Family Safety as a department of the Metropolitan Government on June 17, 2015.

The Office of Family Safety (OFS) is deeply appreciative of the widespread support we receive from the Mayor, the Metro Council, our Advisory Committee members, and all of our partners. This support is what allows us to continue in our work, expand our reach, and improve our services.

The Office of Family Safety's current budget is \$3,520,800. 51% comes from Metro's General Fund, 42% comes from State grants and 7% comes from Federal Grants.

2018 has been a year of continued growth for the Office of Family Safety. Most notably, throughout 2018, OFS focused a great deal of effort on the planning and preparation for the opening of Nashville's new community-based Family Safety Center (FSC) at 610 Murfreesboro Pike. In January 2019, the OFS will move its Administrative, Training & Outreach, and High Risk Programs as well as a second Client Services team into the new space. The Jean Crowe Advocacy Center (JCAC) will remain our court-based Safety Center, serving victims who are engaged with our city's law enforcement and judicial systems. The new community-based Family Safety Center (FSC) will better reach victims who may be reluctant to engage law enforcement and the courts. These victims are often at increased risk of homicide due to their isolation and lack of outreach to supportive services.

In 2018, the Office of Family Safety was also recognized nationally when it received the "Outstanding Criminal Justice Program Award" for the Southern Region from the National Criminal Justice Association for its work. The OFS along with MNPd's Domestic Violence Division and the YWCA Nashville & Middle Tennessee was also a finalist nominee for the "Frist Foundation Team Building Award" from the Center for Non-Profit Management for its collaborative work on the Lethality Assessment Program (LAP).

The work of the Office of Family Safety falls into four categories: **1)** Direct Client Services provided at the JCAC and soon to be provided at the new Family Safety Center; **2)** High Risk Programming; **3)** Training and Outreach; and **4)** Volunteers & Donations. This report will summarize each of these four areas.

A note about our new logo: the mountain and sun on the OFS logo represent our department's critical role in supporting and lifting up the work of the many talented professional partners we work with and the survivors we serve. The colors are the awareness colors for domestic violence (purple), sexual assault (teal), and child abuse and human trafficking (blue).

"OFS's logo represents our department's critical role in supporting and lifting up the work of the many talented professional partners we work with and the survivors we serve."



The living room area at the Jean Crowe Advocacy Center

JEAN CROWE ADVOCACY CENTER

The Jean Crowe Advocacy Center (JCAC) is a fully **court-based** Family Justice Center. The JCAC increases the safety of domestic and sexual violence victims by creating a supportive environment for victims to receive services while waiting for court. At the JCAC, highly trained advocates assist victims with safety planning, danger assessment, domestic violence education, referrals/resources, court accompaniment, and Orders of Protection in a safe location apart from the offender. The JCAC is open Monday – Friday, 8 a.m. - 4 p.m. **Phone:** 615-862-4767 **Email:** jeancroweadvocacycenter@nashville.gov

In the past year, JCAC assisted **7,866** people:

- **5,343** Victims (445 a month)
- **1,225** Supportive Family and Friends (102 per month)
- **773** Witnesses (64 per month)
- **525** Children (43 per month)

In the past year, JCAC provided the following services:

- **2,174** Ex Parte Order of Protection assistance (181 per month)
- **3,871** Safety planning and Smart 911 assistance (323 per month)
- **1,525** Danger assessments (127 per month)
- **1,251** Follow-up call contact (104 per month)
- **3,739** Needs assessment and resource connection (312 per month)
- **1,714** Court escorts (143 per month)
- **2,405** Client meetings with partners agencies (200 per month)

"Very warm & inviting rooms. Sense of calm & security. Advocates are very helpful & very good listeners. Wish there were more places with this kind of set up/atmosphere. Best program I have encountered." - JCAC Client

JCAC MAKES A DIFFERENCE

In 2018, **82%** of subpoenaed victims who came to court received services from JCAC. The following are outcomes reported by victims after receiving advocacy assistance at the JCAC.

- **81%** of Victims reported feeling **more hopeful***
- Victims' feelings of being **nervous decreased by 52%**
- Victims' feelings of being **supported increased by 45%**
- Victims' feelings of being **knowledgeable increased by 37%**
- Victims' feelings of being **fearful decreased by 26%**
- Since opening the JCAC, there has been a **69% increase** in domestic violence victims **attending court** for the General Sessions criminal case against their offender.

**Measuring hope has been recognized as an important indicator of an individuals' ability not only to survive abuse but to thrive & flourish. Hope increases pathways & willpower to obtain goals.*

Order of Protection Volunteer Attorney Program

Since August 2015, Metro's Office of Family Safety and Legal Aid Society of Middle Tennessee and the Cumberland have partnered to improve access to free civil legal representation to high risk victims of domestic violence. Through this Civil Legal Advocacy program, the JCAC refers high risk victims to the Legal Aid Society to partner these victims with a volunteer attorney from Waller, Lansden, Dortch, & Davis, LLP. In order to be a part of the program, attorneys must go through an extensive training program. Since the program's inception, the number of Order of Protection Petitioners with an attorney has risen from 5 to 15 percent.

High Risk Domestic Violence Probation

In partnership with General Sessions Court Probation, OFS now offers continued advocacy to domestic violence victims whose high risk offender is on probation. An OFS advocate offers case management to victims to ensure that high risk domestic violence offenders are complying with court orders pertaining to victim safety and autonomy. This initiative aims to reduce or eliminate communication and safety gaps that exist between an offender's probation officer and the victim.

"I have no family here in Nashville, so they have helped me not to feel so alone in handling this horrific situation and have given me a sense of support."- JCAC Client

"Thank you for providing this service; without it, I would have not known what to do. I believe I can fight rather than giving up." - JCAC Client

"This is the most support I have ever gotten in my life, and I thank the JCAC for all of the support you guys have given me; thank you."- JCAC Client



NEW FAMILY SAFETY CENTER

Nashville's **community-based** Family Safety Center, located at 610 Murfreesboro Pike, is scheduled to be open March 1, 2019 and its hours will be from 9 a.m. – 6 p.m. The building marks an historic event for Nashville – it will be the first time the professional partners below will be working together under one roof and the first time victims can receive multiple services from diverse agencies in one place. For more information on the Family Safety Center, call 615-880-1100 or email FSCINFO@jis.nashville.org.

Family Safety Centers are considered a best practice in the field of domestic violence intervention and prevention services. Documented and published outcomes have included: reduced homicides; increased victim safety; increased autonomy and empowerment for victims; reduced fear and anxiety for victims and their children; reduced recantation and minimization by victims when wrapped in services and support; increased prosecution of offenders; and dramatically increased community support for services to victims.

The following **partners will be co-located** with the Office of Family Safety in this building:

- The District Attorney's Office
- The Nashville Children's Alliance
- The Department of Children's Services
- The Sexual Assault Center
- Metro-Nashville Police Department
Family Intervention Program Counselors

Anticipated nonprofit drop-in partners include:

- Legal Aid Society
- YWCA
- FiftyForward
- Morning Star Sanctuary
- Adult Protective Services
- Tennessee Coalition to End Domestic & Sexual Violence
- The Mary Parrish Center
- Catholic Charities
- The Family Center

NEW FAMILY SAFETY CENTER PHOTOS



FSC Waiting Area with relaxing fireplace



Beautiful art throughout the building to create calm for clients & staff



Client Support Room



Kids Play Pyramid



Staff "Co-Op" Gathering Area



HIGH RISK PROGRAMS

Office of Family Safety (OFS)'s High Risk Programs are focused on the elements of interpersonal violence that make individuals at highest risk for continued violence or death. OFS's work in this area has continued to grow in 2018 at an accelerated rate, adding multiple new programmatic initiatives.

Domestic Abuse Death Review Team (DADRT) & Statewide Fatality Review Teams

OFS manages DADRT, which is a collaborative team that meets monthly to analyze domestic violence homicide trends and provides technical assistance to developing teams throughout the state.

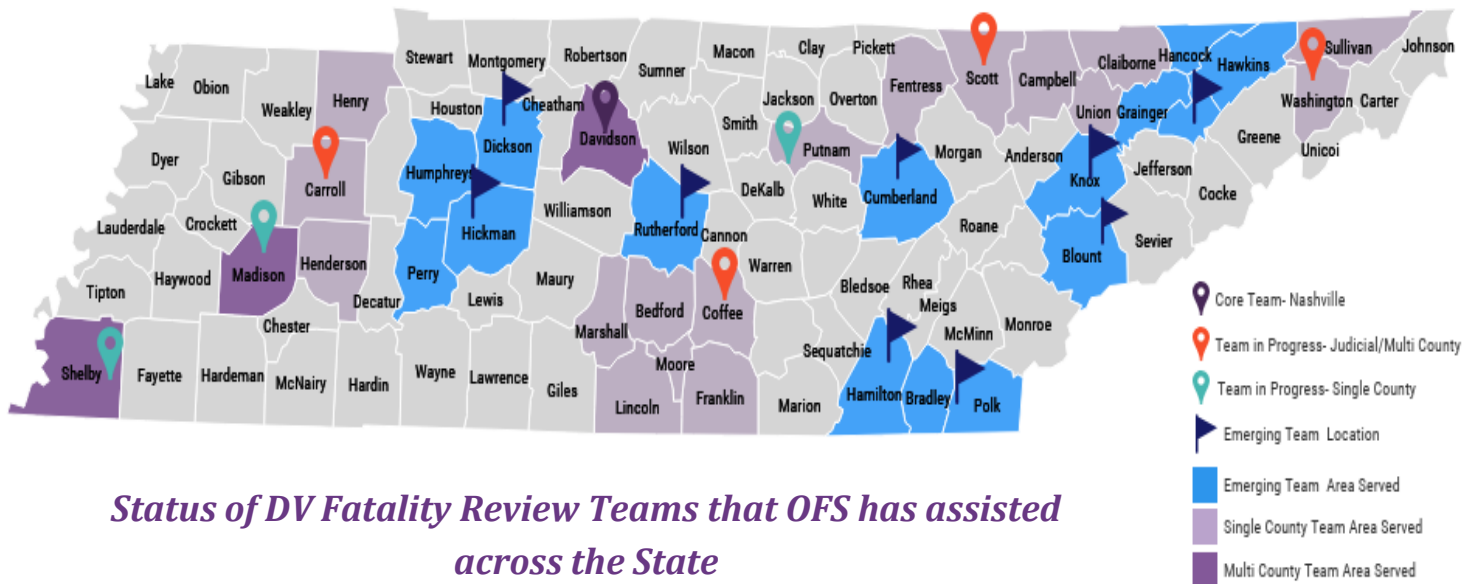
- In 2018, there were **13 domestic violence murders** and **77%** were committed **with a firearm**.
- **5, or 38%** of these murders were part of a **murder-suicide or attempted murder-suicide**. This continues a deadly pattern of increased murder-suicides in Nashville identified in 2017.

In 2018, the Team completed its 2017 review and Report, in which the Team reviewed a firearms murder-suicide between intimate partners. Priority recommendations from the report include:

- 1) **Firearms Disposition** must be improved and implemented to decrease DV Homicides
- 2) The Link between **DV Homicide and Suicide** should be better assessed
- 3) **Workplace policies** should address domestic violence & provide resources for supervisors & staff

The 2017 DADRT Report is available here: <https://ofs.nashville.gov/get-to-know-us/what-we-do/high-risk-programs/dv-fatality-review/>

In 2018, OFS received a new grant to expand its Fatality Review model throughout the state of Tennessee. OFS brought in national trainers for statewide partners and helped lead the creation of **8 fatality review teams throughout the state** (see the map below for the team locations). These teams will ultimately contribute to a Statewide DV Fatality Review Team Annual Report.



Lethality Assessment Program (LAP)

The LAP is an 11-question assessment that MNPd officers administer to all victims of intimate partner violence to determine their level of risk. In **December 2016**, the OFS, Metro Nashville Police Department (MNPd), and the YWCA of Nashville and Middle Tennessee launched the Lethality Assessment Program or LAP. If a victim screens in as “high risk,” the officer connects them with the YWCA to plan for their safety. OFS manages the LAP data and multi-disciplinary team intervention plans for the highest risk cases.

- In 2018, MNPd administered **7,352 LAPs** and **3192**, or **43%** screened in as high risk.
- The YWCA’s hotline answered **over 3,000 LAP calls** and **27%** of shelter intakes were from LAPs.
- Highest “yes” answered questions centered on experiencing **strangulation, coercive control, and leaving the offender**.

High Risk Intervention Panel (HRIP)

OFS manages Metro’s High Risk Intervention Panel, a collaborative team that meets weekly to discuss high risk cases and create a plan for victim safety and offender accountability. HRIP includes the District Attorney’s Office, MNPd’s Domestic Violence Division, YWCA, Probation, Metro Social Services, DCS, Legal Aid, & Morning Star.

- The Panel conducted **975 total case reviews** in 2018, a **52% increase** in reviews from 2017.
- The Panel met **64 times** in person or via phone in 2018, an **increase of 10%** from the prior year.

Domestic Violence & Firearms Dispossession Taskforce

OFS manages the Firearms Dispossession Taskforce, which involves partner agencies from MNPd, the District Attorney’s Office, the Sheriff’s Department, Probation, and the Courts, to develop a process for firearms dispossession. Firearms should be dispossessed under Federal and State law after a DV conviction or issuance of an Order of Protection, but there is no method under Tennessee law to ensure dispossession.

- OFS created a **dispossession protocol** for criminal justice partners to utilize to ensure surrender.

Human Trafficking

In partnership with Cherished Hearts, Nashville's Human Trafficking Court, OFS assists with linking victims to resources and additional support.

- OFS worked with **17 victims** who were part of the Cherished Hearts program in 2018, which will expand in 2019 with the addition of a new grant-funded Human Trafficking Case Manager position.
- OFS offered domestic violence and human trafficking information and resources to women during **5 sessions** of the court-ordered program **Grace Empowered**.

Female Inmate Education Program or RISE

Given their high rates of experience with domestic and sexual violence, OFS provides female inmates a 6-week series of classes about domestic/sexual violence, red flags, and how to get help.

- In 2018, OFS provided 6 cohorts of classes for **79 participants**.
- **90%** of participants reported experiencing **relationship violence**.

"I liked that I learned something new. It was hard to realize that I've been sex trafficked."
-RISE participant

Sexual Assault

In partnership with Metro Health Dept., MNPd, Sexual Assault Center, and area hospitals, OFS is working to increase the number of hospitals that provide sexual assault forensic exams and to improve our response to sexual assault overall. In 2018, the first non-hospital based clinic opened at the Sexual Assault Center (SAC) as part of the efforts of this multidisciplinary group to provide sexual assault forensic exams. OFS will begin staffing this partnership in 2019 to support its continued work and expansion of its efforts.

Strangulation

In 2018, OFS sent **a team of 8 individuals** from OFS Staff and partner agencies (MNPd, DA's Office, EMS, ECC, Metro General Hospital) to a **4-day intensive Strangulation Institute**. The Team came back inspired to improve our medical and criminal justice response to this deadly crime. OFS convenes a working group to enhance training and protocol around strangulation with these partners and several additional hospitals.

- **50% of individuals** who answered the LAP in 2018 indicated that they had been strangled by their intimate partner at some point in their relationship.



Nashville's Team at the FJC Alliance's Strangulation Institute in San Diego



TRAINING & OUTREACH

The goal of the Office of Family Safety's Training & Outreach Program is to improve the standardization quality of trainings on interpersonal violence offered to Metro employees, professional partners, and the community. We strive to continuously update curricula to include human trafficking and other related topics to ensure Nashville is aware of all the areas interpersonal violence intersects.

In 2018, our office **trained over 350** Metro employees and community partners with over **1,000 hours** of training. Additionally, in partnership with Metro HR, the Office of Family Safety developed a mandatory domestic violence curriculum for Metro employees per Metro's Comprehensive Policy to Address and Prevent Domestic Violence inside Metro Government and for Nashville's Workforce. These trainings are scheduled to begin in **February 2019**.

We pride ourselves on increasing our capacity and knowledge by sending staff and partners to national large-scale workshops and conferences in order to support our multidisciplinary team efforts.

The Office of Family Safety continues to lead efforts in building awareness of interpersonal violence in the Nashville community through outreach and education. OFS is also providing training statewide and nationally, and in 2018 OFS provided a national webinar on our experience with our city-wide Safety Audit.

"Training was awesome and wonderfully interactive."

- Training Attendee

Trainings Topic Areas (include but are not limited to):

- Domestic Violence & Risk Indicators
- Sexual Assault
- Trauma
- Safety Planning
- Strangulation prevention
- Domestic Violence & Criminal Law
- Orders of Protection
- Sex Trafficking

Training Audiences (include but are not limited to):

- Judges
- Commissioners
- Advocates
- Private attorneys
- Prosecutors
- Defense Bar
- Community Partners
- Additional groups upon request



COMMUNITY SUPPORT

We are grateful for the many donations, volunteers, and interns we receive each year.

Volunteers & Interns: Two volunteers & 25 interns donated **5,624** hours of their time. The volunteers and interns that dedicated their time and energy to our clients and center during 2018 are:

Elise Flathers, Lipscomb
Daniel Schwanke, Lipscomb
Emily Burgess, Vanderbilt
Katelyn Hutchison, Trevecca
Megan Pharr, Belmont
Morgan Fox, Vanderbilt
Stephanie Powers, Vanderbilt
Julie Sriken, Vanderbilt
Roneisha Simpson, Fisk
Alex House, UTK

Antonia Rohlfling, Vanderbilt
Carleigh Smith, Belmont
Kabrina Black, MTSU
Kaylee Kohlmaier, Vanderbilt
Mikayla Taylor, TTU
Nicole Ribera-Ergueta, UTC
Madison White, Lipscomb
Tam Wheat, Vanderbilt
Annabelle Mirhashemi, Vanderbilt
Emily Johnson, Fitchburg State

Lindsey Buchanan, Lipscomb
Joanie Sanders, Belmont
Hewa Bamarny, Lipscomb
Cecilia Firebaugh, APSU
Angelique Horace, WKU
Emily Askew
Christina Ford

Donations: JCAC received in-kind and monetary donations from **42** different organizations in 2018. We thank the following agencies and individuals for your contribution to our work:

Boy Scout Troop 562
Nashville Diaper Connection
Whole Foods
Nashville Food Project
The Produce Place
Laura Little of Little Lady, Big Cause
Costco
Vanderbilt University Fine Arts Gallery
HandsOn Nashville
Correctional Management Systems
Metro Nashville Domestic Violence
Division of the Police Department
Tracy Mitchell
Mikayla Taylor
George Westfall
Heels and Handshakes

Kate Melby
Triple Crown Bakery
Stones River Women's Club
Catherine Owens
Becky and Noah Bullard
Nicole Weatherspoon
Sara Bauer
Hayes Street Hotel
Alex House
HG Hill Urban Market
Walmart
Judge Monte Watkins
Kroger
Liddle Brothers Contractors, LLC
West End Church of Christ

Friends of the Williamson County Library
Phi Sigma Pi, Middle Tennessee Alumni
Chapter
Anne Smith
Cross Point Church
The staff of the Old Historic Courthouse
Mt. Vernon Missionary Baptist Church
Nashville Public Library
Publix
Theorann Rutherford
Adventure Science Center
Christina Johnson
Metro Parks
And the dozens of other anonymous
donors who support us throughout the
year!

OFFICE OF FAMILY SAFETY

Diane Lance – OFS Department Head

Maria Arvizu – Community Outreach Specialist

Ellie Baez – Communications Specialist

Whitney Blanton – Director of the JCAC

Lindsay Brown – Advocate

Lynnette Brown – Advocate

Becky Bullard – Senior Director of Programs

Allison Cantway – Assistant Director of Client Programs

Ashley Cathey – Assistant Director of the JCAC

Anjenetta Cook – Advocate

Shasady Crenshaw – Advocate

Trish Davis – Director of Client Programs

Amy Dunning – Training and Outreach Coordinator

Tiffany Greathouse – High Risk Case Specialist

Dinorath Guzman – Advocate

Heather Herrmann – Statewide DV Fatality Review Coordinator

Suzanne Jock – Advocate

Vicki Jones – Advocate

Joseph McAnally – Advocate

Riley McMath – Human Trafficking Case Manager

Bre Miller – Inmate & Trafficking Coordinator

Megan Moore – High Risk Programs Coordinator

Dwayne Ricketts – Advocate

Yvette Robinson – Office Support Specialist

Krystal Summers – Advocate

Andrew Sullivan – Finance Officer

LaToya Townsend – Director of Training, Outreach & Development

Rhonda Yaeger – Senior Advocate

Alison Zoccola – Advocate

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