



# 2020 Annual Report Summary

In a year of constant change and challenge from a tornado to a global pandemic, the Metro Office of Family Safety (OFS) and its partners showed enormous resiliency and adaptation to virtual service provision, team meetings, and trainings. The Family Safety Center remained open while the court-based Jean Crowe Advocacy Center was forced to temporarily close. Even with these challenges, OFS's services, collaboration, and outreach grew substantially.

## OFS Client Services



12,179 Client Visits



4,103 Individual Clients



29,032 Safety Enhancing Services\*



85% of Clients felt more Hopeful



71%

Increase in Visits



29%

Increase in Clients



29%

Increase in Safety Enhancements

\*OFS Safety Enhancements include filing for **Orders of Protection, Safety Planning, Danger Assessment, Needs Assessment, Referral Connection** to increase client safety.

"My advocate was **one of the nicest employees that I have ever worked with in any place for anything**. I have been scared for my life for about a year now, but it has gotten really bad in the last 3 months.. I did not realize the stress I was under until I got relief with this help and **I see a light at the end**. Thank you for all you do."

~OFS Client

## Family Safety Centers Partner Client Services



3,707 MNPDP Family Intervention Program Therapy Sessions



1,174 After Hours OPs from AGAPE



3,806 NCA Client Therapy Sessions & 421 Forensic Interviews



53 Mary Parrish Client Housing Intakes

\*Partner statistics do not include every FSC partner agency. Many services at the FSC shifted to virtual in 2020 with the exception of after-hours Orders of Protection and Forensic Interviews



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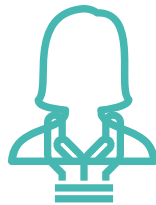
## OFS High-Risk Multi-Disciplinary Teams & Case Management



**83** OFS-hosted  
Multi-Disciplinary  
High-Risk Team  
Meetings



**1,081** High-Risk  
Case Reviews



**3,754**  
Stranglers  
Flagged



**4,630**  
Firearms  
Flagged



**72%**

**72%** of High Risk  
Case Reviews  
involved firearms.



**37** Human  
Trafficking Case  
Management  
Clients



**463** Case  
Management  
Sessions

*"...[W]hen all of this hardship in my life is over and have completely overcome all of the damage, I would really like to find a way to thank everyone for everything that all of you do... but you especially **I feel like you go out of your way** and outside of what is asked of you in your job. **I appreciate you so much.**"*

*~ Survivor of Human Trafficking/Case Management Client*

## OFS Training, Outreach & Community Engagement



**4818**  
Individuals  
Trained by  
OFS



**101**  
Trainings  
hosted by  
OFS



**244**  
Individuals  
toured the  
Centers



**2,386,996**  
Total Online  
Engagements



**34** interns and  
volunteers  
worked **6,607**  
hours



**5,793**  
donated  
items valued  
at \$19,105

*"I was BLOWN AWAY by my tour of your JCAC location. Blown. Away. I got a tour of **what I consider one of the most, if not the most, progressive, efficient, effective advocacy locations I have ever encountered, and I have seen a lot.** ~ JCAC Tour Participant (pre-COVID-19)*