

Metropolitan Government Office of Family Safety

JEAN CROWE



ADVOCACY CENTER
a family justice center

2015 Annual Report

Making a difference for victims ...

Everyone was so helpful and caring. I couldn't have done it alone. My advocate changed my life!

Upon coming to the building I was very nervous and unsure about the process. After I met with JCAC workers, I felt like a burden was lifted. They have been friendly and offered me information necessary to make it through my ordeal and help for when court is over with. And for that I am truly grateful.

I feel like this is a great place for victims to be able to stay and feel safe. This is a winner in my book.

I want to thank you for the help that was provided. I really needed that to help me make decisions and have options of what I think is best for me and my unborn child and I really appreciate it.

Thank you for having a better place than the bench in the hall for waiting. Thank you for being so kind and helpful and understanding.

This entire process from arrival of police to the moment I walked into JCAC has been incredible. I am an advocate of your advocacy!

Thank you very much. All the staff members and the officer that greeted us at the entrance are heaven sent. Never knew I wasn't fighting this alone. Thank God for the Jean Crowe Advocacy.

This is a wonderful idea. I was afraid to have to face my ex-husband in court. I was able to relax and not feel intimidated.

Thank you all for everything you've done - from the food to helping me with the detective for warrants

Muy exelente logar me boy muy satisfecha gracias. (very excellent place. I'm leaving very satisfied. Thanks).

The people were all here to help me and it was wonderful.

The people were all here to help me and it was wonderful.

I want to thank every person that helped me and my kids be safe.

Thank you Mayor. You did a wonderful job with this Center. Staff was awesome.

Gracias

Thanks for all the information and help that was provided to me. May God bless each and everyone of you as he keeps blessing me.

JEAN CROWE ADVOCACY CENTER

IN THE FIRST YEAR, the JCAC assisted 6,838 people:

- ❑ 4,234 Victims (353 per month)
- ❑ 353 Children (29 per month)
- ❑ 2,251 Supportive Family & Friends (188 per month)

IN THE FIRST YEAR, JCAC provided meaningful assistance:

- ❑ 1,176 Ex Parte Order of Protection (OP) assistance (98 per month)
- ❑ 2,929 Safety planning assistance (244 per month)
- ❑ 1,756 Danger assessments (146 per month)
- ❑ 1,270 OP and General Sessions follow-up call contact (106 per month)
- ❑ 1,926 Needs assessment & resource connection (161 per month)
- ❑ 1,530 Meetings with the District Attorney's Office at the JCAC (128 per month)
- ❑ 1,908 Court escorts (159 per month)

IN THE FIRST YEAR, The Numbers show that the JCAC made a difference:

- ❑ 80% of victims subpoenaed to General Sessions domestic violence court came to the JCAC for assistance
- ❑ 12% increase in granted Orders of Protection when petitioners are assisted by a JCAC advocate (22% increase for Circuit and a 6% increase for General Sessions)
- ❑ 11% decrease in Orders of Protection dismissals (due to petitioner failing to come to court) when petitioners are assisted by a JCAC advocate (11% for Circuit and 5% for General Sessions)
- ❑ 409 Metro employees and agency partners trained by local and national experts under a State STOP grant awarded to State Trial Courts (2,903 total training hours)

IN THE FIRST YEAR, Client Surveys Show That the JCAC made a difference:

- Client survey results: Changes in how victims felt before coming to the JCAC and after receiving services at the JCAC:
 - Safe: 10% before – 64% after
 - Supported: 28% before – 66% after
 - Comfortable: 11% before – 65% after
 - Confident: 11% before – 38% after
 - Knowledgeable: 14% before – 61% after
 - Nervous: 70% before – 6% after
 - Angry: 18% before – 0% after
 - Helpless: 18% before – 0% after
 - Confused: 21% before – 0% after
 - Afraid: 34% before – 0% after
 - Alone: 23% before – 0% after
 - 96% of victims surveyed stated that the JCAC staff were helpful and they were satisfied with the services they received at the JCAC

IN THE FIRST YEAR, JCAC worked closely with partners:

- Daily - Onsite Morning Star Sanctuary Advocate working at JCAC
- Daily - MNP Domestic Violence Division detective presence at the JCAC
- Daily - District Attorney Office's pre-court victim meetings held at the JCAC
- Daily - YWCA crisis line receiving JCAC after-hours calls
- Daily - Victims escorted to JCAC by police and District Attorney Office Investigators
- Daily - Sheriff's Office guard posted outside the JCAC
- Weekly - In-court collaboration with Legal Aid Society
- Weekly - YWCA support group meetings at JCAC
- Weekly - On-site Martha O'Bryan Center advocate
- In addition to the Metro Council, Metro departments and nonprofit agencies that are supportive of the work of the JCAC: Circuit, Criminal and General Sessions Judges, Clerks Offices, and Court Administrators, Criminal Justice Planning, Finance, General Sessions and Trial Courts Administrators, Metro General Services, Metro Legal, Metro Social Services, Metro ITS & JIS, Night Court Commissioners, Nashville Public Library, Probation, AWAKE, Family and Children Services, Mary Parrish Center, Nashville Children's Alliance, Nashville Coalition against Domestic Violence, Sexual Assault Center, Tennessee Coalition to End Domestic and Sexual Violence, Tennessee Department of Children Services, Tennessee Office of Criminal Justice Planning, Vanderbilt School of Law, Voices for Victims, and You Have the Power

IN THE NEWS

THE TENNESSEAN: Nashville, Tenn. (July 1, 2015)

Mayor Karl Dean announced today that Metro Government's new Office of Family Safety has started work with the beginning of the new fiscal year. The Office of Family Safety was created to coordinate services for victims of domestic violence and sexual assault. Mayor Dean has appointed Diane Lance, a longtime adviser who has spent many years working with domestic violence victims, to serve as the new department's director.

The Office of Family Safety, which Mayor Dean proposed and the Metro Council approved earlier this year, will make it easier for the government to promote and facilitate the coordination of victim services. "As a government, we need to do everything we can to make the legal system less intimidating for victims," Mayor Dean said. "The new Office of Family Safety will pull together government and nonprofit agencies to ensure that victims get the help they need quickly and efficiently."

THE TENNESSEAN: Nashville, Tenn. (August 25, 2015)

Police and city officials held a groundbreaking ceremony Monday for a new Family Justice Center to be built in Davidson County. Mayor Dean proposed that Metro build the Family Justice Center in his final capital spending plan, which the Metro Council approved in June.

The event took place at the site of the new building at the old Chevrolet dealership location on Mufreesboro Pike. Officials announced that it would be home to a second domestic violence victim advocacy center as well as Metro Police Department's Domestic Violence Division, Sex Crimes Unit and Youth Services Division as well as the Nashville Children's Alliance, prosecutors from the Davidson County District Attorney General's Office and an office for the state Department of Children's Services.

Leaders said the joining of services was long overdue. "For the victims and victim's families this will be one place to come to - one place to show up and receive the services they need and the services they deserve," said Metro Police Chief Steve Anderson. "[There is] plenty of parking, bus transportation, not having to route them all over Nashville to get those services. We are very excited about it."

The mission is twofold — to be convenient and approachable for domestic violence, sexual assault and child abuse victims, and to increase communication and efficiency between Metro departments and abuse-targeting nonprofits. "Increasing the level of communication will help fill in the gaps that victims can fall through," said Diane Lance, director of the Metro Office of Family Safety.

The Nashville center is the latest of several steps that Metro has taken to aid victims of abuse, including training more than 400 metro employees, including police officers and court staff, on domestic violence and sexual assault over the last year. In addition, the Jean Crowe Advocacy Center opened for victims of domestic violence in September 2014. In its 11 months, the center has helped more 3,700 domestic violence victims, Dean said.

Making a difference for victims...

This place felt like home.
All the staff was very friendly and made me feel safe.

I appreciate the safer, calmer environment to discuss our problems. Thank you.

I was emotionally distraught when I received the automatic call to be subpoenaed. But after the warm greeting from the receptionist and District Attorney/coordinator I was more confident and knowledgeable. Thank you and praise the Lord!!

I feel this is a great program for those who struggle with what are your options for being protected and safe. Thanks for all the knowledge.

I am delighted to see this center open. After going through court for nearly two years, this is a welcome change in the process.

Awesome facility. You feel at home, not like a victim. Staff was excellent. Very useful information. Keep it up!

I love that they go the extra mile to make us feel safe. The lady I spoke with made me feel like she was genuinely here to help and talked to me as a human and not as a helpless victim.

Very friendly staff that made me at home. A safe home.

A very great place - the toys and things for my Angel helped a lot to keep her calm through this long process.

Having this area to wait made me feel much more comfortable during my time here. It was hard coming here alone, knowing that the defendant would have a support system, so this really made a difference in my experience. Thank you.

I walked upstairs with my parents to courtroom and didn't think I would be affected when seeing my abuser waiting in the hallway. I got anxious and scared. My DA suggested to come to the JCAC and I am so relieved to be here! More than extremely grateful for this safe place.

Very happy and grateful metro city has a comfortable and safe environment to help people through the court. It's nice to know that the city cares enough.

It was a very calming environment. Everyone was so nice and loving. Made me calmer and less nervous. I was able to relax and breathe easier.

Mayor's Domestic Violence Executive Committee:

Established by Executive Order No. 44 on May 12, 2014, the Mayor's Domestic Violence Executive Committee identifies, reviews and implements recommendations, as appropriate, from the Domestic Violence Safety and Accountability Assessment and recommendations of the Domestic Assault Death Review Team. In addition, this Committee makes recommendations for systemic improvements to services or assistance offered to domestic abuse victims as well as studying programs and best practices of other jurisdictions for the purpose of making recommendations for potential adoption by the Metropolitan Government.

Members of the Executive Committee include the following: Metro Law Director, District Attorney General, Chief of Police, Sheriff, Finance, Criminal Justice Planning, Circuit Court and General Sessions Judges, Mayor's Office, and Metro's Office of Family Safety.

Over the past year, the Executive Committee has established nine teams to implement selected recommendations of the Safety and Accountability Assessment in order to reduce gaps in domestic violence victim safety and offender accountability.

1. Firearms Dispossession Team;
2. Order of Protection Forms and Process Team;
3. Risk/Lethality Assessments Team;
4. Family Justice Center Development/Design Team;
5. Data Collection and Analysis Team;
6. JCAC Programming Team;
7. Domestic Violence and Sexual Assault Training Team;
8. High Risk Intervention Panel; and
9. Domestic Assault Death Review Team

Metro Office of Family Safety

Jean Crowe Advocacy Center

Diane Lance, Department Head

Whitney Blanton, Director

Rhonda Yeager, Senior Advocate

Bijal Metah, Volunteer Coordinator

Maria Arvizu, Advocate

Anjenetta Cook, Advocate

Megan Moore, Advocate

Alysse Gregory, Advocate

Kathryn Ledbetter, Advocate

Yvette Robinson, Office Support Specialist

Metropolitan Government
Office of Family Safety

JEAN CROWE



ADVOCACY CENTER
a family justice center

Jean Crowe Advocacy Center
100 James Robertson Parkway
Suite 114
Nashville, TN 37201
(615) 862-4767