

2019 Annual Report

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Metro Nashville Office of
Family Safety

METRO NASHVILLE OFFICE OF FAMILY SAFETY



Department Head, Diane Lance

Prepared for:

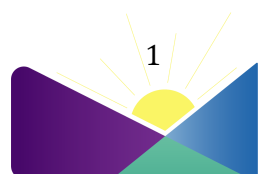
The Honorable Mayor John Cooper

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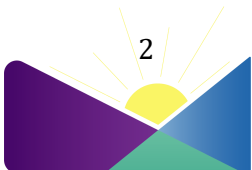
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OFS 2019 ANNUAL SUMMARY

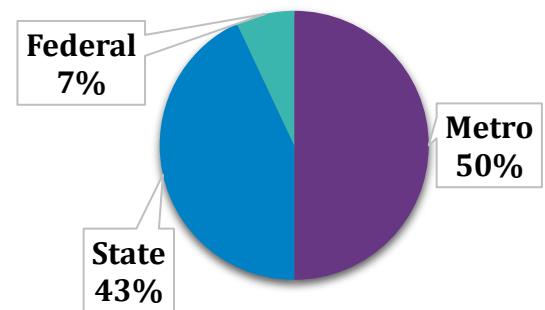
The mission of the Metropolitan Nashville-Davidson County Office of Family Safety is to increase victim safety and offender accountability by providing vital crisis intervention services to victims of domestic violence, child and elder abuse, sexual assault, and human trafficking while maintaining the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

The Office of Family Safety (OFS) recently updated the above mission to convey the depth and breadth of its work to address interpersonal violence and improve public safety. 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 received in 2019 from the Mayor, the Metro Council, OFS Advisory Committee members, our partners, and our grant funders – the Tennessee Office of Criminal Justice Programs (OCJP), the Office on Violence Against Women (OVW), Bureau of Justice Assistance (BJA), and the Office for Victims of Crime (OVC). This support allows us to continue in our work, expand our reach, and improve our services.

The Office of Family Safety's 2019 **budget was \$3,526,790**. 50% came from Metro's General Fund, 43% from State grants, and 7% from Federal Grants. **\$644,000 or 18%** of the OFS budget went to non-profit partners for victim services.

OFS Annual Budget



2019 was a year marked by substantial milestones for the OFS. In September 2019, the Jean Crowe Advocacy Center (JCAC), OFS's court-based Safety Center, celebrated its **5 Year Anniversary**. Those five years were full of enormous achievements that increased courthouse safety and improved the experiences of interpersonal violence victims engaged in the criminal justice system.

In March of 2019, after 3 years of visioning and planning by the entire OFS team and its many Metro and community partners, **Nashville's new Family Safety Center (FSC) opened its doors** at 610 Murfreesboro Pike. The 97,316 sq. ft. FSC is the largest of its kind in the country and houses multiple partner agencies to provide comprehensive services all under one roof to clients who have experienced interpersonal violence. All OFS programs, except the JCAC, are now located in the FSC. The new Center marks a milestone for the Office of Family Safety, the Nashville crime victim services field, and the entire Nashville community.

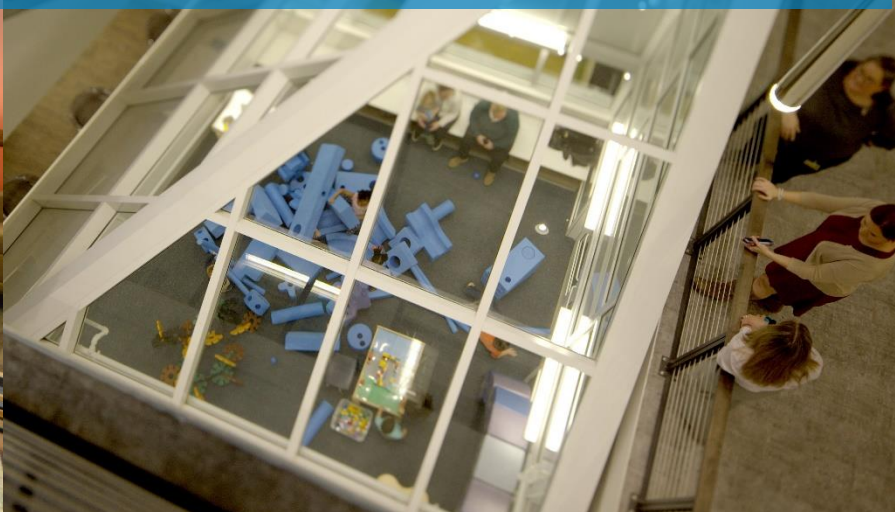
In its first year, the new Family Safety Center had an immense impact on OFS's programming and on the overall response to interpersonal violence in Nashville. After a soft opening in January 2019 and the grand opening in March 2019, OFS saw a **16% increase in individual clients** served at its Centers, a **293% increase in children** supported in the Centers, a **684% increase in training provision**, and several new multidisciplinary collaboratives, meetings, and tours at the new Center. Not only did every OFS program experience substantial growth, the demands on OFS to provide technical assistance to local, state, and national partners increased significantly with national recognition of the innovative model that Nashville has developed through both of its Family Safety Centers and its partnerships.

"Moving into the FSC is a long-time dream come true for our team and the children and families of Nashville now have essential services under one roof." ~Dawn Harper, CEO Nashville Children's Alliance





Nashville Family Safety Centers



FAMILY SAFETY CENTERS

Nashville's Family Safety Centers provide services to individuals who have experienced interpersonal violence, including domestic violence, sexual assault, child abuse, elder abuse, and human trafficking. The two Centers provide supportive services through Office of Family Safety Advocates and multiple partner agencies all under one roof. These services include safety planning, danger assessment, information on abusive behaviors, referrals and resources, court accompaniment, and Orders of Protection.

Nashville's **community-based** Family Safety Center (FSC) is the largest Family Justice Center in the country and houses multiple onsite and drop-in partners. The FSC is located at 610 Murfreesboro Pike and is open Monday-Friday from 9 a.m.–6 p.m. for walk-in client services and appointments.

Phone: 615-880-1100 **Email:** FSCINFO@jis.nashville.org.

The Jean Crowe Advocacy Center (JCAC) is the only fully **court-based** Family Justice Center in the country for clients who have cases in criminal and civil courts. The JCAC creates a supportive environment for clients to receive services while waiting for court apart from their abuser. The JCAC is located at the Ben West Building at 100 James Robertson Parkway, Suite 114 and is open Monday – Friday, 8 a.m. - 4 p.m.

Phone: 615-862-4767 **Email:** jeancroweadvocacycenter@nashville.gov

Family Safety Centers Partners:

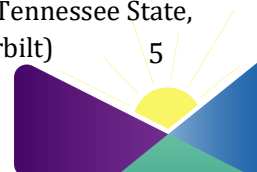
The Office of Family Safety and its Family Safety Centers have multiple co-located and drop-in partners that help provide wrap-around services all one safe location. These include the following:

Co-located & Drop-In Partners:

- 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
- Juvenile Court
- AGAPE Morning Star Sanctuary
- FiftyForward Victory Over Crime
- 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)
- Catholic Charities
- Centerstone
- Conexión Américas
- Dept. of Veterans' Affairs, IPV Program
- End Slavery TN
- Epic Girl
- Family & Children's Services
- Martha O'Bryan
- Mental Health Co-op
- Middle TN Mental Health Institute
- Oasis Center
- Our Kids Clinic
- Park Center
- Prevent Child Abuse TN
- Tennessee Bureau of Investigation
- Tennessee State Probation & Parole
- The Next Door
- The U.S. Attorney General's Office
- Thistle Farms
- Voices for Victims
- You Have the Power

Community & Multi-Disciplinary Team Partners:

- Metro Civil & Criminal Courts (Clerks, Probation, Judges)
- Metro Emergency Communication Department
- Metro Fire Department
- Metro General Hospital
- Metro Health Department
- Metro Nashville Public Schools
- Metro Nashville Public Defender's Office
- Metro Social Services
- Area hospitals (Metro General, St. Thomas, TriStar Hospitals, Vanderbilt)
- Area colleges and universities (Belmont, Lipscomb, Nashville State, Tennessee State, Trevecca Nazarene, Vanderbilt)



FSC MILESTONES

Ribbon Cutting of Nashville's Community-based Family Safety Center

After years of collaborative work and visioning and decades of dreaming, in January 2019, the Metro Nashville Office of Family Safety and its co-located partners moved into the largest Family Justice Center in the country, the Nashville Family Safety Center. After a 45 day "soft opening," the FSC officially opened for business on March 1st, 2019.

Despite brutally cold weather and an outdoor venue, **over 400 stakeholders, survivors, and community partners** gathered on March 7th to celebrate the FSC Ribbon Cutting. The gathering had representatives from across all service provider and criminal justice agencies in Nashville, including former Mayors Phil Bredesen, Karl Dean, Megan Barry, and then-Mayor David Briley. As the keynote speaker, Diane Lance (OFS Department Head) introduced the following key stakeholders to make remarks: Mayor David Briley, District Attorney General Glenn Funk, Chief Steve Anderson, Jennifer Nichols (DCS Commissioner), and June Turner (Nashville Children's Alliance CEO). Before cutting the ribbon, OFS also debuted two videos during the opening called "[Behind Closed Doors](#)" and "[Wake Up](#)" featuring the FSC and awareness around abuse.

OFS's opening of the FSC marked an historic event in Nashville that has been envisioned since the early 2000s – it is the first time individuals who have experienced abuse can receive multiple services from diverse agencies in one safe place.



FSC Ribbon Cutting with Elected Officials & FSC Leaders



OFS Staff on FSC Ribbon Cutting Day

"Every brick in this building represents each of you that dreamed of this day and worked tirelessly to make it a reality." ~Diane Lance, OFS Dept. Head



Jean Crowe Advocacy Center 5 Year Anniversary Celebration

The Jean Crowe Advocacy Center (JCAC) also celebrated its five year anniversary on September 4th, 2019. To recognize this important day, the JCAC opened its doors for a celebration with the District Attorney's Office and other partner agencies that have been instrumental in the success of the Center.

These partners included **over 100 individuals** from the Mayor's Office, the District Attorney's Office, Judges from Criminal and Circuit Court, the Metro Nashville Police Department, General Sessions Probation, AGAPE Morning Star, Legal Aid Society of Middle TN, Our Kids, You Have the Power, the YWCA Nashville & Middle TN, Voices for Victims and many more.



OFS Staff celebrate 5 years of the JCAC

OFS also honored seven employees – Anjenetta Cook, Diane Lance, Maria Arvizu, Megan Lopez, Rhonda Yaeger, Whitney Blanton, and Yvette Robinson – who started their journey at the Office of Family Safety with the opening of the Jean Crowe Advocacy Center in September of 2014 and continue to do amazing work at OFS. During its first five years of operation, the JCAC accomplished the following:



25,937
JCAC Client Visits
(5 years)



2,489
Children served at
JCAC (5 years)



6,950
Client Support
People (5 years)



4353
Orders of Protection
(5 years)



**2018 NCJA Outstanding
Criminal Justice
Program, South Region**

In addition to celebrating the success of the JCAC with its partners, OFS also debuted a mini-documentary of the domestic violence movement in Nashville called "[There Will Come a Day](#)." This video goes through the history of the movement and provides a warning to those in the anti-violence field about what can happen if we "drop the ball" with our work on interpersonal violence.



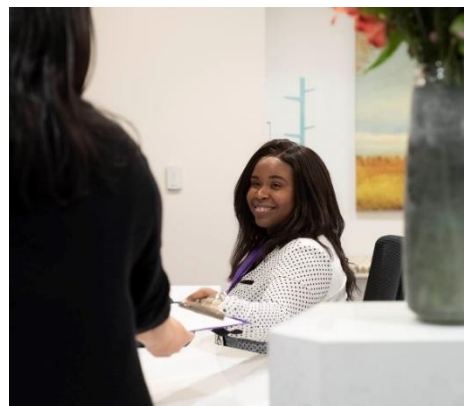
OFS Staff and partners celebrate in the JCAC Living Room.



OFS CLIENT SERVICES

The Metro Nashville Office of Family Safety (OFS) offers a multitude of advocacy services at its two Centers to individuals who have experienced interpersonal violence or abuse, including domestic violence, sexual assault, child abuse, elder abuse, and human trafficking. These services include safety planning, danger assessment, Orders of Protection, needs assessment, resource connection, information on abusive behaviors, court assistance, and referrals to partner agencies.

With the new Family Safety Center (FSC) opening in March of 2019, the overall clients served and services provided by the Office of Family Safety increased significantly. OFS Client Services also experienced a significant increase in the number of children and support people assisted due to partner agency co-location at the FSC. The clients that FSC partner agencies brought to the Center often came with their children who interacted with OFS staff in the Play Pyramid play area and/or support people who were provided assistance and information from OFS staff in the FSC lobby.

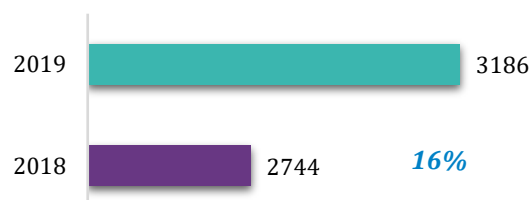


Client Visits to FSC & JCAC

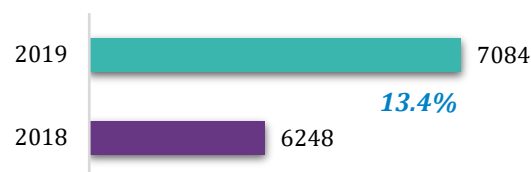
In 2019, OFS had a total of **7084 client visits** and served **3186 individual clients**. 1847 of these visits, or **154 per month, were to the FSC**, while 5237, or **436 per month, were to the JCAC**. OFS outreach efforts encouraged walk-in clients and police escorted clients to access the Family Safety Center (FSC) instead of the Jean Crowe Advocacy Center (JCAC), which led to the redistribution of clients between the two Centers (shown in the graph below).

Additionally, the FSC has experienced a steady increase in client visits since the “soft opening” of the new Center in late January 2019 and the official opening in March 2019. In its first year of operations, the FSC experienced a **33% average monthly client visit growth rate** (graph on the next page). Additionally, in September 2019, the FSC transitioned to 24 hours a day operations with AGAPE Morning Star Sanctuary completing Orders of Protection during night and weekend hours. These additional client numbers are reflected in the FSC Partner section.

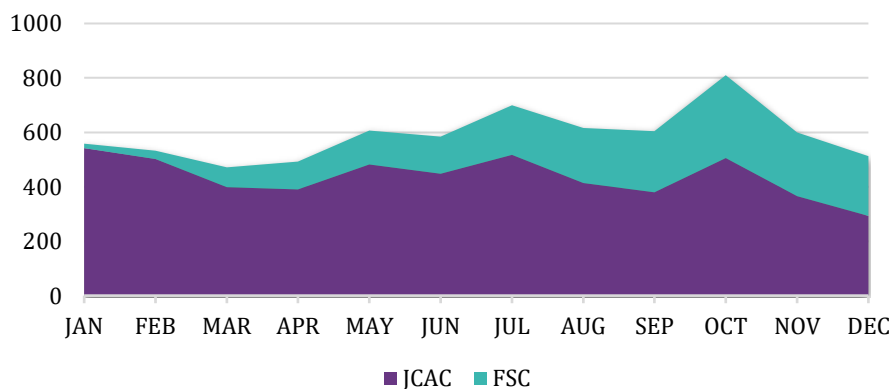
OFS Individual Clients Served



OFS Client Visits



2019 OFS Client Visits



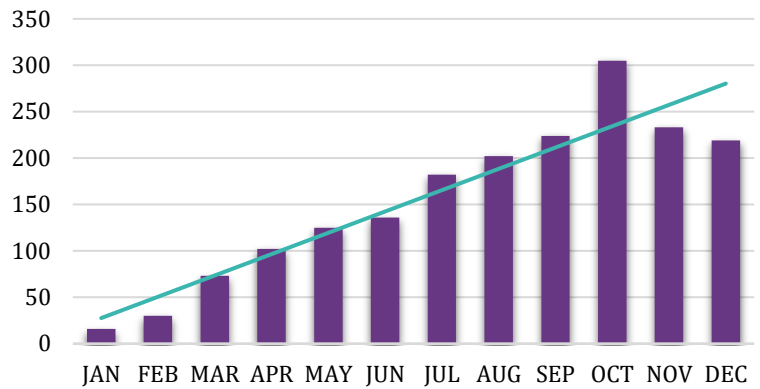
“The advocate was absolutely wonderful from start to finish. She was encouraging, patient and kind. She gave me hope again...”

~OFS Client



2019 OFS FSC Client Visits

With the community outreach around the FSC centering on “interpersonal violence” and not limited to domestic violence, OFS Client Services expanded its work with individuals who have experienced sexual assault, stalking, human trafficking, elder abuse, and child abuse. The enhanced partnerships of multiple FSC partner agencies also contributed to this expansion in referrals and services.



Although the majority of clients’ primary victimization continued to be **domestic violence with 92% of clients**, OFS client services saw an **increase in multiple client victimization categories**, particularly in elder abuse (667% increase), child sexual abuse (114% increase), child physical abuse (104% increase), adult sexual assault (83% increase), sex trafficking (71% increase), and stalking (30% increase). Additionally, **79% of clients were women**, and **21% were men** in 2019. A statistically very small number of clients were transgender.

***Client Story:** A woman came to the FSC after years of abuse by her husband escalated to aggression towards their children. The OFS advocate helped her obtain an Order of Protection, a MNPD FIP Counselor set up counseling for her and her children, and a MNPD DV Detective checked her car for GPS tracking devices.*

Client Safety Enhancements Provided

“Client safety enhancements” are services provided by OFS advocates that increase clients’ safety and well-being. In 2019, **24,235 safety enhancements** were provided, including:



1150
Orders of
Protection



4693
Safety Plans



3345
Client Information
on Power & Control



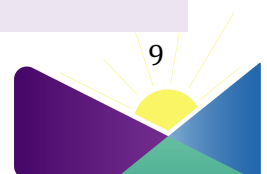
2151
Danger
Assessments



1847
High-Risk Follow
Up

Additionally, OFS advocates made 56 shelter referrals, 112 referrals to Metro Social Services, and 239 referrals to OFS’s High Risk Intervention Panel. OFS advocates also began doing more intentional work around two of the highest risk indicators that exponentially increase the risk of being killed – firearms access and strangulation. In 2019, **949 clients were given strangulation lethality information**, and **30 clients filled out a firearms identification form** to assist with the legally required dispossession of their abuser’s illegal firearms.

***Client Story:** A man arrived at FSC to find shelter to escape an abusive relationship with his ex-boyfriend and current roommate. The OFS Advocate was able to secure a safe placement for the client after hours of calls. The man was also given a food bag and a bus pass to make it to his destination.*



Impact of Client Services

OFS clients are given an exit survey to provide OFS with feedback and gauge several different “feeling words” to understand whether clients’ experiences increased their safety, hopefulness, and healing. Clients are also able to provide feedback on what was beneficial to them during their visit and where improvement is needed.

In 2019, clients shared the impact that advocates had on them by increasing their positive feelings and decreasing negative ones.

Client survey results include:



78%
More
Hopeful



72% at entry
14% at exit
Feeling Nervous



20% at entry
52% at exit
Feeling Knowledgeable



25% at entry
74% at exit
Feeling Supported



30% at entry
4% at exit
Feeling Fearful

Additionally, since opening the court-based JCAC in 2014, there has been a **64% increase** in domestic violence victims **attending court** for the General Sessions criminal case against their offender.

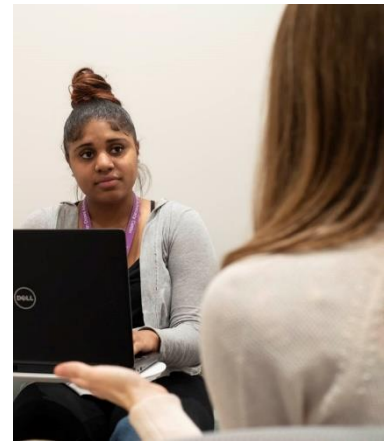
Child Clients in the Family Safety Centers

The Family Safety Center has two very special play areas designed specifically for children. One is nature-themed and located in the lobby of the Nashville Children’s Alliance offices, and the other is a “Play Pyramid” located in the main client living room. Both play areas are designed specifically for children who are victims of physical and/or sexual abuse or those who have witnessed violence in their homes.

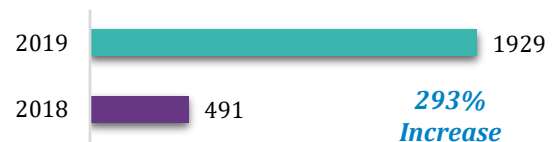
The Play Pyramid is designed to engage children in trauma-informed play and ensure they are “Safe, Secure, Seen and Soothed.” This creates a safe and welcoming place within the Family Safety Center, which encourages caregivers to bring their children back as they continue to access services.

With the new Family Safety Center and the “Play Pyramid” area for children accompanying OFS clients and FSC partner agency clients, the number of children supported by OFS grew exponentially. From 491 children supported in 2018 to **1929 children in 2019**, OFS services for children **grew by 293%**.

Of the 1929 children supported by OFS in 2019, **701 were children of OFS clients**. **1228 children** served by OFS were children of **FSC partner agency’s clients**, primarily the MNPd Family Intervention Program.



OFS Children Supported



“This place is more fun than Chucky Cheese!”

~ Child of OFS client who asked to come back to FSC



Support People in the Family Safety Centers

OFS advocates also ensure that support people who come to the Centers with clients are provided with the assistance they need to support their loved ones. In 2019, **2683 total support people** came to the Centers, an **increase of 100%** from the previous year. Of those, **1562 were OFS client's** support people and **1121 were from FSC partner agency's** clients. These increases in children and support people served by OFS staff in the Center from FSC partner agencies have increased the demands on OFS staff and overall staffing needs.



Order of Protection Civil Legal Attorney (CLA) Program

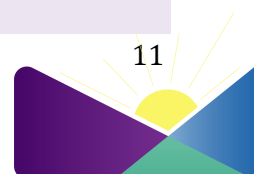
Since August 2015, OFS and Legal Aid Society of Middle Tennessee and the Cumberland (LAS) have partnered to improve access to free civil legal representation to high-risk interpersonal violence victims through the CLA Program. In 2019, AGAPE also began providing free representation for the CLA Program. This program creates a streamlined process for victims to apply for free legal representation for their Order of Protection (OP) hearing. Without these volunteer attorneys, victims are left representing themselves alone in court, often responding to direct questioning by their offender or offender's attorney. OFS advocates identify the highest risk cases where the OP Petitioner is unrepresented by an attorney. In 2019, OFS advocates made **CLA 98 referrals to LAS or AGAPE** and streamlined the referral process. LAS provides representation with volunteer lawyers from 13 law firms, listed below:

Waller Lansden Dortch & Davis LLP; Bradley; the Cassell Firm; Law Office of Kyle Turner; Corley, Henard, Lyle, Levy & Langford PLC; Butler Snow LLP; Law Office of Erin Coleman Esq.; Law Office of Heather Meshell; Stites & Harbison PLLC; Law Office of Cynthia Cheatham; Weatherly, McNally & Dixon PLC; Thompson Burton PLLC; & Middle TN Mediation & Legal Services, PLLC

High-Risk Domestic Violence Probation Advocate Liaison

In partnership with General Sessions Court Probation and Batterers Intervention Programs (BIPs), OFS provides advocacy to domestic violence victims whose high-risk offender is on probation. An OFS advocate reaches out to victims to ensure offenders comply with court orders pertaining to victim safety. In 2019, the OFS Advocate Liaison received **92 high-risk probation referrals** and made contact with **46 victims** on those cases. OFS meets quarterly with General Sessions Court Probation and BIPs to review these cases and offer the victim's perspective on the offender's lethality, treatment, etc. This initiative aims to reduce communication and safety gaps between an offender's probation officer and the victim.

OFS Client Story: *A woman came to the FSC, noticed the sign that says "If you're in immediate danger, notify security" and told security that her abusive boyfriend had followed her to the Center and was going to come inside. Security quickly placed the client in secure room that had no windows to make her visible outside. Another security staff intercepted the woman's boyfriend before entering the building and told him he was not allowed inside. A MNPD detective spoke with the woman's boyfriend outside while she was inside meeting with an advocate and detective taking out criminal charges for a recent assault. Ultimately, the woman's intimate partner chose to wait at the FSC and was arrested on multiple warrants.*



FSC PARTNER CLIENT SERVICES



Onsite & Drop-in Partners



The Victor S. Johnson III
Nashville Children's Alliance
— a child advocacy center —



THE MARY PARRISH CENTER

eliminating racism
empowering women
ywca



HABI
HUMAN-ANIMAL BOND IN TENNESSEE

*Fifty
Forward.*
Love life at 50+



Legal Aid Society
of Middle Tennessee & the Cumberland

Working Together. Doing Justice. Restoring Hope



Metro Office of
Family Safety



tennessee
coalition
to end domestic & sexual violence

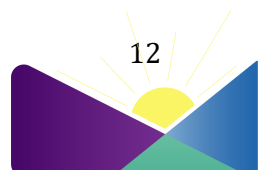
Office of the
**DISTRICT
ATTORNEY**
— NASHVILLE —



Juvenile Court
METROPOLITAN NASHVILLE & DAVIDSON COUNTY



Department of
Children's Services



Clients Served by Partners in the Family Safety Centers

In 2019, partner agencies at the Family Safety Centers did incredible work serving people who have experienced interpersonal violence. With the help of our increasing number of dedicated drop-in and onsite partners, victims and survivors of sexual assault, domestic violence, human trafficking, child abuse, and elder abuse were able to receive services under one roof for the first time. This created exciting opportunities for OFS and FSC partner collaboration while allowing clients to access services that previously would have been difficult or overwhelming to access. Additionally, our partners continued to utilize the court-based Jean Crowe Advocacy Center (JCAC) for client services and support for court-involved clients.



In 2019 at the two Family Safety Centers, OFS partner agencies provided:

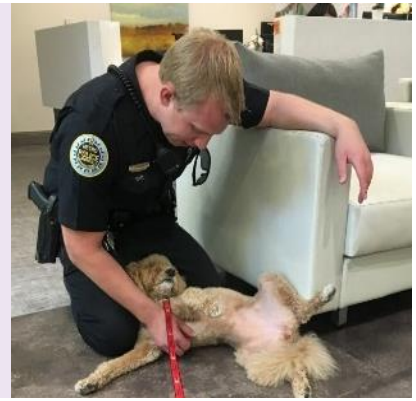


The strength of co-location was especially apparent from the perspective of client experiences. The following provides a variety of vignettes of client experiences at the FSC and JCAC to demonstrate the impact of co-location and wrap-around services.

MNPDP FIP Partnership Story: A woman with visible injuries from a very physical assault was transported to the FSC by a MNPDP Patrol Officer after an abusive incident to file warrants and take out an Order of Protection. While working with her OFS Advocate, she became very anxious and a MNPDP Family Intervention Program (FIP) Counselor was asked to assist. After walking and talking with the counselor around the courtyard of the FSC, the woman felt stronger and ready to move forward with services to keep her safe.

HABIT Therapy Dog Stories: A child came to the NCA to receive therapeutic services days after witnessing her mother's murder and was able to lay down with one of the HABIT therapy dogs, pet the dog while telling the dog about her "mommy who was in heaven."

An adult client was having a therapy session with FIP when he began experiencing a panic attack. The HABIT dog came in and sat right next to him, allowing the man to pet him and helping him feel safe and calm.



DCS Partnership Story: two children came in to the FSC who had been removed from an abusive home situation by DCS. The children needed clothing and attention while the DCS case manager called families for possible placement. Multiple FSC partner staff helped hold and comfort the baby who was colicky and the FSC donation closet provided diapers and food for the children while they waited for placement.

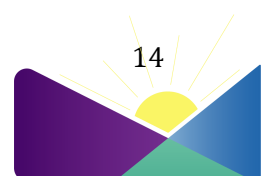
FiftyForward Partnership Story: FiftyForward Victory Over Crime (VOC) brought an elderly woman to the FSC who was in the middle of complicated divorce proceedings with her abusive husband. The woman spoke limited English and was hard of hearing having been severely beaten by her husband resulting in significant hearing loss. She reported that she had been assaulted by a masked assailant believed to be her husband and the OFS Advocate helped her obtain an Order of Protection and safe shelter.

NCA, SAC & FIP Partnership Story: A woman came to the Nashville Children's Alliance at the FSC to receive ongoing therapy for her children who were victims of child sexual abuse. While at the NCA speaking with a Sexual Assault Center Therapist, she disclosed that her current intimate partner had been abusing her for years and sold her for sex. The SAC therapist and NCA staff asked a counselor and detective from the MNPd DV Division to speak with the woman about her options and provide additional support.

MNPd & Mary Parrish Partnership Story: A woman came to the FSC after being stabbed by her abuser and discharged from the hospital. The woman's intimate partner was also selling her for sex (sex trafficking). The OFS Advocate helped her with an Order of Protection, Victim's Compensation and connected her to the OFS Human Trafficking Case Manager. An MNPd DV Detective worked to find her abuser quickly as he had not been arrested at the scene. Mary Parrish staff met with the woman and assisted her with transitional housing.

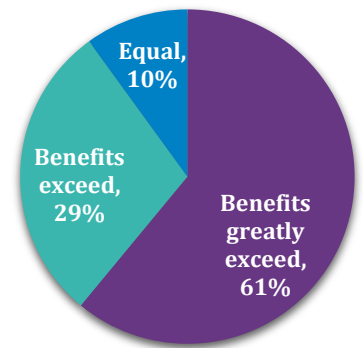
"I was unbelievably impressed by the services and accommodations provided. The staff was loving and kind towards my children and me. I am very thankful for a safe place like this during a time that could otherwise be very traumatizing."

~ FSC Client



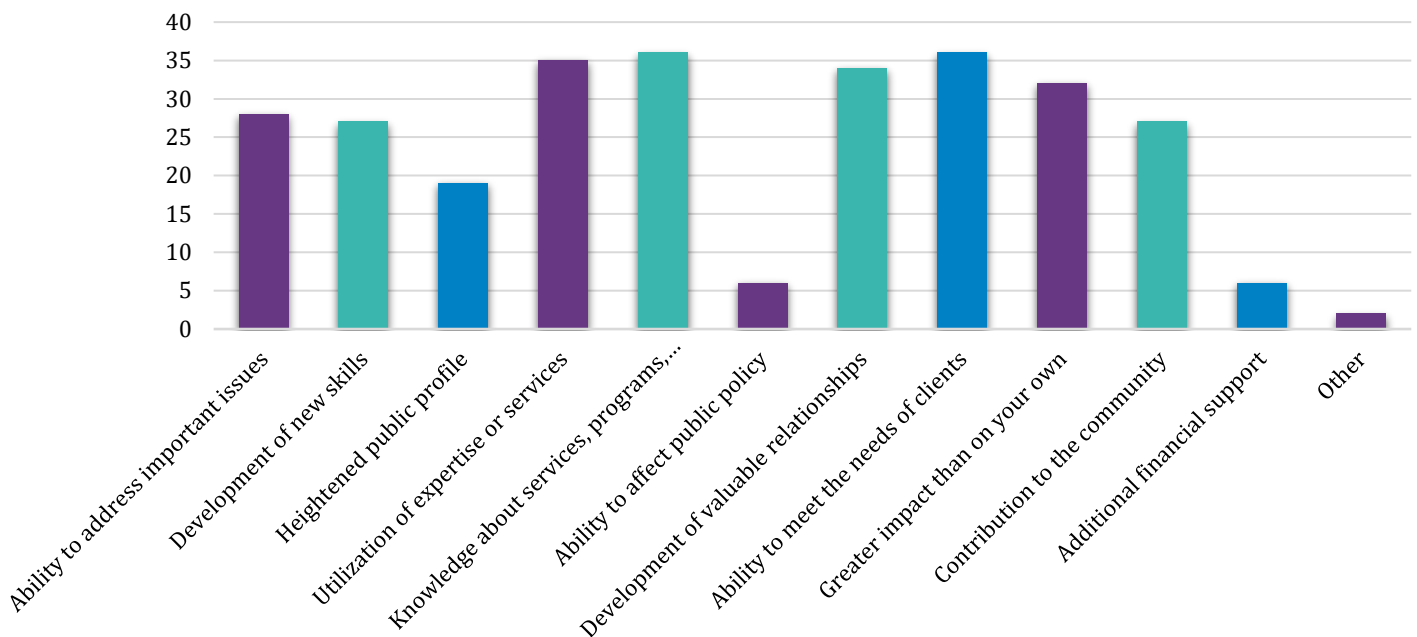
Family Safety Center Partnership Review

The FSC Leadership Committee, comprised of executive-level leaders from FSC partner agencies and OFS, issued a survey to FSC staff to evaluate the first year of partnership and work at the new building. The survey results show that the overwhelming majority of partners found real benefit in co-location and collaboration at the Family Safety Center. As the chart to the right shows, **90%** of partners found the benefits of the FSC outweighed the drawbacks, while **10%** found benefits and drawbacks were equal.



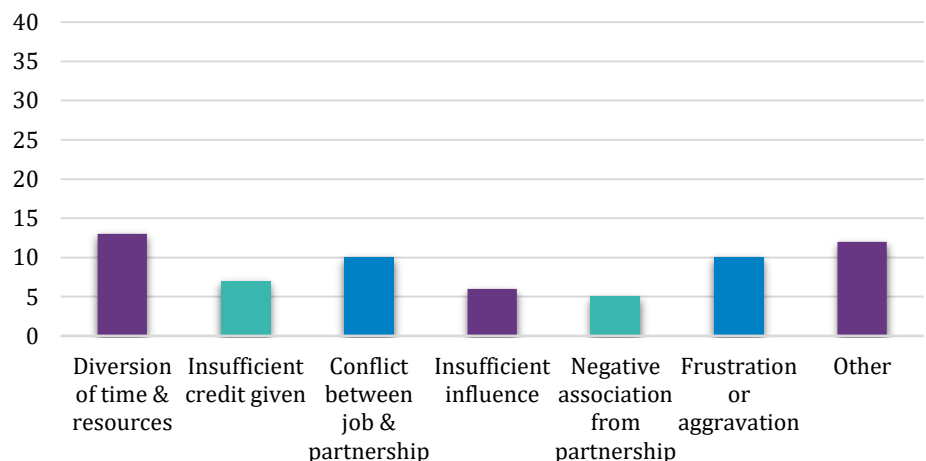
From the 48 individuals who took the survey, FSC staff found many specific benefits listed in the graph below. Acquisition of knowledge about services, programs, or people in the community and an enhanced ability to meet clients' needs were the most highly rated benefits from the partnership.

Benefits of FSC Partnership

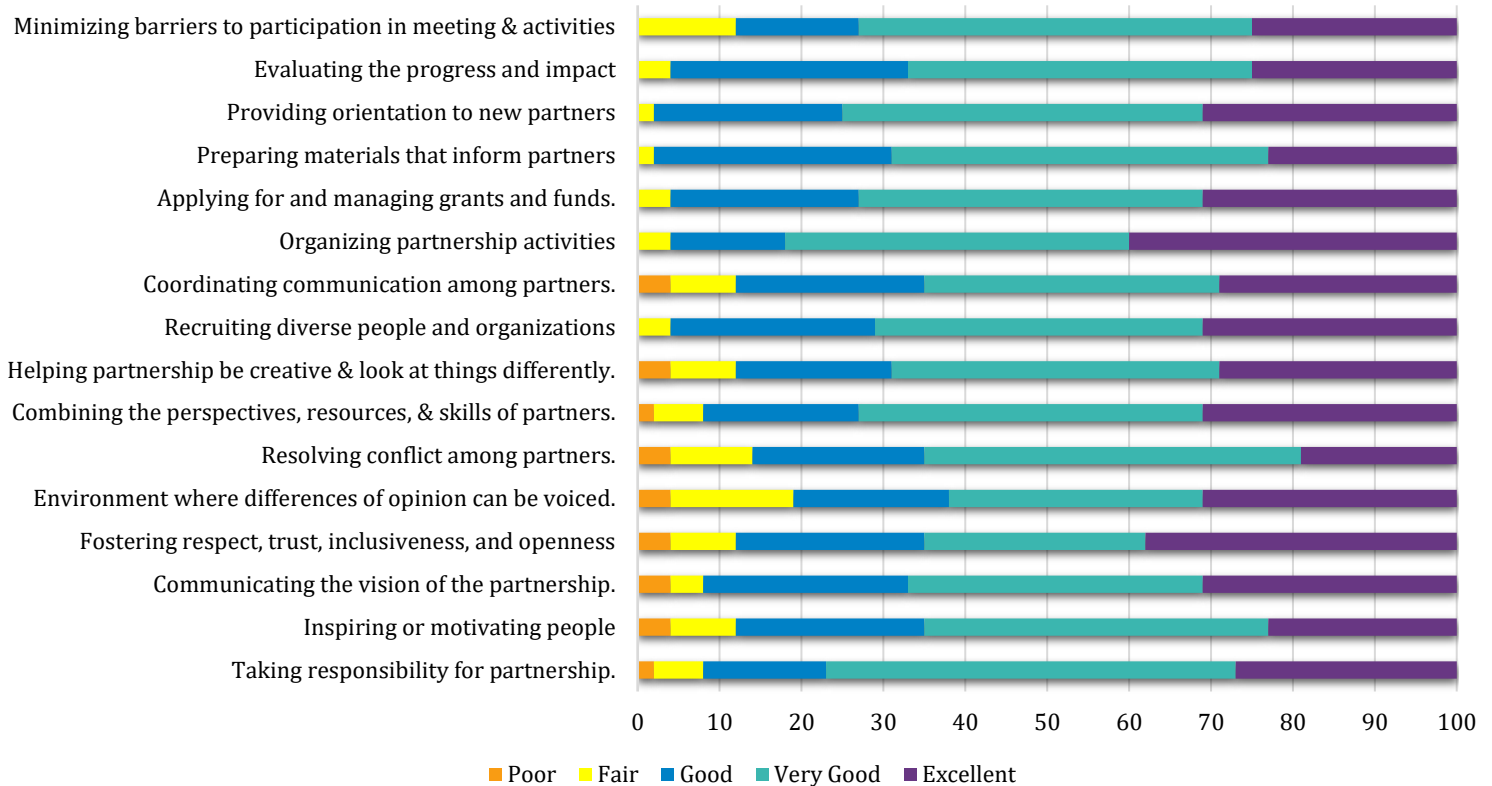


Drawbacks of FSC Partnership

In contrast, partnership drawbacks were significantly lower and hovered around increased workload, conflict between job and partnership, and frustration or aggravation from the increased workload or partnership issues.



FSC partners also ranked OFS on its ability to provide a healthy collaborative environment at the Family Safety Center. The results from this feedback are in the chart below and show the overwhelming majority of respondents ranked OFS as successfully creating a healthy collaborative workspace with vision, support, and coordination of activities. For areas of improvement, FSC partners noted slightly lower satisfaction in the ability for differences in opinion to be voiced and resolving conflict among partners, which are important components for OFS and the FSC Leadership Committee to work on moving forward.



FSC Partner Quotes about Benefits of the FSC

"I think that, from my point of view, you guys are awesome. Things get handed off so smoothly and I know clients will be taken care of when sent to you."

"Simply a lightened mood walking into a clean, bright new environment."

"It has been my experience that anytime you have a multi-disciplinary model of differing entities working together it significantly increases your overall success."

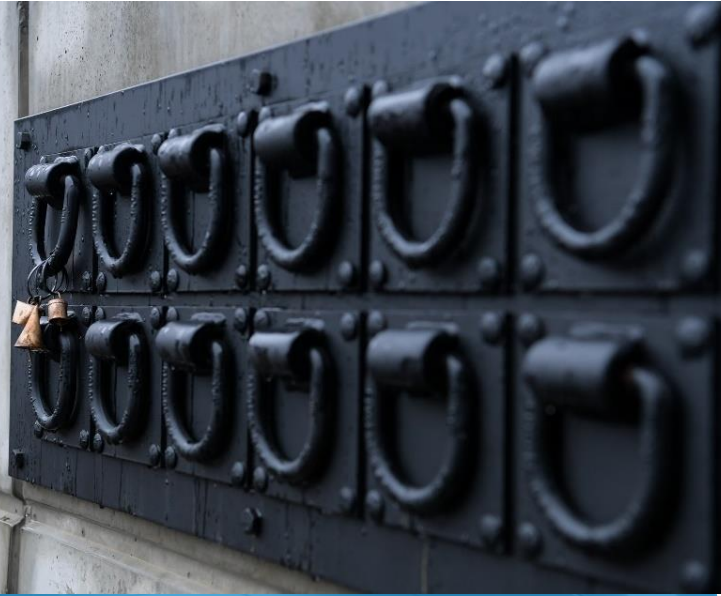
"I've been able to offer additional services and resources to clients through the FSC. I have also been able to expand my skills and knowledge by attending training opportunities at the FSC."

"Ability to refer parents for therapy that is in the same building as the child. Better work flow."

"Enhanced ability to quickly connect with other agencies for wrap-around support for my clients."

"Greater connections with other agencies, collaborating on efforts, improved ability to do my job."





Collaboration & Teamwork



COLLABORATION & HIGH RISK TEAMWORK

The Office of Family Safety (OFS)'s High Risk Programs are focused on multidisciplinary, wrap-around response to the elements of interpersonal violence that make individuals at high-risk for continued violence or death. OFS's work in this area continued to grow in 2019 at an accelerated rate due to centralized partner collaboration at the Family Safety Center.

As a result of co-location and increased partnerships, collaborative teams and meetings led by OFS increased substantially as well as collaborative teamwork led by partner agencies convening their meetings at the new Family Safety Center. Data for meetings, teams, and case reviews are included below:



In addition to the High Risk Intervention Panel (HRIP) managed by the OFS, several new teams conducted case reviews at the FSC in 2019, including the Child Protective Investigative Team (CPIT) led by the Nashville Children's Alliance (NCA), the Sexual Assault Response Team (SART) led by the Sexual Assault Center (SAC), and the Vulnerable Adult Protective Investigative Team (VAPIT) led by the DA's Office.

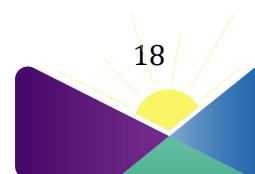
Collaborative meetings were also held to bring together statewide practitioners on public policy, victim rights, and best practices in victim services and response to interpersonal violence.



Governor Lee's Tennessee Criminal Justice Investment Task Force Middle Tennessee Round Table meeting organized by Voices for Victims at the Family Safety Center



Statewide Interpersonal Violence Public Policy Summit co-facilitated by OFS, Safe TN Project, and the YWCA



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

OFS manages DADRT, a collaborative team that meets monthly to analyze domestic violence homicide trends and provides technical assistance to developing teams throughout the state. DADRT members include AGAPE-Morning Star Sanctuary, the District Attorney's Office, Legal Aid Society of Middle Tennessee & the Cumberland, Metro Department of Health, Metro Social Services, MNPD DV Division, the Sheriff's Office, Vanderbilt University, You Have the Power, and the YWCA Nashville & Middle Tennessee.

- In 2019, there were **15 domestic violence murders**, and 18% of Nashville's total homicides were related to DV.
- In **67% or 10** of these domestic violence murders, the victim was killed by a spouse or other intimate partner.
- **20% of the victims were age 18 and under**, this number has been increasing since 2017.

In 2019, the Team **met 9 times** and completed its 2018 and 2019 reviews. OFS published the 2018 DADRT Report, in which the Team reviewed a double murder-suicide involving the murder of a 48-year-old woman (the perpetrator's wife) and their 9-year-old daughter. Priority recommendations included:

- 1) **Lethality Assessment Protocol (LAP):** The need to amend LAP guidelines for the Metro Nashville Police Department to include administering the LAP when domestic abuse is merely suspected and documented as a "matter of record".
- 2) **Legal Manipulation:** The need to prevent perpetrators from using a mischaracterization of Tennessee's laws to pressure victims into remaining in violent relationships.
- 3) **Community Education & Support:** The need to address the lack of understanding of domestic violence within the community.

The 2018 DADRT Report is available here: <https://ofs.nashville.gov/get-to-know-us/what-we-do/high-risk-programs/dv-fatality-review/>

To recognize lives lost from domestic violence homicides, OFS organized a monthly memorial in the FSC courtyard to honor lives lost to domestic violence during the previous month. This memorial allowed DADRT members and FSC agency partners to join together and support each other in their grief and loss, particularly when the homicide victims were known to service providers, law enforcement, or attorneys. The memorial also served as a time for participants to acknowledge their commitment to end interpersonal violence. Memorials were held **7 times** in 2019.



Nashville DADRT Members at Monthly Meeting

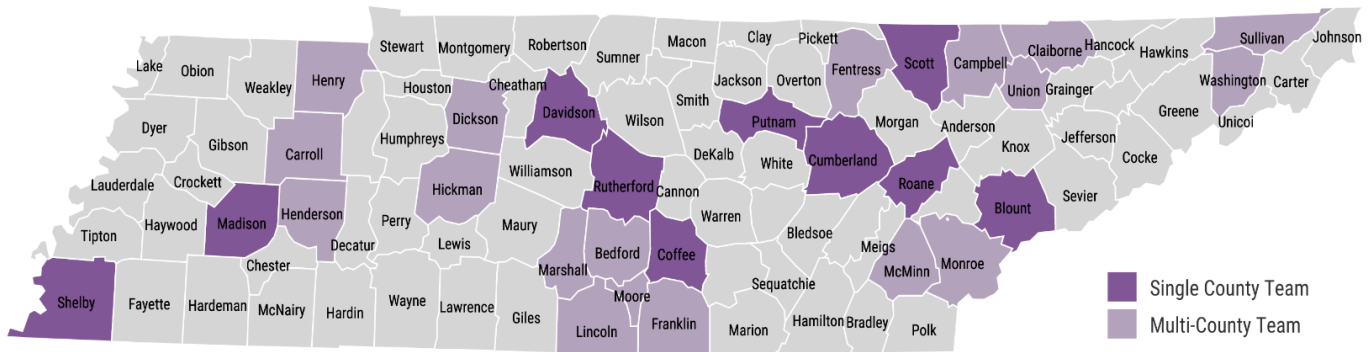


FSC Monthly Homicide Memorial Gathering in the FSC Courtyard



State-Wide Fatality Review Project

During 2019 the following counties were provided resources, technical support, training, & other assistance to sustain or help create Domestic Violence Fatality Review Teams.

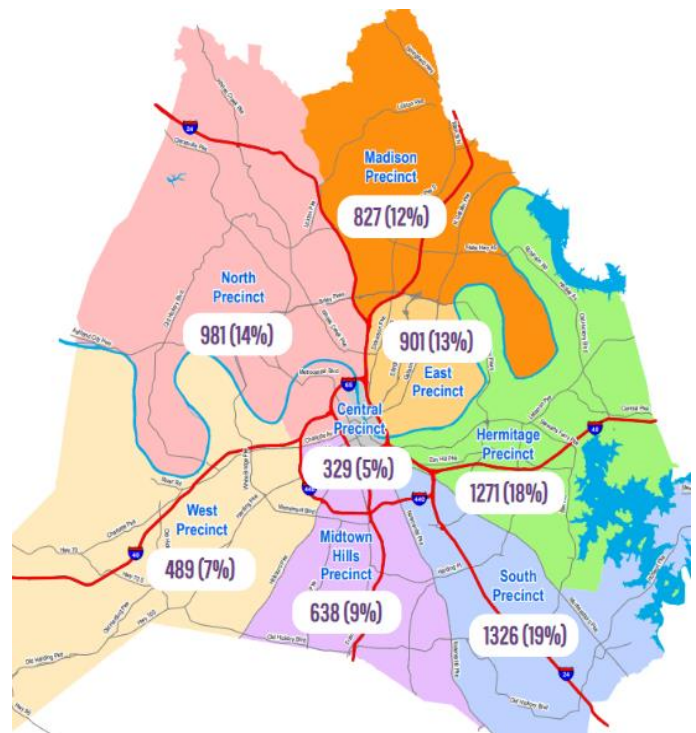


In 2019, OFS continued to expand its Fatality Review model throughout the state of Tennessee, supported by a state STOP grant. During the course of 2019, OFS **visited 16 sites** and **supported 10 active fatality review teams** across the state. These teams will ultimately contribute to a Statewide DV Fatality Review Team, with the goal of preventing domestic violence homicides across Tennessee. The map above highlights OFS' network of existing fatality review teams across the state.

Lethality Assessment Program (LAP)

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

- In 2019, MNPD administered **6,976 LAPs** and **2,432**, or **35%**, screened in as high-risk.
- The YWCA's hotline answered **over 900 LAP calls**. **21%** of shelter intakes were from LAPs.
- The map (right) shows the distribution of LAPs throughout Nashville, with **Hermitage & South Precincts** seeing the highest number of LAPs administered.
- The highest "yes" answered questions were around experiencing **strangulation, coercive control**, and **leaving the offender**. Those questions and percentages of "yes" answers are below:



54%

5. Have they ever tried to choke you?



69%

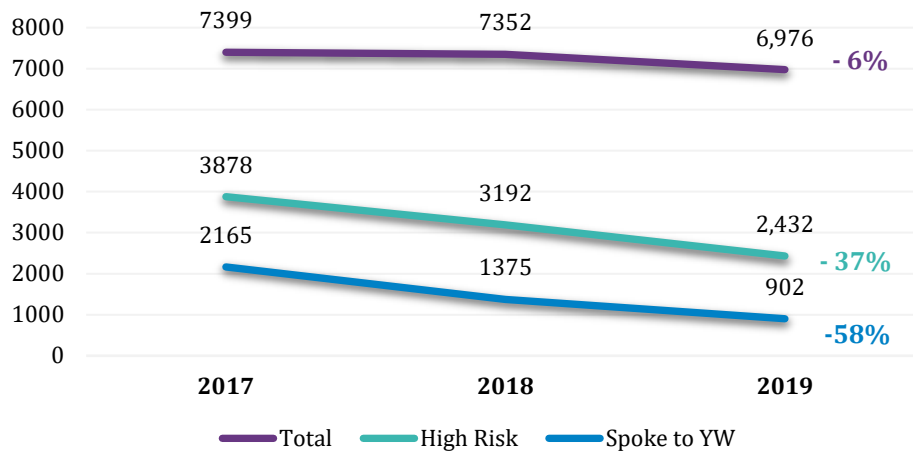
6. Are they violently or constantly jealous or do they control most of your daily activities?



55%

7. Have you left them or separated after living together or being married?

Lethality Assessments

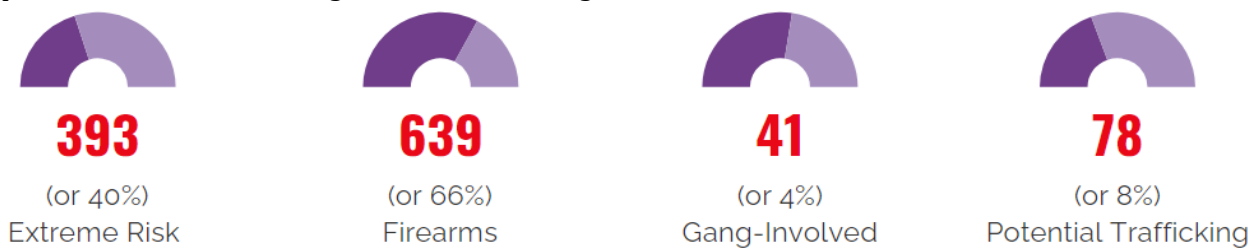


A concerning trend in LAPs is that while LAPs administered remain steady over the 3 years of the program, **the number of victims screening in as “high-risk” and speaking with the YWCA hotline has significantly decreased**, as seen the graph above. This decrease in high-risk screen-ins and YWCA contact coincides with an increase in victims choosing not to answer LAP questions, possibly from repeat LAPs. In August 2019, OFS staff trained at **all 24 MNPd Police Roll Calls** on LAP administration and risk indicators.

High Risk Intervention Panel (HRIP)

OFS manages Metro’s High Risk Intervention Panel (HRIP), a collaborative team that meets weekly to discuss the highest risk cases from the LAP, the Danger Assessment, and partner referrals and create a plan for victim safety and offender accountability. HRIP includes AGAPE-Morning Star, the Department of Children’s Services, the District Attorney’s Office, FiftyForward Victory Over Crime, General Sessions and State Probation, the Legal Aid Society, Mary Parrish, Metro Social Services, MNPd’s DV Division, Sexual Assault Center, and the YWCA Nashville and Middle Tennessee.

In 2019, the Panel conducted **974** case reviews and met **64 times** in person or via phone. The Panel also flags specific high-risk factors to encourage action and follow up by service providers, law enforcement, and prosecutors. The following are some of the flags from the 2019 case reviews:



Acting on an HRIP recommendation to increase education around risk factors for victims, OFS created a [High Risk Indicators Video](#) in 2019 in English and Spanish, released in 2020. This video reviews the 5 highest risk indicators in a violent relationship (stalking, sexual assault, strangulation, access to firearms, and threats to kill), helps them understand their risk, and lets them know where to seek help. Additionally, in 2019, OFS created “**My Team**” cards to help clients whose cases are reviewed by HRIP keep track of the multiple people they may work with at the FSC while conveying that they have a team working to support them together. OFS also provided **11 trainings** on high-risk indicators, assessment, and response.

My Team

Advocate: _____
 Phone: _____
 Detective: _____
 Phone: _____
 Counselor: _____
 Phone: _____
 District Attorney: _____
 Phone: _____
 Victim Witness Coordinator: _____
 Phone: _____
 DCS Caseworker: _____
 Phone: _____
 Doctor/Nurse: _____
 Phone: _____
 Other: _____
 Phone: _____



FSC & HRIP Story: A woman came to the FSC with a patrol officer to report a severe strangulation by her abusive partner and father of her child. The OFS Advocate saw visible injuries from her strangulation that had not been photographed and alerted the MNPD Detective. The woman also disclosed that her partner had tried to pick up their child from school without permission. OFS staff alerted the school and a MNPD Detective escorted the woman to pick up the child safely. The case was referred to the High Risk Intervention Panel (HRIP) where efforts were made to serve the abuser with warrants, file probation violations for multiple outstanding violent offenses, and to ensure the continued safety of the client as well as medical follow up for the strangulation.

Domestic Violence & Firearms Dispossession Taskforce

OFS manages the Domestic Violence & Firearms Dispossession Taskforce, which includes the Courts, the District Attorney's Office, General Sessions and State Probation, MNPD, and the Sheriff's Office. Firearms should be dispossessed under Federal and State law after a DV conviction or issuance of an Order of Protection; however, there is no method under Tennessee law to ensure dispossession.

The Taskforce met **3 times in 2019** to work towards an agreement on adopting a dispossession protocol for Nashville. For the final meeting in November, OFS brought in **national consultants from the National Resource Center on Domestic Violence and Firearms** who provided insight on national best practices for Taskforce members. However, significant barriers persisted around implementing the protocol, including:

- 1) **Compliance Hearings** for dispossession are not being held for General Sessions or Circuit Court cases with a lack of funding for staffing and extra dockets cited as the concern.
- 2) **Storage** issues for dispossessed firearms given the lack of liability protection for MNPD and storage space issues with Tennessee law not allowing for the destruction of confiscated weapons.
- 3) **Identification & Search Warrants** of individuals being untruthful to the Court about their firearms or dispossession and the ability to take out and serve search warrants to confiscate these weapons.

To attempt to resolve the identification issue and encourage compliance hearings, in June 2019, OFS began daily flagging of firearms indicators on all Circuit and General Sessions OP dockets as well as Domestic Violence General Sessions Criminal Dockets. Flagging is accomplished by reviewing criminal affidavits, OP petitions, defendant case histories, and LAPs. From late June to December 2019, OFS identified **2,430**, or **37%**, of defendants and OP respondents had access to firearms. As mentioned in the HRIP section, **639** or **66%** of cases reviewed by the Panel were flagged for firearms.



OFS continued to formalize the firearms dispossession process by creating **Firearms & DV Pocket Cards** for law enforcement with tips and TCA statute reminders about searching and/or seizing firearms and two **Firearms Dispossession FAQs brochures** for petitioners/victims and respondents/defendants to answer questions regarding firearms dispossession. OFS also conducted **6 trainings** on the lethality of firearms in intimate partner abuse.



OFS staff providing training for Moms Demand Action-TN on DV & Firearms (pictured: High Risk Case Specialist, Tiffany Greathouse)

Sexual Assault Response Systems Taskforce

In 2019, OFS coordinated the Sexual Assault Response Systems Taskforce to increase SANE exam access and evaluate services and response for those who have experienced sexual assault in Nashville. The Taskforce's members include the District Attorney's Office, Lacy Strategies, Metro Fire Department, Metro Health Department, MNPB Sex Crimes Unit, MNPS, Middle Tennessee Mental Health Institute (MTMHI), the Nashville VA, Our Kids, the Sexual Assault Center (SAC), the TN Coalition to End Domestic & Sexual Violence, TN Dept. of Health, and Vanderbilt Police Dept. as well as area hospitals (Metro General, St. Thomas, TriStar Hospitals, and Vanderbilt) and area colleges and universities (Belmont, Lipscomb, Nashville State Community College, Tennessee State, Trevecca Nazarene, and Vanderbilt). OFS began formal management of this Taskforce at the end of 2018, and **the Taskforce met 3 times** in 2019.



SA Taskforce hold signs for "Start by Believing Awareness Day"

As part of coordinating the Sexual Assault Response Systems Taskforce, the group updated the taskforce's mission to move beyond increasing the locations for SANE exams to include evaluating and addressing issues in the overall response to sexual assault in Nashville. The Taskforce also began collecting data from partners to analyze the city's overall response.

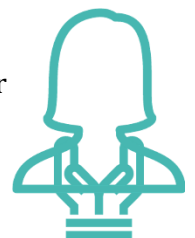
In 2019, the SAFE Clinic at the SAC served **185 individuals**, Our Kids served **226 children**, Metro General Hospital served **143 individuals**, Vanderbilt Medical Center served **57 individuals**, and TriStar Skyline Medical Center served **28 individuals**. Additionally, OFS served **482** clients who indicated on the Danger Assessment that their partner had forced them to have sex.

To support this taskforce's work, OFS created an [Order of Protection \(OP\) brochure](#) to increase information on OPs for victims of sexual assault in response to a need identified by the Nashville Sexual Assault Response Team (SART). The brochure covers information regarding what an OP is, how it can keep someone safe, who can file for an OP, what the process is for filing for an OP in Davidson County, and what to do if the OP is violated.

Strangulation Response Committee

OFS created and leads the Nashville Strangulation Response Committee, which includes members from the DA's Office, Metro Emergency Communication Department, Metro Fire Department, the Metro Health Department, MNPB DV Division, and area hospitals (Metro General, Skyline, and Vanderbilt). The **Committee met 3 times** during 2019 and worked on a city-wide protocol for each agency's response to strangulation cases, patients, or clients.

In addition to the previously mentioned firearms flagging, OFS began daily strangulation indicators flagging for defendants and respondents with scheduled DV criminal cases and/or Orders of Protection. Between June and December 2019, OFS identified **2,263**, or **35%**, of criminal defendants and OP respondents as stranglers. Additionally, **951**, or **44%**, of OFS clients that answered the Danger Assessment indicated their partner had strangled



2263

Stranglers Flagged



them at some point in their relationship, and **461** of those, or **48%**, indicated they had been strangled to the point of unconsciousness. As stated previously, **54% of victims** who answered the LAP indicated their intimate partner had strangled them.

OFS created multiple materials to help with strangulation identification and response, including Strangulation Pocket Cards for law enforcement, a Strangulation Packet for medical providers, and a [Strangulation Brochure](#) with strangulation lethality information and a checklist of symptoms. OFS gave out **940** of these brochures to clients who disclosed they had been strangled. OFS also began work on a [Video on the Lethality of Strangulation](#) in English and Spanish during 2019, released in 2020. Additionally, OFS provided **9 trainings** on the lethality and impact of strangulation to its partners.

Human Trafficking Collaboration & Case Management

On the issue of human trafficking, the Office of Family Safety coordinates community collaboration, offers trainings to increase victim identification, coordinates events to raise awareness and/or donations for victims, and provides human trafficking client services, including advocacy and case management.

In partnership with Cherished Hearts, Nashville's Human Trafficking Court, OFS provides case management services to clients of the Court and a trauma-informed perspective to the Court Team's work. Cherished Hearts Court is a program of Metro Nashville Courts led by Judge Ana Escobar and General Sessions Probation and includes partners from the DA's Office, End Slavery TN, Mental Health Co-Op, the Public Defender's Office, the Tennessee Bureau of Investigation, and Tennessee Center for Change.



Pouring sand at the 2019 "Red Sand Event," co-organized by OFS, to raise awareness of how human trafficking victims can fall through the cracks

In 2019, OFS also created the Nashville Human Trafficking Collaborative to bring together anti-trafficking partners to enhance collaboration on labor and sex trafficking cases and services. Participating agencies include AGAPE, the DA's Office, End Slavery TN, Epic Girl, General Sessions Judge Escobar, General Sessions Probation, Mary Parrish Center, Metro Nashville General Hospital, MNPd, Nashville Children's Alliance, Our Kids, TBI, Thistle Farms, YWCA, You Have the Power, and the US Attorney General's Office. There were **31 attendees** at the first meeting in November.

For events, training, and education on human trafficking, OFS provided the following:



18

Trainings on Human Trafficking



3

Outreach & Awareness Events



13

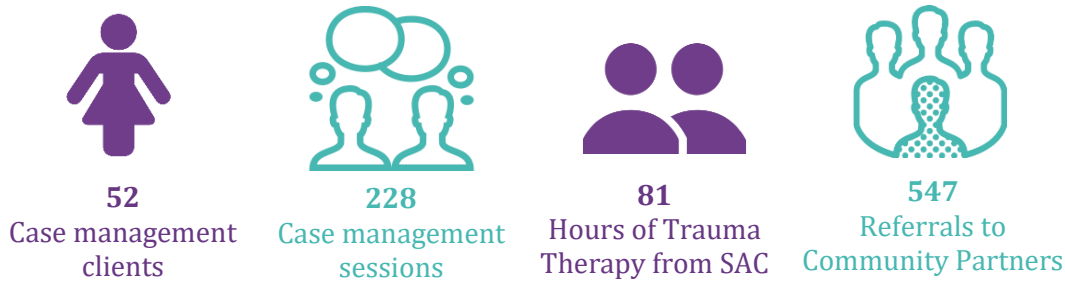
Diversion Classes with Education on Trafficking



HT Roll Call Video
With DAs Office & MNPd DVD



For case management and service provision, OFS provided the following in 2019:



Of the 52 clients provided case management, OFS worked with **37 victims** through the Human Trafficking Court and **15 victims** from FSC and partner referrals to link victims to resources and additional support. For OFS's case management sessions, 94 were completed at the FSC and 134 in the community. Additionally, OFS advocates identified and served **12 clients** who had experienced sex trafficking and **2 clients** who had experienced labor trafficking. Finally, OFS transitioned **54 clients** from experiencing homelessness to safe housing.



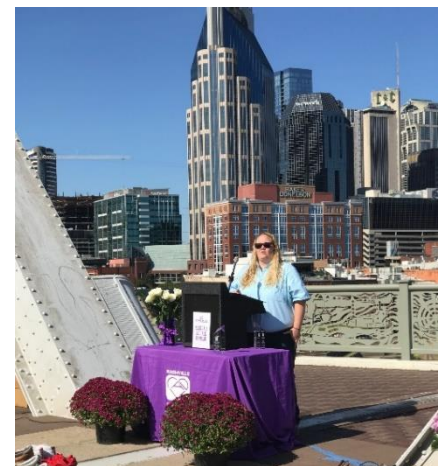
Cherished HEARTS Participants at Graduation Ceremony

"It feels so good to have everything coming together. Thank y'all at Cherished Hearts for giving me this chance and the resources I need to change my and my kids' lives. I will never in life forget any of y'all." ~ Cherished Hearts participant

Female Inmate Education Program or RISE

The Office of Family Safety's RISE program began in early January 2018 in partnership with the Davidson County Sheriff's Office in response to the high rates (over 80%) of incarcerated women who have experienced or will experience domestic or sexual violence in their lifetime. RISE helps participants build safer relationships through empowerment and education. The 6-week program is offered to incarcerated females.

RISE focuses on educating women about domestic and sexual violence with an additional focus on building healthy relationships and empowerment. Participants who finish the course receive a certificate for their achievement and community resources for safe reintegration back into society. In 2019, RISE received the Most Innovative Domestic Violence Program Award from the Nashville Coalition Against Domestic Violence (NCADV).



OFS receives NCADV's "Most Innovative Program Award" (pictured: OFS Inmate & Trafficking Coordinator, Bre Miller)

In 2019, OFS's RISE Program:



"I love how we can talk openly without feeling judged or different. There really isn't anything I don't like. I feel really good about this class."

~ RISE participant



Training, Outreach & Community Engagement



TRAINING & OUTREACH

OFS Trainings for Metro, FSC Partners & the Community

The Office of Family Safety's Training & Outreach Program enhances community outreach and education on interpersonal violence by creating curricula around various forms of interpersonal violence while also working with FSC partners to standardize and improve the quality of trainings on interpersonal violence offered to Metro employees, professional partners, and the community.

In 2019, OFS's outreach and training program grew exponentially. The reasons for this growth are as follows: 1) increased awareness with the opening of the new Family Safety Center; 2) OFS providing a mandatory "Domestic Violence in the Workplace" training for Metro employees; and 3) expanded training opportunities with FSC co-located partners.

This isn't something that is often talked about at work – I'm glad this training exists so we can all do better."

~ Training Participant

In 2019, OFS provided the following in trainings:



2744

Total Individuals Trained by OFS



1754

Metro Employees Trained



93

Total Trainings by OFS



680

Individuals Trained at the FSC



96%

Satisfied with Training

OFS also trained and provided technical assistance nationally. In 2019, OFS staff spoke at the Family Justice Center Leadership Conference in Oklahoma City, OK and at the National Coalition Against Domestic Violence Conference (NCADV) in Washington, D.C. OFS also continued to send its staff and partner agency staff to national conferences to bring back best practices from across the country to Nashville.

In 2019, OFS created the **FSC Training and Outreach Committee** managed by OFS staff. This Committee brings together trainers and outreach staff from FSC partner agencies every month to collaborate, share best practices, and broaden the reach of services provided by working together. Partners include AGAPE, the DA's Office, FiftyForward, MNPd DV Division, the Nashville Children's Alliance, the Sexual Assault Center, TN Coalition, You Have the Power, and the YWCA.



OFS Staff spoke on a DV & Restorative Justice Panel for the YWCA's Stand Against Racism Initiative (pictured: OFS Director of Training, Outreach & Development, LaToya Townsend with Judge Sheila Calloway, Sharon Roberson YWCA CEO, Verna Wyatt TN Voices for Victims, & Rasheedat Fetuga Founder of Gideons Army United,)



OFS speaks at National FJC Leadership Conference in Oklahoma City (pictured: Department Head, Diane Lance)



Trainings Topics & Audiences

Topics:

- Domestic Violence, Human Trafficking & Sexual Assault
- High Risk Indicators
- Orders of Protection
- Safety Planning
- Strangulation Prevention
- Trauma Impact & Trauma-Informed
- Victim Advocacy

Audiences:

- Judges & Commissioners
- Police & First Responders
- Attorneys – prosecutors, private, defense
- Service Providers
- Healthcare Providers
- Educators & Students
- Community Members



OFS speaks at National NCADV Conference in D.C. (pictured: Senior Director of Programs, Becky Bullard)

Training Spotlight: After an OFS training for Metro Employees, an attendee approached the OFS trainer asking if the FSC only served those currently experiencing abuse. The OFS trainer clarified that services could be for current or prior abuse. The individual went directly from the training to the FSC to receive services.

Community Outreach & Engagement

OFS's community outreach and engagement efforts grew substantially in 2019 to increase community awareness of the new Family Safety Center and the work of the OFS. OFS attended **19 outreach and awareness events** with approximately **3203 attendees** to disseminate information about the FSC. OFS also created **three new videos** with *Creative Communications LLC* to raise awareness about the FSC, the impact of abuse, and the history of Nashville's domestic violence movement. You can visit [OFS's YouTube Page](#) by searching "Metro Office of Family Safety" or click the icons below to view each video:



Nashville's Family Safety Center



There Will Come A Day



Wake Up

OFS created new social media accounts in 2019 including Facebook, Instagram, and LinkedIn. OFS's new website www.ofs.nashville.gov also launched in 2019, showcasing services at the FSC and JCAC, describing OFS programs, and providing information to help identify abuse. Engagements include:



78,505
Total Online
Engagements



65,932
Facebook Reach



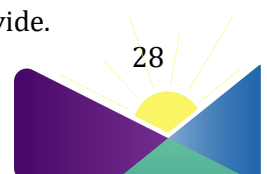
3452
Video Views



6,402
Website Users

Vulnerable & Marginalized Community Outreach

To increase service accessibility and awareness for clients from vulnerable and marginalized communities, OFS expanded its work through new partnerships and outreach to these communities. For Hispanic communities, OFS provided onsite advocacy at the Hispanic Family Foundation (HFF) and partnered with Legal Aid Society's Immigration Clinics to reach clients. In 2019, OFS formed an African American Outreach committee to coordinate efforts among partners to serve Nashville's Black communities. This committee includes the District Attorney's Office, the Sexual Assault Center, and TSU. OFS also sponsored extensive train-the-trainer events from the National Coalition Building Institute (NCBI) to ensure cultural humility in FSC agencies and the services to interpersonal violence victims that OFS and FSC partners provide.



VOICES Survivor Committee



The development of the FSC was informed by a committee of interpersonal violence survivors that provided feedback on building name, layout, and features. In 2019, OFS formalized the survivor committee as the VOICES Committee based on the VOICES national model from *the Alliance for Hope International*. In this group, survivors of interpersonal violence inform the Centers' services, provide feedback on outreach efforts, and advocate for survivors. The VOICES Committee provided valuable insight for OFS's operations and intake process in 2019 and gained **9 active members**. VOICES is critical to OFS's work because it is impossible to provide helpful services to survivors without survivors letting you know how best to do it.

FSC Tours

With the new Family Safety Center being one of the largest Centers in the country and the unique court-based Jean Crowe Advocacy Center, OFS staff fielded multiple tours and site visits throughout 2019 to groups looking to build their own Centers or with individuals interested in learning more about the Centers' services. These site visits included individuals and groups from Alabama, California, Georgia, Kentucky, Minnesota, New York, Nevada, North Carolina, Oregon, Wisconsin, Belgium, and from throughout the state of Tennessee.



Site Visit from North Carolina government officials and non-profits speaking with FSC Leadership

"Getting to see & experience the Family Safety Center for myself was invaluable & really reassured & excited me about referring people here. I wish there was a way for everyone to see it."

~ Training & Tour Participant



127
FSC & JCAC
Tours



828
People who Toured
the Centers



20
Out of Town
Site Visits

FSC Events



FSC staff painting "Hope Rocks" for FSC Clients at DV Awareness Month social

To make the Family Safety Center and Jean Crowe Advocacy Center places of support and teamwork, the OFS created internal events at the two Centers to engage partner staff and build relationships. These included "Mindful Mondays" for staff to practice mindfulness to mitigate the impact of trauma exposure and vicarious trauma, a book club to engage in discussions on related book topics, film screenings of related documentaries, and monthly FSC socials to bring building partners together for fun activities and team building. Both the FSC and JCAC hosted awareness month gatherings for Domestic Violence, Sexual Assault, Child Abuse, Human Trafficking, Elder Abuse, and End Gun Violence Awareness Months.

COMMUNITY SUPPORT

We are grateful for the many donations, volunteers, and interns that support our work each year.

Volunteers & Interns

In 2019, **48 interns and volunteers**, as well as **2 volunteer groups**, worked **7,400 hours** valued at **\$180,686.83** from 6 schools and 7 different majors.

Interns assisted with direct client services, providing trauma-informed play opportunities to children of FSC clients, firearms and strangulation flagging, hospitality, donation sorting and management, community outreach, research, and administrative tasks.

Three additional volunteer positions were added in 2019 to assist with special events, community outreach events, and donation drives. Volunteers also provided trauma-informed play opportunities for children of FSC clients and VOICES members. Additionally, volunteers assisted with donation gathering and organization, ensuring that any OFS client experiencing food insecurity could leave the FSC or JCAC with a food bag for themselves and their family.



OFS Staff with FSC interns (pictured: OFS Resource Coordinator, Courtney Kolb)

Donations

In 2019, OFS received approximately **16,589 donated items** valued at **\$43,978**. Recurring donation partners included Whole Foods, the Produce Place, the Nashville Food Project, Triple Crown Bakery, Laura Little (Little Lady Big Cause), Costco, and Nashville Diaper Connection.

Additionally, four new donations partnerships were established with OneGen, The Well, Starbucks, and the Homeless Period Project.

Individual (non-recurring) donations are also important to OFS clients. In 2019, **68 individual donors** contributed to OFS's donation pantry, and **11 organizations** hosted donation drives.



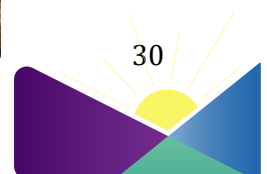
FSC interns at a Food Drive



Special Hope Cookies donated to Dept. of Children's Services & the FSC



FSC Food Pantry



CLIENT PERSPECTIVES

"Leaving the abusive relationship is not an event, it's a process. It is a game changer to have such a comprehensive response to a comprehensive issue. You have already been so healing and given such hope in my process."

"Thank you for helping me feel safer and protecting my children. I feel more confident that I will be taken care of and protected by the system."

"I am here for therapy for my daughter. I thank them for helping me and more because I can communicate in my language."

"My advocate is such a blessing! Heaven sent! She helped me in finding a safe place for my kids! Also provided me with lots of info for me and my family to get back on our feet again. Thank you all so much. Family Safety Center is definitely a program families like mine need."

"I just want to say thank you from the bottom of my heart for all your kindness and gentleness, just everything. Really I had no idea that there was this much help available to me. A little bit of hope has started to shine through today."



"The advocate was very thorough with listening and never made me feel like my story/issue wasn't important. From the moment I arrived all staff made me feel safe and supported. I'm grateful."

"I got lots of support and a lot of information regarding the U-Visa. These are people who love their jobs and help us with love and overall make us feel like we are not alone. I leave confident, and supported."

"The advocate and all other staff were very friendly and comforting from the moment I walked in the door. They made me feel safe, comfortable and empowered. The process was efficient and thorough. Nothing was forced and I felt ultimate respect was given at all times."

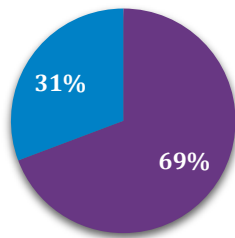
"I loved working with advocates. I was immediately relaxed; I felt comfortable and they were nice and very understanding. An intern helped me with my daughter and I felt like she was in great hands. The staff was very helpful. I love the snacks and the access to toys and multiple rooms. I felt like I am able to come and get help."

INTERPERSONAL VIOLENCE IN NASHVILLE

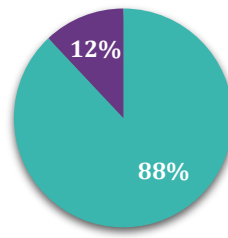
To understand the continued need for services from the Metro Office of Family Safety and its FSC partners detailed in this report, it is helpful to understand the scope of interpersonal violence in Nashville, TN.

Criminal Justice System Data Overview

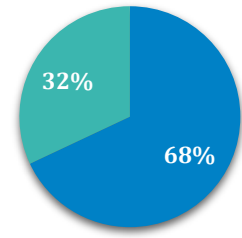
24,795 Domestic Violence Reports



524 Sexual Assault Reports



2,484 Child Abuse Reports

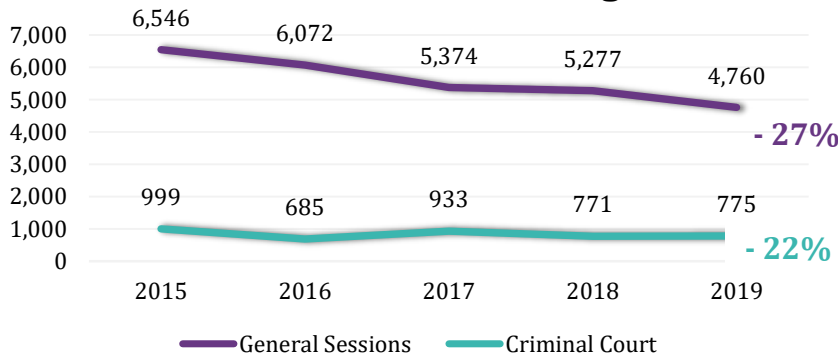


■ Intimate Partner ■ Non-Intimate Partner ■ Female ■ Male ■ Physical Abuse ■ Sexual Abuse

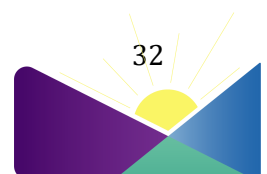
In 2019, the Metro Nashville Police Department (MNPD) received reports of **24,795 reports** of domestic violence with **17,174** reports between intimate partners, **524** sexual assault reports, **2,484** child physical or sexual abuse reports assigned, over **1300** elder abuse incidents, **10** sex trafficking reports, and **1** involuntary servitude report. Not all reports resulted in criminal warrants. These numbers under-represent interpersonal violence in Nashville as most victims do not report to law enforcement.

For criminal cases, Nashville does not currently collect data on all interpersonal violence trends in court; however, domestic violence case trends have been analyzed by the **Metro Office of Criminal Justice Planning (CJP)** since 2015 as a recommendation of the 2013 Nashville Safety & Accountability Assessment. In 2019, the CJP reported court data showing domestic violence charges filed on **4,760 defendants** in General Sessions Court and **775 defendants** in Criminal Court. The five years of CJP report data shows a continued downward trend of filings in domestic violence cases shown below.

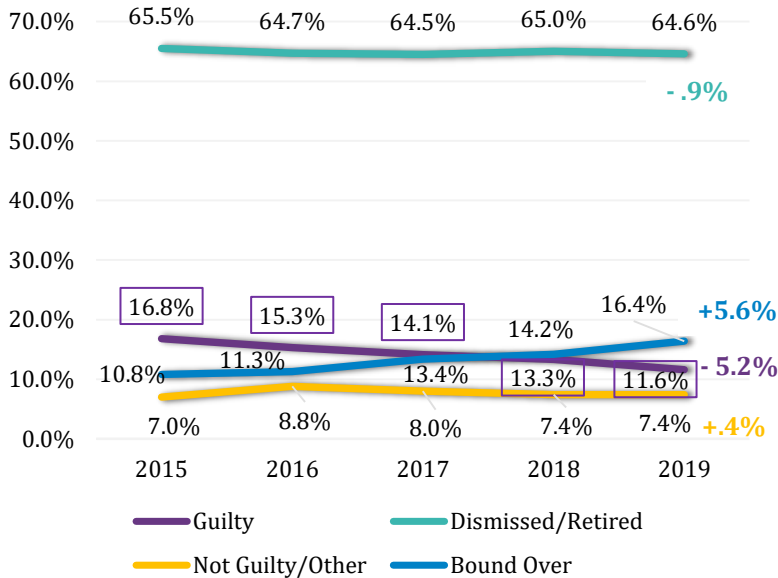
DV Defendant Case Filings



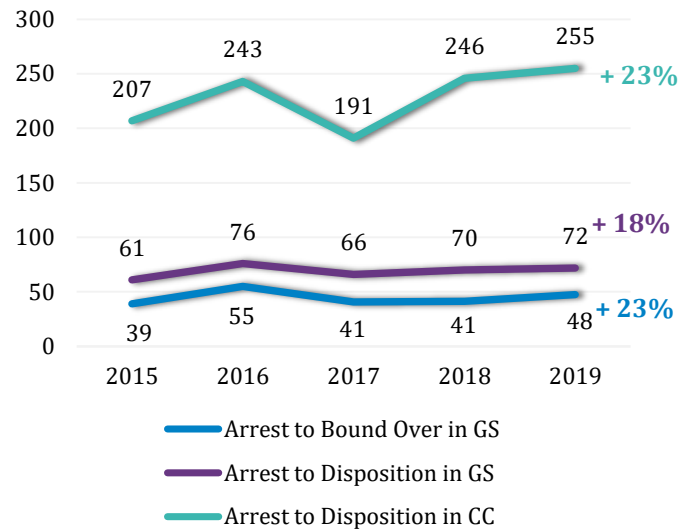
CJP data also shows rates of dismissed and retired cases remain steady while guilty dispositions have decreased and bound over cases have increased in General Sessions Court (chart on next page). Criminal Court has seen an **11% decrease in guilty** dispositions and a **6.6% increase in dismissals and retired** cases.



General Session Dispositions



Average Length of Bond Cases in Days



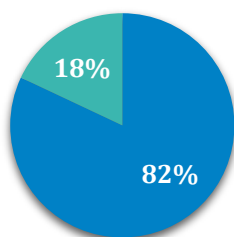
Over the past 5 years, the **time between arrest and disposition** of criminal cases has **increased by 18%** for General Sessions and **23%** for Criminal Court. Similarly, 2019 saw long waits between ex parte Orders of Protection (OPs) and full granted orders because the OPs were made to follow any unresolved criminal case. Between January and June 2019, **petitioners waited, on average, 48 days** (or 1.6 months) for an ex parte OP to be granted. The high end of the range that a petitioner waited for a full order was 182 days or 6 months, while the statute requires a hearing within 15 days. Over half of these Orders of Protection had at least one high-risk indicator.

Client Services Data Overview

Medical Forensic Exam & Forensic Interview Data

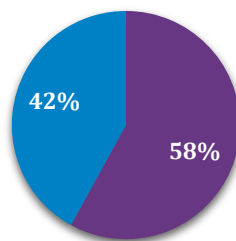
Nashville non-profits Our Kids and the Sexual Assault Center (SAC) provide forensic medical exams at their clinical facilities to children and adults, respectively, who have experienced sexual abuse. The Nashville Children's Alliance (NCA) provides child forensic interviewing in their offices at the Family Safety Center. In 2019, the Our Kids served **226 children** in Davidson County and provided **199 children** with a medical forensic exam. The Nashville Children's Alliance (NCA) provided **632 forensic interviews** for **215 children**.

226 Our Kids Clients



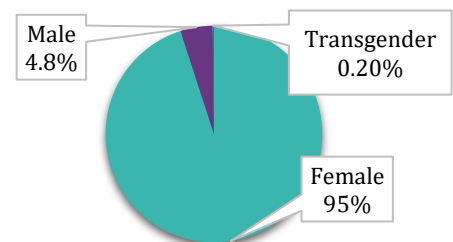
Female Male

215 NCA Clients

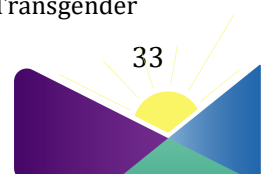


Female Male

185 SAFE Clinic Clients



Female Male Transgender



Nashville has dramatically increased the number of sexual assault exams provided to adults in Nashville by expanding exam access from prior years when Metro General Hospital was the sole provider to include Vanderbilt, TriStar Medical Center, and the Sexual Assault Center's SAFE Clinic. In the first full year of operations in 2019, **185 individuals** were served at the SAFE Clinic by Metro General's Traveling Sexual Assault Nurse Examiners (SANE) team. Metro General provided **143 additional exams**, Vanderbilt Medical Center provided **57 exams**, and TriStar Skyline Medical Center provided **28 exams**.

Shelter, Therapy & Advocacy Data

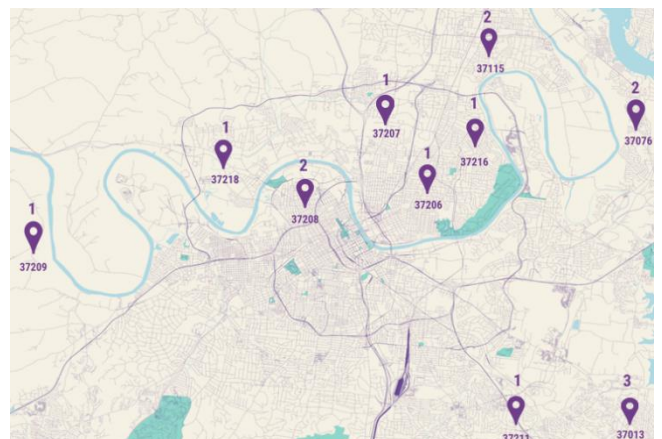
The following overarching figures provide a snapshot of services to interpersonal violence victims in Nashville in 2019:



Of the 4,217 OPs filed during 2019, OFS advocates assisted with **1,150 or 27%** of these OP petitions and AGAPE Morning Star advocates assisted with after-hours petitions for a total of **1,526 or 36%**.

Domestic Violence Homicide Data Overview

For domestic violence homicides (which include intimate partners, family members, and co-habitants), 2019 saw consistently high numbers throughout the city (map to the right). Out of the **15 domestic violence homicides**, **20%** of the individuals murdered were 18 & under (ages 6, 13, 18), **67%** were murdered by intimate partners, and **73%** of victims were women. Additionally, **two of the incidents were familicides**, where the perpetrator killed their intimate partner and their children or grandchildren. Four of the incidents were murder-suicides or attempted murder-suicides. Both familicides and murder-suicides have increased in frequency in the past few years in Nashville. To learn more about domestic violence homicide data, please see the OFS Domestic Abuse Death Review Team (DADRT) Annual Report here on our website: <https://ofs.nashville.gov/get-to-know-us/what-we-do/high-risk-programs/dv-fatality-review/>



Total Domestic Violence (DV) Homicides in Nashville 2010-2019

