

Nashville's Family Safety Centers

ANNUAL REPORT

20
23



Metro Office of
Family Safety

Message from the Director

Dear Nashvillians,

I remember standing in a line years ago and seeing a sign behind the counter saying, “*My job would be so much easier without the customers.*” The sign made me laugh at the dichotomy of how customers can be challenging, but without customers, there would be no job. Whether it be a shoe store or a family safety center, the goal of quality customer service is for customers to return and refer others for the same kind of help. Customer service is particularly important for those in dire need. **Accessing helpful services in a crisis is overwhelming, and prioritizing good customer service can be life-changing.**

Here at Metro’s Office of Family Safety and its two Family Safety Centers, **we want victims of interpersonal violence to return to us again and again** for help with new or continuing needs. We also want them to tell others experiencing abuse so they will know that they are not alone, and help is available. This is the standard we strive for every day.

A few years ago, I struggled to find my physician’s new office in St. Thomas Hospital, wandering corridor after corridor like a confused mouse in a maze. Lost within the many sterile white hallways of closed doors, I became increasingly stressed and overwhelmed. After ten minutes, which felt like thirty, I found an employee. When I showed her the office suite number, she smiled and said, “I know exactly where you are going” and she started to walk me there. Not wanting to take her away from her work, I said, “No, that’s okay, I can follow your instructions.” Instead of sending me on my way, she said, “**Oh, no bother at all; it can still be confusing, so let me walk you there.**”

Despite her job duties, this woman remembered that customers and their experience are always the top priority. I was so impressed that I thought about the feeling good customer service vs. poor customer service creates. Good customer service, especially for victims of abuse, can create **feelings of being relieved, grateful, safe, empowered, supported, respected, and hopeful**. In contrast, poor customer service can create feelings of being discouraged, lonely, angry, worried, overwhelmed, vulnerable, confused, and hopeless.

When it comes to helping victims of abuse navigate complicated systems, as well as their trauma and grief, all those customer service skills are essential in relieving the heavy burdens of uncertainty, fear, isolation, and self-blame. Our Centers strive for continuous improvement and are designed to be the place where, no matter who you speak with, **you have the right person at your side, walking with you along the way.**

Diane Lance

Metro Office of Family Safety Department Director



Diane Lance

Department Director: *Diane Lance*

Report Prepared for: *The Honorable
Mayor Freddie O’Connell*

Prepared by:

Diane Lance, Department Director

*Becky Bullard, Deputy Director of
Programs*

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

Family Safety Centers Team



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
Bridges for the Deaf and Hard of Hearing
Catholic Charities
Centerstone
Community Resource Center
Conexión Américas
Dept. of Veterans' Affairs, IPV Program
Epic Girl
Family & Children's Services
FiftyForward
Hispanic Family Foundation

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 Branch of Nashville
The Next Door
The U.S. Attorney General's Office
Thistle Farms
Voices for Victims
You Have the Power
Area hospitals (Metro General, St.
Thomas, TriStar Hospitals, Vanderbilt)
Colleges and universities (Belmont,
Lipscomb, Fisk, Nashville State,
Tennessee College of Applied
Technology, 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 vulnerable adult abuse, sexual assault, stalking, & human trafficking while maintaining the emotional wellness of service providers. This is accomplished in OFS's court and community-based Family Safety Centers through client advocacy, training, outreach, multidisciplinary teamwork, & collaboration.

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

Our Centers

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

Nashville's **community-based** Family Safety Center (FSC) is located at 610 Murfreesboro Pike and is open Monday-Friday from 8 a.m.-5:30 p.m. for walk-in services and appointments. Emergency services are available after hours and on weekends. **Phone:** 615-880-1100.

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

Email: FSCINFO@jnsnashville.gov

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

Family Safety Centers



FSCs Client Overview

In 2023, both the Family Safety Center (FSC) & the Jean Crowe Advocacy Center (JCAC) saw **10,935 individual clients served** in **28,205 visits or sessions** by all Family Safety Centers' Partners. These clients experienced interpersonal violence, which includes domestic violence, sexual assault, human trafficking, stalking, and child & vulnerable adult abuse.



28,205

Total Client Visits
with all FSCs Agencies

Children at the FSCs

Of these clients, **877 were children with 1,620 visits** who had experienced abuse directly or indirectly. If children were accompanying a caregiver receiving services, they engaged in play focused on feeling "safe, seen, soothed, and secure." Child clients also received therapeutic services and forensic interviews at the FSC from the Nashville Children's Alliance (NCA).



1,620

Total Children Visits
to all FSCs Agencies

OFS Crisis Advocacy

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

In 2023, OFS Crisis Advocacy Programs supported **5,029 individual IPV clients** in **11,509 in-person, community, or remote visits**. OFS also served **367 witnesses, 393 children, and 1,177 support people in both Centers**. At the Family Safety Center, 1,304 clients were provided advocacy services, while the Jean Crowe Advocacy Center served 1,708 IPV clients.

Advocates provided **25,705 safety-enhancing services**, including **1,132 Orders of Protection, 3,770 Safety Plans, and 1,429 Danger Assessments**. **94%** of clients identified domestic violence as their primary victimization, while **5%** identified their primary victimization as stalking and **1%** as sexual assault. Additionally, **754** clients reported having been strangled, and **312** reported threats with a gun from their abuser. **85%** felt more knowledgeable about resources, **77%** felt more hopeful, and **77%** could better identify their level of risk after receiving services.



25,705
Safety Enhancing
Services

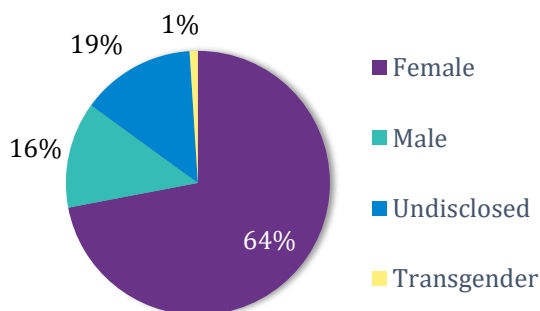


5,029
Individual OFS
Advocacy Clients with
11,509 visits

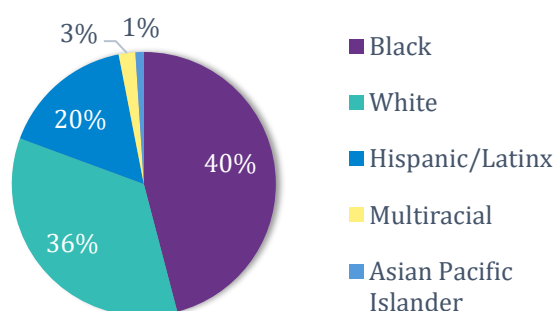


77%
Felt more
Hopeful

Gender Identification



Advocacy Client Ethnicity



Client Quotes

"The service and knowledge that has been given here is amazing. I have been treated with the upmost respect. I feel very safe and secure here."

OFS Case Management

OFS's Case Management Program provides long-term support for high-risk and high-need interpersonal violence victims through goal setting and achievement, intensive referral support, and continuous risk and safety assessment. OFS's Case Management Program supported **936 total high-risk clients** in **5,995 total visits**. These clients are referred from the OFS advocacy program, FSC & JCAC partner agencies, and the Cherished Hearts Human Trafficking Court.

In 2023, OFS case managers provided clients with **2,373** safety enhancements and **1,263** community referrals. OFS's Case Management team worked with community partners **2,654** times to ensure resource coordination.

Support Groups

OFS's Case Management team provided **53 psychoeducational groups** in 2023. These include the RISE group for women at the Behavioral Care Center and the Cherished Hearts Human Trafficking Court group, as well as two new groups at Juvenile Court and the Family Safety Center. These groups had a total of **335 participants**.

Client Story

A client and her two children came to the FSC seeking an Order of Protection. The client presented with multiple victimizations and scored as "extreme danger" on the Danger Assessment. The OFS advocate referred the client to the High-Risk Intervention Panel (HRIP) and OFS's Case Management program. In case management services, the client's case manager streamlined services and community referrals. The HRIP assisted with a consistent flow of communication to the client about her case. While in services, the client obtained emergency shelter, employment, immediate resources, and transitional housing through the Mary Parrish Center. The client told OFS, "You are the best of the best....for helping me and my family, thank you... you were with us from the beginning till the end. Thank you...you have no idea how much you helped me and my kids again."



936
OFS Case
Management Clients
with **5,995 visits**



2,373
Case Management
Safety
Enhancements



+7.22
Average
Monthly Hope
Score



-8.78
Average Monthly
Trauma Symptom
Decrease



"You are the
best of the
best...for
helping me
and my
family, thank
you."



555

After Hours OPs
from AGAPE



1,400

MNPD FIP Client Advocacy
Sessions or Appointments



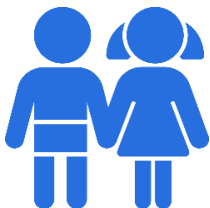
4,649

MNPD FIP Therapy
Sessions



1,227

NCA Child
Therapy Sessions



429

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 all day, seven days a week. In 2023, AGAPE advocates provided **555 after-hours Orders of Protection**. Additionally, these AGAPE clients may consent to pass on their information to an OFS advocate for additional follow-up on services needed and possible case management when appropriate.

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 2023, FIP provided **4,649 counseling sessions and 1,400 advocacy sessions or appointments** at the FSCs.

FIP provides multiple support groups at the FSC for victims of domestic violence, robbery, and homicide and provided **157 group sessions** in 2023.

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 2023, NCA provided **1,227 therapy sessions to children**, conducted **429 forensic interviews**, and provided **347 support sessions** for caregivers and families.

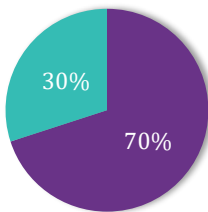
MNPD Interpersonal Violence Branch

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

Detectives from each division meet with victims of crime at the Family Safety Center by appointment or as walk-ins. MNPD **referred 281 clients** to OFS's Client Services Program in 2023.

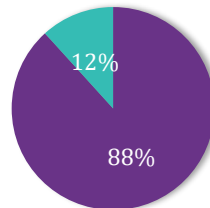


23,068 DV Cases Reported to MNPD



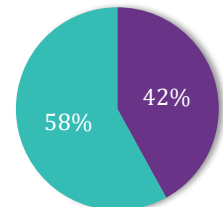
■ Intimate Partner ■ Non-Intimate Partner

915 Sexual Assaults Reported to MNPD



■ Female ■ Male ■ Other .2%

911 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



Court Advocacy Clients

In 2023, the court-based Jean Crowe Advocacy Center (JCAC) saw **2,920 client visits** for criminal and civil court advocacy as well as 204 children, 246 support people, & 367 witnesses. JCAC advocates provided **756 court escorts & 2,760 court preparation** calls, including **847 OP petitioners** contacted before court or at the OP docket from reviewing **1,956 handwritten OPs** for high-risk indicators.



2,920

Client Visits to the JCAC

Client Stories

A client came to the JCAC on a domestic violence court case and needed resources, as the client was experiencing homelessness, among other barriers. The client was supported by JCAC staff while she waited in the center for court and was given clean clothes, food, and other resources. The client wanted to change into the new clothes immediately, and when she exited the bathroom in the new clothes she was given, she stated excitedly that she “felt like a new person.”

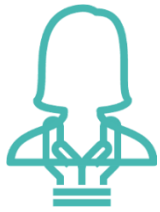


2,760

OFS Court Preparation Calls
to Clients

High-Risk Flagging

OFS flags and sends court partners daily information about individuals with evidence of firearms possession or strangulation who will be in court for a criminal case or OP the following day. In 2023, OFS reviewed **13,606** criminal defendants and OP respondents & flagged **6,136 (or 45%)** as having access to firearms and **4,969 (or 37%)** as being a strangler. OFS also reviewed **6133 cases** (criminal or OPs) for compliance with legally required firearms dispossession forms. **253 offenders** were found out of compliance, and the courts, prosecutors, and police partners were notified to hold offenders accountable.



4,969
Stranglers Flagged




6,136
Abusers Flagged
for Firearms

District Attorney

The District Attorney's Office of Davidson County meets daily with clients at the JCAC to provide information about prosecution and the court process. The DA's Office also holds Early Intervention Meetings (EIMs) at the JCAC, where they meet with victims within 48 hours of an offender's arrest. They held **404 EIMs** in 2023. The DA's Office also **referred 262 clients** to the JCAC or FSC.

Volunteer Attorneys

OFS, the Legal Aid Society of Middle Tennessee and the Cumberlands (LAS), and AGAPE partner to improve access to free civil legal representation for high-risk interpersonal violence. In 2023, OFS advocates made **229 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.



“When the client exited the bathroom in the new clothes she was given, she stated excitedly that she “felt like a new person.”

Teams & Taskforces



Collaborative Teams

The Family Safety Center hosts numerous team meetings on issues of interpersonal abuse, and all partner agencies utilize Center space to gather diverse teams for case review meetings. In 2023, the Family Safety Center's **11 multi-disciplinary teams** hosted **168 meetings**.

Additionally, the **Leadership Committee of the Family Safety Center** works collaboratively to enhance the FSC's efforts to improve victim safety and offender accountability. Committee members include leadership from both Centers' onsite or drop-in agencies that provide victim and survivor assistance. In 2023, the **FSC's Leadership Committee met 3 times** to discuss our teamwork and to plan the new Interpersonal Violence (IPV) Taskforces Meetings and the 2nd biannual IPV Summit.



168
Multi-Disciplinary
Team Meetings



11
Multi-Disciplinary
Teams, Taskforces, or
Committees at FSC

IPV Taskforces & IPV Summit

IPV Taskforce Meetings

In 2022, the FSC Leadership Committee decided to condense meetings and create a large IPV Taskforce with Co-Chairs for each main IPV topic area – child abuse, domestic violence (including firearms dispossession, strangulation & stalking), human trafficking, sexual assault, and vulnerable adult abuse. In 2023, Co-Chairs hosted two all-day Taskforce meetings with partners from police, prosecutors, metro departments, and non-profits. Subcommittees were formed to address juvenile human trafficking, a city-wide awareness campaign, and medical response to IPV.

2nd IPV Summit

The Taskforce meetings culminated in the 2nd biannual IPV Summit in October 2023 (see photo on p.11 & below). This all-day event included **70 attendees** and **26 expert panelists** who provided insight on the current state of Nashville's IPV work and innovative paths forward. Additionally, the day was informed by an anonymous **survey completed by 120 participants**. The recommendations from the Summit & a 10-year review of how Nashville's IPV work has grown since the original Safety & Accountability Assessment will be published in 2024 to help guide Nashville's future IPV work.



FSC Case Review Teams

Multiple case review teams that focus on cases of intimate partner violence, sexual abuse, human trafficking, & child & vulnerable adult abuse operate out of the FSC.

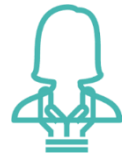


1,144

Intimate Partner High-Risk Case Reviews

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 2023, the Panel conducted **1,144 case reviews** and **met 63 times**. HRIP also flags specific risk factors for abusers and victims (see icons on left) and noted **373 high-risk incidents** where **children were present or where the abuser had a history of harming children**.



885

Or 77% Stranglers on HRIP



826

Or 72% Firearms Users on HRIP

Domestic Abuse Death Review Team (DADRT)

DADRT is coordinated by OFS and includes MNPd, the DA's Office, Metro Health Dept., Metro Social Services, Vanderbilt University, multiple non-profits, community members, and survivors. In 2023, the Team **met 6 times** to review all **12 homicides from 2023** and an in-depth review of a familicide. The in-depth review examined opportunities for early intervention with people who are at risk for domestic violence perpetration and victimization. (see DADRT Reports at ofs.nashville.gov)



268 & 76

Sex Offenders & Potential Traffickers

Statewide Fatality & High-Risk DV Committee

The Statewide Committee is coordinated by OFS & includes **27 members representing leadership from over a dozen communities across Tennessee** working to prevent DV homicides statewide. The team **met 4 times** in 2023.



1,613

Vulnerable Adult & Elder Cases Reviewed

Vulnerable Adult Protective Investigative Team (VAPIT)

VAPIT is coordinated by the District Attorney's Office and **met 12 times** to review **1,613 cases** in 2023. 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.



1,853

Child Abuse & Neglect Cases Reviewed

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 70 times** in 2023 to review a total of **1,853 cases** of child physical and sexual abuse as well as neglect.

13

Education & Engagement



Training & Technical Assistance

OFS provides in-person and virtual training and technical assistance to local, state, and national organizations and communities.

In 2023, OFS provided **191 live trainings** to 5,989 individuals. **13,242 people were trained, including those accessing on-demand content (a 35% increase from 2022)**. OFS trained several national audiences in 2023, including speaking at a regional conference in Georgia and training groups from Gilbert, AZ, and Chicago, IL.

OFS also hosted the **2nd Annual Statewide Family Justice Center Conference** at Pickwick Landing State Park. **105 attendees** representing **14 counties**, and each FJC across Tennessee attended the conference. The conference included national and local experts on interpersonal violence, including **Nashville's High-Risk Intervention Panel (HRIP) team** with OFS, MNPd, DA's Office, Juvenile Court, and Mary Parrish Center presenting on HRIP's innovative teamwork.



13,242

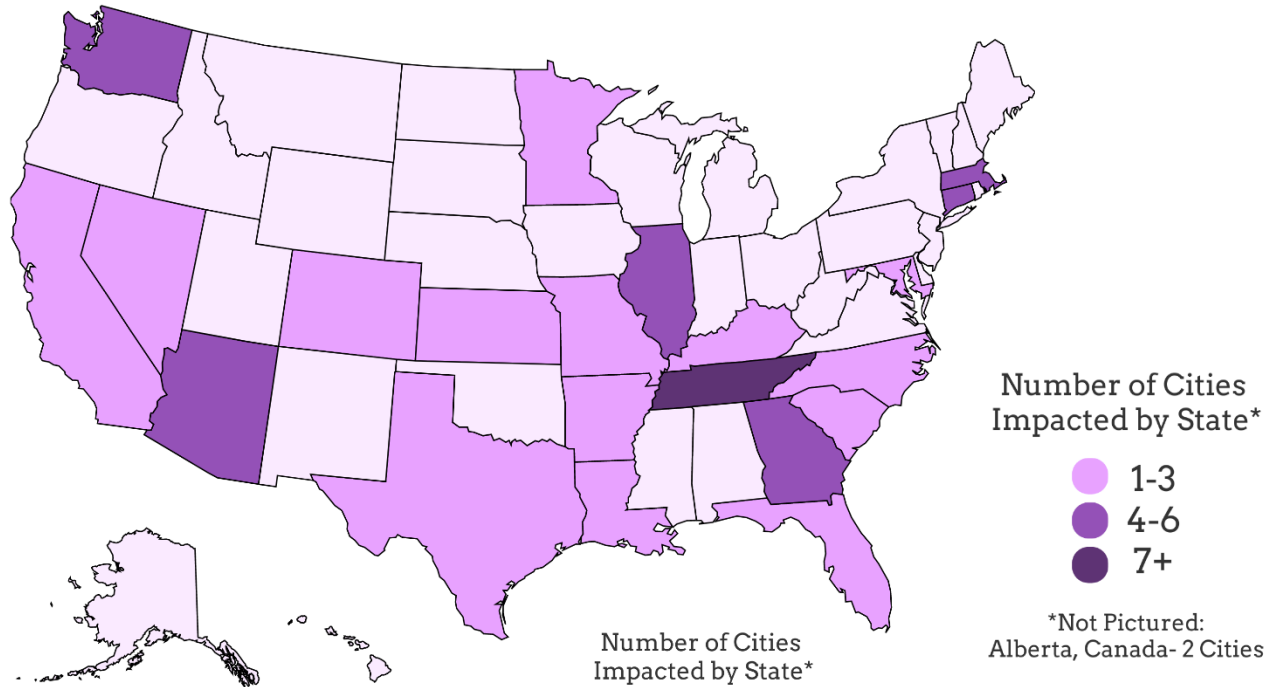
Total Individuals
Trained by OFS



191

Live Trainings
provided by OFS

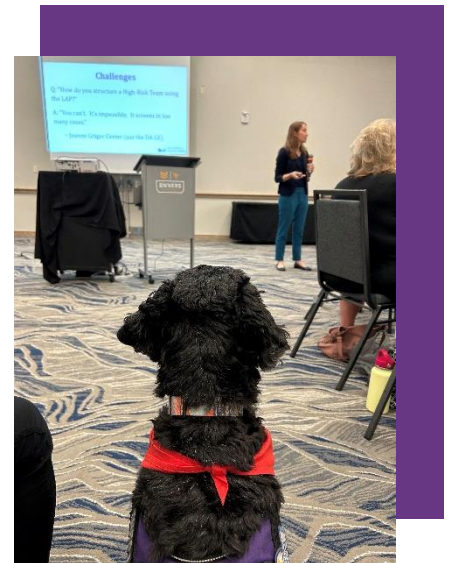
OFS Training & Technical Assistance



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 2023, OFS hosted **51 tours or site visits** with **321 participants** from Nashville, other Tennessee cities, and national delegations from Chicago, Washington DC, Little Rock, Scottsdale, and North Carolina.



Training Success

"There is always new information available because the world is constantly changing and for us to be able to better serve our clients and families, we need to be aware of those changes and how we can help those clients and families moving forward. The information was great, concise and direct to the topic. I can always count on OFS to deliver a great training."

Events

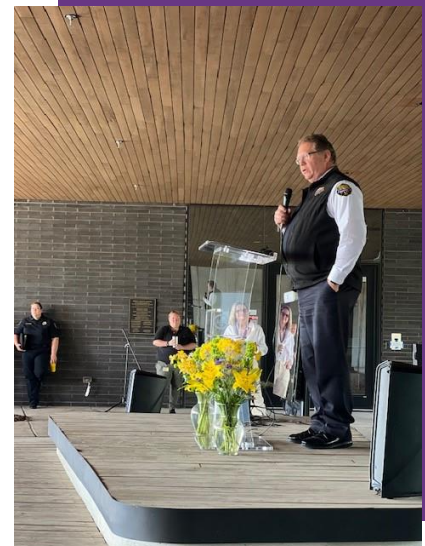
OFS and its partners hosted events at the Family Safety Centers throughout the year to raise awareness about interpersonal violence.

In April, the Nashville Children's Alliance (NCA) held its **2nd Child Homicide Memorial Ceremony** at the FSC to honor the lives of children lost to violence in Nashville in 2023. OFS also recognized the **Second Annual Advocacy Appreciation Day** in Nashville and hosted a gathering to celebrate the work of OFS staff who support victims and survivors.

In May, Metro Council declared the **First Annual Strangulation Awareness Day**, and OFS hosted an awareness event at the FSC with our Strangulation Committee partners from Vanderbilt Medical Center, MNPd, and the Nashville Fire Department. Participants placed yellow flags outside the FSC to represent the nearly 9,000 people who had reported strangulation in Nashville since the opening of the FSC.

2023 also included the launch of a new immersive initiative: **OFS's In Their Shoes Events**, including a Spanish-only version. These immersive events place participants in the victims' minds, illuminating the challenges victims face. The Spanish-speaking version occurred during Hispanic Heritage and Domestic Violence Awareness Month and highlighted unique challenges that limited English proficiency victims face.

OFS also supported and participated in the **19th annual "Meet Us at the Bridge" ceremony**. The event remembered eight individuals who were murdered in an act of domestic violence the past year in Nashville.



Community Outreach

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

In the Community

In 2023, OFS reached **4,131 people** at in-person community events, and **6,384 OFS materials** were distributed in locations frequently visited by underserved populations. OFS engaged with the community about the FSCs' services at Nashville PRIDE, Nashville Black PRIDE, Nashville Black Market, MNPd's Faith & Blue, MNPd's Night Out Against Crime, the Nashville Fair, Juvenile Court's Spooktacular, West Park after Dark with Parks Department, Martha O'Bryan's Trunk or Treat, Hispanic Family Foundation's Fiestas Patrias, Celebrate Nashville: Cultural Festival, and more.

Between the Family Intervention Program's (FIP) Counseling, Advocacy, and Youth Services Teams, FIP staff engaged in **60 different community events**.

Online & in the Media

OFS or the FSCs were mentioned **32 times in the news media** in 2023, and OFS reached **4,627 community members** about the FSCs' services through Spanish-speaking media. Community members engaged with OFS & the FSCs **209,140 times** online, including 70,290 Facebook Post reaches, 27,054 video views, and 111,796 website views.



209,140

Total Online Engagements



70,290

Facebook Reach



In Their Shoes Immersive Events

"I gained a greater understanding of the lengths survivors have to go through to navigate the system. Getting a perspective like this, instead of viewing it through my 'professional' lens was amazing. It made me think about the ways my agency can meet the needs of survivors in a compassionate and trauma-informed way, understanding how the system can re-traumatize them."

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 **10 active members who met 13 times** in 2023. VOICES led multiple activities for the FSCs including Thanksgiving boxes for Mary Parrish Center families, advocating for prevention in the MNPS school district, and food drives. Additionally, VOICES members staffed the **Meet Us at the Bridge** event, providing resources for surviving family members, and spoke at the **2nd Annual Statewide Family Justice Center Conference**.

Interns, Volunteers & Donations

OFS depends on interns, volunteers, and donations to support the FSCs. In 2023, interns and volunteers worked **7,778 hours**, valued at **\$171,971** or 3.73 advocate positions, supporting **1,796 clients** or supporting high-risk flagging, outreach activities, and donations.

The Centers’ **3 HABIT dogs** and their owners continued their weekly visits to meet with clients, staff, and partners at both the FSC & JCAC. Staff and clients regularly comment about the joy they bring to their days.

In 2023, **9,439 items were donated** valued at **\$38,701.34** from **60 total donors**. Four reoccurring donors provided key client support: Whole Foods, Blue Sky Cottage, Nashville Food Project, & Imagination Library.

Donation Drives

MNPD & the Nashville Fire Department collaborated with OFS to host a “Feeding Hope” food drive for the Centers’ clients. Together, MNPD & NFD donated **500 meals** valued at **\$5,000 total**.

The Outreach and Case Management teams coordinated a Holiday Donation Drive with ARISTEVI, Metro Departments, and private donors. Donors provided **61 families \$27,690** in gifts. With these donation drives, OFS received a total of **\$71,391.34 in donations for the 2023 year**.





Metro Office of Family Safety