

# Nashville's Family Safety Centers 2022 Annual Report



Metro Office of  
Family Safety

*Where Hope and Healing Begin*

# Message from the Director



Diane Lance

**Department Director:** *Diane Lance*

**Report Prepared for:** *The Honorable  
Mayor John Cooper*

**Prepared by:**

*Diane Lance, Department Director*

*Becky Bullard, Deputy Director of  
Programs*

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

Dear Nashvillians,

When I graduated from Vanderbilt University in 1989, each graduate was given a framed piece of art depicting the close relationship between crisis and opportunity. At 21 years old, it did not mean much to me but has been something I have appreciated over the years. Certainly, the last few years have been filled with more crisis than 21-year-old Diane ever would have imagined. But now, looking back on 2022, I can see how much opportunity has grown alongside it.

For OFS, 2022 was a year filled with optimism and hope as pandemic surges lessened throughout the year and our in-office work began to stabilize. While these developments were embraced, they came with hardships for OFS, our clients, and our professional partners.

Throughout 2022, OFS worked to address the following Covid-related challenges experienced by our staff, clients, and partners:

- **Trauma:** Family hardship & loss experienced by staff & clients
- **Talent:** Difficulties in retaining staff for in-person work
- **Waitlists:** Increase in clients needing longer-term support
- **Backlog:** Over-crowded domestic violence court dockets
- **Outreach:** Need to re-market the services offered at both Centers
- **Partnerships:** Need to re-establish professional partnerships

With a strong team supporting OFS and our city's two Family Safety Centers, we have not only regained lost ground but shifted our focus to where we need to grow, working to raise the bar nationally. Each challenge listed above became an opportunity:

- **Trauma:** A committee was created to focus on staff well-being
- **Talent:** OFS has the highest credentialed, diverse team in its history
- **Waitlists:** Dramatic decrease in wait with American Rescue Plan funds
- **Outreach:** OFS is in high-need Nashville communities daily
- **Partnerships:** OFS's Taskforces are not only meeting again but have established a citywide Interpersonal Violence Summit.

My Princeton, New Jersey hometown hero, Albert Einstein said, **"in the midst of every crisis, lies great opportunity."** I believe this to be true for any agency as fortunate as OFS - one that is surrounded and supported by a heroically talented team and partnerships.

Thank you to each of you that support us on this journey.

*Diane Lance*

Metro Office of Family Safety Department Director

# Family Safety Centers Team



## ***Co-located & Drop-In Partners:***

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

## ***Community Referral & Multi-Disciplinary Team Partners:***

Metro Civil & Criminal Courts (Clerks,  
 Probation, Judges)  
 Metro Development & Housing Agency  
 Metro Emergency Communication  
 Department  
 Metro Fire Department  
 Metro Homeless Services  
 Metro General Hospital  
 Metro Health Department  
 Metro Juvenile Court  
 Metro Nashville Public Libraries  
 Metro Nashville Public Schools  
 Metro Nashville Public Defender's Office  
 Metro Social Services  
 Ancora  
 Catholic Charities  
 Centerstone  
 Community Resource Center  
 Conexión Américas  
 Dept. of Veterans' Affairs, IPV Program  
 Epic Girl  
 Family & Children's Services  
 FiftyForward  
 Hispanic Family Foundation

Martha O'Bryan  
 Mental Health Co-op  
 Middle TN Mental Health Institute  
 Nurture the Next  
 Oasis Center  
 Open Table  
 Our Kids Clinic  
 Park Center  
 Safe Haven  
 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  
 Area hospitals (Metro General, St.  
 Thomas, TriStar Hospitals, Vanderbilt)  
 Colleges and universities (Belmont,  
 Lipscomb, Nashville State, Tennessee  
 State, Trevecca, Vanderbilt)

# Our Mission

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

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

## Our Centers

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

Nashville's **community-based** Family Safety Center (FSC) is located at 610 Murfreesboro Pike and is open Monday-Friday from 9 a.m.-5:30 p.m. for walk-in services and appointments. Emergency services are available after-hours and on weekends. **Phone:** 615-880-1100.

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

**Email:** [FSCINFO@jnsnashville.gov](mailto:FSCINFO@jnsnashville.gov)

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

# Family Safety Centers



## FSCs Client Overview

In 2022, both the Family Safety Center (FSC) & the Jean Crowe Advocacy Center (JCAC) saw **8,967 individual clients served** in **24,684 visits or sessions** by all Family Safety Centers' Partners. These clients experienced interpersonal violence, which includes domestic violence, sexual assault, human trafficking, stalking, child abuse, and elder abuse.

### Children at the FSC

Of these clients, **735 were children** who had experienced abuse indirectly or directly. If children were accompanying a caregiver receiving services, they engaged in play focused on them feeling "safe, seen, soothed, and secure." Child clients also received therapeutic services and forensic interviews at the FSC.



**24,684**

Total Client Visits to  
All FSCs Agencies



**735**

Total Children  
Served by All FSCs  
Agencies

# OFS Crisis Advocacy



**4,094**  
Individual OFS  
Advocacy Clients with  
**11,275 visits**

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

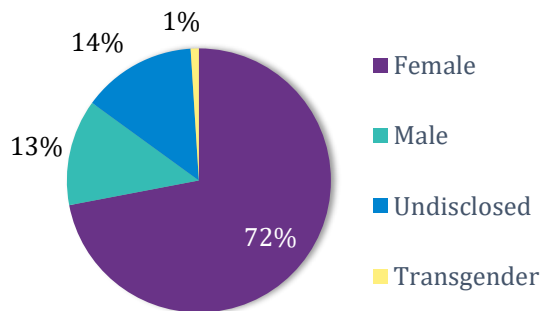
In 2022, OFS Crisis Advocacy Programs supported **4,094 total individual clients** in **11,275 total in-person or remote visits**. OFS also served **297 children** in 2022 at both Centers and **656 support people**.

Advocates provided a total of **23,381 safety-enhancing services**, including **1,367 Orders of Protection**, **3,224 Safety Plans**, and **1,504 Danger Assessments**. **92%** of clients identified domestic violence as their primary victimization while **4%** identified their primary victimization as stalking and **2%** as sexual assault. Additionally, **776** clients reported having been strangled and **368** reported threats with a gun from their abuser.

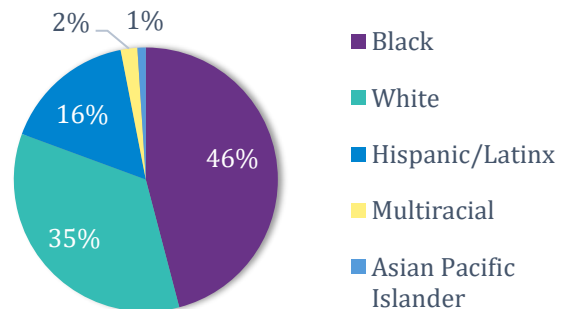


**23,381**  
Safety Enhancing  
Services

**Gender Identification**



**Advocacy Client Ethnicity**



## Client Quotes

*"I am very grateful that I came here today. Everyone was kind and genuine to me. I feel better knowing that I have resources and people that's willing to help me and my children in our time of need."*

# OFS Case Management

OFS's Case Management Program provides long-term support for high-risk and high-need interpersonal violence victims through goal setting and achievement, intensive referral support, and continuous risk and safety assessment. OFS Case Management Program supported **908 total individual clients** in **4,225 total visits**.

In 2022, OFS case managers provided clients with **2,765** safety enhancements and **1,740** community referrals. The average time clients were engaged in case management services was **5.5 months**.

## Client Story

A client and her child had been homeless for nearly 9 months & received housing support from the OFS Case Management Program and the Mary Parrish Center. The client was able to maintain two jobs & consistent transportation. The client also expressed that she felt better than she has ever before, empowered and strengthened to face whatever obstacles come her way, and has had the best sleep that she's ever had. During eight months in OFS's Case Management services, the client's Hope Score increased by 39 points.



**908**  
Individual OFS Case  
Management Clients with  
**4,225 visits**



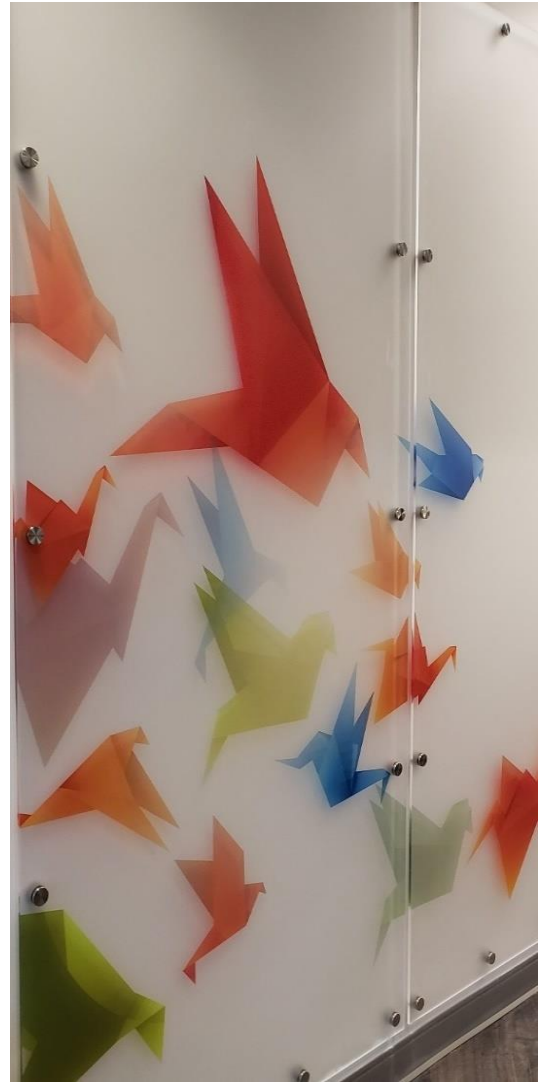
**2,765**  
Safety  
Enhancements



**+11.68**  
Average Hope  
Score Increase



**-65.18**  
Average Trauma  
Symptom Decrease



“The client’s  
Hope Score  
increased by **39**  
points.”



907

After Hours OPs  
from AGAPE



25,640

MNPD FIP Client Outreach  
Efforts to inform of Services



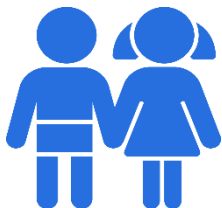
4,543

MNPD FIP Therapy  
Sessions



1,316

NCA Child  
Therapy Sessions



357

NCA Forensic Interviews  
Conducted

# AGAPE

AGAPE Morning Star's after-hours Order of Protection program at the Family Safety Center ensures that victims and survivors can receive services at all hours of the day, 7 days a week. In 2022, AGAPE advocates provided **907 after-hours Orders of Protection**. Additionally, these AGAPE clients may give consent to pass on their information to an OFS advocate for additional follow-up and possible case management when appropriate.

## Family Intervention Program

Metro Nashville Police Department's Family Intervention Program (FIP) is entirely co-located at the Family Safety Center and provides free, confidential therapeutic services as well as advocacy services to clients who have experienced violence. In 2022, FIP provided **over 4,543 counseling sessions and 1,506 advocacy sessions** at the FSCs. FIP advocates and therapists also reached out to over 25,000 clients to inform them of the FSC and FIP services.

FIP provides multiple support groups at the FSC for victims of domestic violence, robbery, and homicide and provided **88 group sessions** in 2022.

## Nashville Children's Alliance

The Nashville Children's Alliance (NCA) is fully co-located at the FSC and provides forensic interviews and therapy to children who have experienced abuse. In 2022, NCA provided **1,316 therapy sessions to children**, conducted **357 forensic interviews**, and provided **963 support sessions** for caregivers and families.



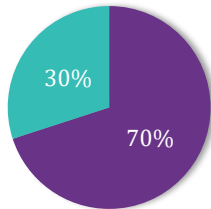
# MNPD Interpersonal Violence Branch

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

Detectives from each division meet with victims of crime at the Family Safety Center for all victim appointments and are also available to serve walk-in clients. MNPD **referred 436 clients** to OFS's Client Services Program in 2022.

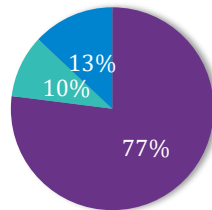


22,297 DV Cases Reported to MNPD



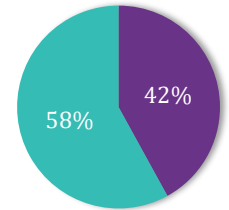
■ Intimate Partner ■ Non-Intimate Partner

907 Sexual Assaults Reported to MNPD



■ Female ■ Male ■ Unknown

767 Child Abuse Reported to MNPD



■ Physical Abuse ■ Sexual Abuse



## Drop-In Partners

The Family Safety Center is home to multiple partner agencies that provide a variety of services to people who have experienced interpersonal violence. Drop-in partners that are not fully co-located include the Department of Children's Services Child Abuse Investigative Team, the Mary Parrish Center's Domestic Violence Coordinated Entry Program, the Legal Aid Society of Middle Tennessee, Fifty Forward Victory over Crime Program, and the Sexual Assault Center.

These agencies work with partners in the building to provide additional wrap-around services to child and adult clients.

# Jean Crowe Advocacy Center



## Court Advocacy Clients

In 2022, the court-based Jean Crowe Advocacy Center (JCAC) saw **1,905 client visits** for advocacy in criminal and civil court cases as well as 82 children, 371 support people, and 191 witnesses. JCAC advocates provided **1,844 court escorts** and **3,332 court preparation** calls.

### Client Stories

A client was in the JCAC waiting to go to the courtroom. Her abuser had strangled her and she was terrified to testify about what had happened. As an OFS advocate was working with her, the client began to have a panic attack. The OFS advocate helped the client with her breathing while OFS staff brought in a therapy dog to sit with her. After some time, the client's panic attack subsided as she hugged the therapy dog for comfort.



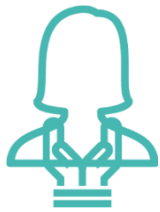
**1,905**  
Client Visits to the JCAC



**3,332**  
OFS Court Preparation Calls  
to Clients

# High-Risk Flagging

OFS flags all Circuit and General Sessions OP dockets and all Domestic Violence General Sessions criminal dockets for individuals with evidence of firearms possession or strangulation in criminal affidavits, OP petitions, criminal histories, and LAPs. In 2022, OFS reviewed **12,334** criminal defendants and OP respondents and flagged **6,000 (or 49%)** as having access to firearms and **4,868 (or 39%)** as being a strangler.



**4,868**

Stranglers Flagged



**6,000**

Abusers Flagged  
for Firearms



# Volunteer Attorneys

OFS, the Legal Aid Society of Middle Tennessee and the Cumberland (LAS), and AGAPE partner to improve access to free civil legal representation for high-risk interpersonal violence. In 2022, OFS advocates made **183 volunteer attorney referrals to LAS or AGAPE** who work with these clients on Orders of Protection, custody, and divorce proceedings. LAS also works with volunteer lawyers from 16 law firms.

# District Attorney's Office

The District Attorney's Office of Davidson County meets daily with clients at the JCAC to provide information about prosecution and the court process. The DA's Office also holds Early Intervention Meetings (EIMs) at the JCAC where they meet with victims within 48 hours of an offender's arrest. The DA's Office also **referred 169 clients** to the JCAC or FSC.

“The client's panic attack subsided as she hugged the therapy dog for comfort.”

# Teams & Taskforces



## Collaborative Teams

Both Family Safety Centers host multiple team meetings on issues of interpersonal abuse and all FSCs' partner agencies utilize Center space to gather diverse teams for case review meetings. In 2022, the Family Safety Centers' **9 multi-disciplinary teams** hosted **201 meetings**.

Additionally, the **Leadership Committee of the Family Safety Centers** works collaboratively to improve the Family Safety Centers' efforts to improve victim safety and offender accountability. Committee members include leadership from both Centers' onsite or drop-in agencies that provide client services or victim response. The **FSCs Leadership Committee met 4 times** and worked on developing pathways for staff "re-entry" into the Centers after COVID and brainstormed staff retention strategies.



**201**  
Multi-Disciplinary  
Team Meetings



**9**  
Multi-Disciplinary  
Teams, Taskforces, or  
Committees at FSC

# IPV Taskforces

Nashville has had multiple taskforces on Interpersonal Violence (IPV) over the years. In 2022, the FSC Leadership Committee decided to hold a single Taskforces Meeting Day 3x per year in 2023 for these various teams to meet.

## Sexual Assault Taskforce

The Sexual Assault Taskforce **met 4 times** in 2022 and focused on the expansion of the Sexual Assault Center's Safe Bar initiative as well as increased energy around investigations and prosecution as a result of the creation of a new special prosecutor on sexual assault and sex trafficking cases.

## Strangulation Taskforce & Medical Committee

The Strangulation Taskforce **met 3 times** in 2022, finalized the city-wide Strangulation Response Protocol, and began planning for the 2023 Strangulation Awareness Day, including **filming a Strangulation PSA** (left).

The Medical Committee met **3 times** and focused on staffing the FSC's exam room, creating hospital IPV best practices, and strangulation forensic exams.



# Case Review Teams

Multiple high-risk case review teams operate out of the Family Safety Center.

## Child Protective Investigative Team (CPIT)

CPIT is coordinated by the Nashville Children's Alliance and brings together MNPD's Youth Services Division, the DA's Office Child Abuse Unit, the Department of Children's Services, and Our Kids. CPIT **met 98 times** in 2022 to review a total of **1,545 cases** of child physical and sexual abuse as well as neglect.



**1,545**  
Child Abuse &  
Neglect Cases  
Reviewed

## Vulnerable Adult Protective Investigative Team (VAPIT)

VAPIT is coordinated by the District Attorney's Office and **met 12 times** to review **1,331 cases** in 2022. This team consists of professionals focused on vulnerable adults including the DA's Office Vulnerable Adult Prosecutor, the MNPD DV VAPIT Unit, Adult Protective Services, and FiftyForward Victory Over Crime.



**1,331**  
Vulnerable Adult &  
Elder Cases  
Reviewed

# OFS High-Risk Teams

OFS coordinates multiple teams out of the Family Safety Center that focus on high-risk cases of intimate partner domestic violence, sexual assault, and human trafficking.

## High-Risk Intervention Panel (HRIP)

HRIP is coordinated by OFS and is a multi-disciplinary team that works to identify and better respond to high-risk intimate partner domestic violence, sexual assault, and human trafficking cases. The team consists of partners from MNPd, the DA Office, Juvenile Courts, Metro Social Services, and multiple non-profits. In 2022, the Panel conducted **1,221 case reviews** and **met 64 times**. HRIP also flags specific risk factors for abusers and victims (left) and noted **241 high-risk incidents** where **children were present**.

## Domestic Abuse Death Review Team (DADRT)

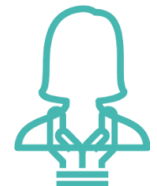
DADRT is coordinated by OFS and includes MNPd, the DA's Office, Metro Department of Health, Metro Social Services, Vanderbilt University, multiple non-profits, community members, and survivors. In 2022, the Team **met 8 times** to review all **19 homicides in 2022** and an in-depth review of an intimate partner murder-suicide. The in-depth review examined gaps in the criminal justice system while highlighting changes implemented as a result of the murder to improve victim safety.

## Statewide Fatality & High-Risk DV Committee

The Statewide Committee is coordinated by OFS and includes **22 members representing leadership from over a dozen communities across Tennessee** working to prevent domestic violence homicides statewide. The team **met 5 times** in 2022 and conducted a **case review of a domestic murder-suicide** in a rural area.



**1,221**  
Intimate Partner  
High-Risk Case  
Reviews



**828**  
Or 68% Stranglers  
on HRIP



**782**  
Or 64% Firearms  
Users on HRIP



**210 & 154**  
Sex Offenders &  
Potential Traffickers



### HRIP Success

*HRIP reviewed a case of an abuser who strangled his victim and pulled a firearm on her. HRIP referred the case to the AUSA's office since the abuser was prohibited from owning a gun. The U.S. Marshalls arrested the offender on supervised release violations.*

# Education & Engagement



## Training & Technical Assistance

OFS provides in-person and virtual training and technical assistance to local, state, and national organizations and communities. In 2022, OFS provided a total of **202 live trainings** (a 26% increase from 2021) to **6,515 individuals**. **9,790 total people were trained including those accessing on-demand content**. OFS also presented at the National Conference on Crimes Against Women & the International Alliance for Hope Family Justice Center Conference and received the **MNPD Community Service Award** for OFS's 14-week training on IPV for MNPD.

2022 brought the launch of new initiatives, including OFS's **Interpersonal Violence Training Institute**, a 7-week intensive certificate program for new victim services professionals, with 50 participants. OFS also hosted the **1st Annual Statewide Family Justice Center Conference** at Montgomery Bell State Park (photo above). Ninety-six attendees representing 14 counties and each FJC across Tennessee attended the conference.

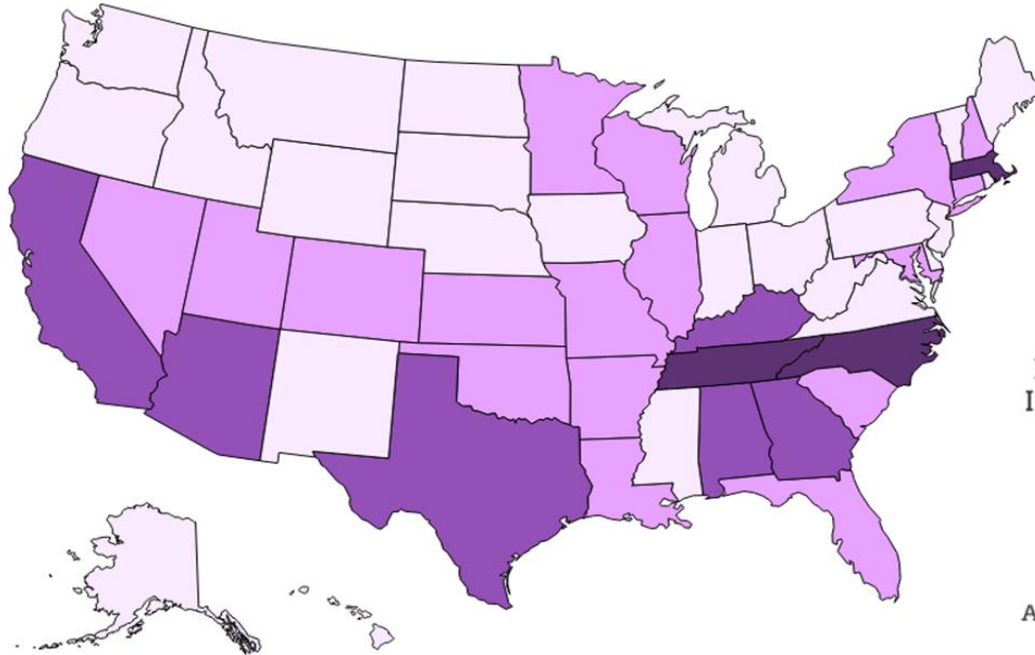


**9,790**  
Total Individuals  
Trained by OFS



**202**  
Live Trainings  
provided by OFS

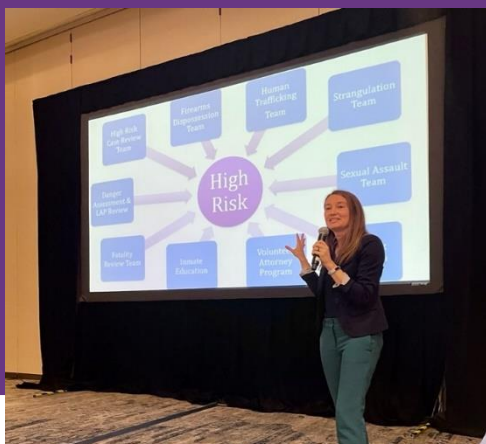
## OFS Training & Technical Assistance



## Site Visits & Tours

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

In 2022, OFS hosted **40 tours or site visits** with **154 participants** from Nashville, Tennessee cities, and national delegations from Chicago, the Monterrey Health Department from California, and North Carolina.



## Technical Assistance Success

*"It was an honor to have the Nashville team speak with us on developing a High-Risk Team and the tools to get us started. Today's discussion was another great example of how FJC's come together in supporting and championing each other! We learned so much and looking forward to the continued work with all of our partners." – Georgia FJC Partners*



# Events

OFS and its partners hosted events throughout the year at the Family Safety Centers to raise awareness about interpersonal violence.

OFS proposed a proclamation for the **first Advocate Appreciation Day in April**, sponsored by Metro Council Members Zulfat Suara and Burkley Allen. For the first annual celebration, OFS hosted the Council Members and advocacy staff to celebrate their amazing work and dedication to supporting survivors of interpersonal violence on their path to healing.

In June, OFS hosted the **annual Red Sand Human Trafficking Awareness Event** where attendees listened to expert and lived-experience speakers on the realities of human trafficking in Nashville and participants poured red sand in the cracks of the sidewalk to raise awareness for how trafficking survivors can fall through the cracks.

In October, the FSC hosted author, Dr. Anne DePrince, to speak about her book “Every 90 Seconds” and every community member’s role in ending interpersonal violence. OFS also supported and participated in the **18<sup>th</sup> annual “Meet Us at the Bridge” ceremony**. The event remembered fourteen individuals, including three children, who were murdered in an act of domestic violence the past year in Nashville. Additionally, OFS’s Assistant Director at the Jean Crowe Advocacy Center, Ashley Cathey, was awarded the “Outstanding Service Provider Award” at the Bridge ceremony.



# Community Outreach

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



## In the Community

In 2022, OFS reached 2,328 people at in-person community events, and 3,085 OFS materials were distributed in locations frequently accessed by underserved populations. OFS also hired 2 community advocates in 2022 to increase outreach and service provision within vulnerable and marginalized communities.

Additionally, FIP started a new outreach effort to salons to educate on abuse and FSC services and visited **257 beauty salons** in 2022.

## Online & in the Media

OFS or the FSCs were mentioned **30 times in the news media** in 2022 and OFS reached **11,404 community members** about the FSCs' services through Spanish-speaking media.

Community members engaged with OFS & the FSCs **205,474 times** online, including 105,939 Facebook Post reaches, 27,311 video views, and 72,224 website views.



**205,474**  
Total Online Engagements



**105,939**  
Facebook Reach



## Equity Learning Participant Quote

*"I think this was a great learning experience. I think it was great to just be oneself around others knowing it is a safe place and judgment free. I appreciated the staff presenting and taking the time to be there with us and teach us the importance of understanding diversity." – FSC Partner Staff*

# VOICES

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

VOICES has **7 active members who met 9 times** in 2022. VOICES led multiple activities for the FSCs including Thanksgiving boxes for Mary Parrish Center families, a “Self-Care Night” with yoga and manicures for Mary Parrish Center clients, and a food drive.

Additionally, VOICES members staffed the **Meet Us at the Bridge** event, providing resources for surviving family members, and spoke at the **1<sup>st</sup> Statewide Family Justice Center Conference**.



## Interns, Volunteers & Donations

OFS depends on interns, volunteers, and donations to support the work of the FSCs. Interns and volunteers provide direct services to clients, help with high-risk flagging, support outreach activities, and assist with donations. Interns and volunteers worked **6,629 hours** in 2022, valued at \$159,937.45 or 3.47 advocate positions. Interns and volunteers served **1,796 clients** in some capacity.

Three HABIT dogs and their owners provided **254.5 hours of therapeutic visits** to staff and clients. One therapy dog’s owner, Stephanie, said, “Polly (therapy dog) looks forward to coming. Every time I bring out her red HABIT bandana, she runs to the car with excitement and knows it’s time to go to ‘work.’ It means the world to us that we can come.”

In 2022, **4,568 items were donated** to the FSCs, valued at \$39,783.99. There were **54 total donors** throughout the year, including 31 first-time donors.

Four reoccurring donors provided essential support for FSC clients and children. These donors include Whole Foods, Blue Sky Cottage, Nashville Food Project, and Imagination Library.



