

# THE FAMILY PLACE 2024 BY THE NUMBERS ●●●

## OUR MISSION

**1** in **3** Texans will experience domestic violence—one of the highest rates in the country. The Family Place is one of the largest family violence service providers in Texas empowering survivors of family violence with safe housing, counseling and skills that create independence, while building community engagement and advocating for social change to stop family violence. In 2024, we provided services to **40,150** unduplicated individuals including **42,140** nights of emergency shelter, **20,805** nights of transitional housing, **4,480** hours of counseling, **6,970** hours of case management sessions and **6,601** hours of court-ordered psychoeducational groups for batterers. All services are provided in Spanish and English.

### The Family Place Hotline—(214) 941-1991—

operates 24/7/365 to bring domestic violence survivors into safety and provide all callers with services based on their needs.

- 9,362** crisis callers
- 14,142** information and referral callers
- 100%** of crisis callers made a safety plan

**Emergency Shelter Services** provides family violence survivors with safety, food, clothing, transportation, legal services, counseling and case management at Sally's House (**107** beds), Ann Moody Place (**47** beds) and our Men's Shelter (**14** beds).

- 42,140** nights of shelter
- 616** women/**700** children/**35** men
- 31** nights average length of stay
- 94%** reported understanding next steps to keep safe
- 93%** reported understanding community resources to increase stability

**Children's Education Services** are provided at our Safe Campus for children in both emergency shelter and transitional housing.

- 164** children in Child Development Center
- 60** children in After-School and Summer Program
- 13** young men in Mentoring Program
- 13,852** hours of childcare

**DVBeds** is a real-time emergency shelter bed platform that tracks shelter bed availability for participating agencies.

- 35** shelters /**376,665** system logins

**Supportive Living Program** provides long-term housing and support to help survivors rebuild their lives in **26** apartments at our Safe Campus and **8** in Irving.

- 42** women/**77** children
- 20,805** nights of housing
- 179** nights average length of stay

**Medical and Dental Clinics** provide onsite medical services at our Safe Campus and Ann Moody Place and dental services at Ann Moody Place.

- 1,843** total visits
- 700** clients seen in our medical clinics
- 5,768** hours of medical care by clinic staff
- 989** hours of medical care by volunteer staff
- 51** adults/ **60** children seen by volunteer dentists

**Kennel Services** are provided at our Ann Moody Place emergency shelter, so survivors don't have to leave these important family members behind in danger.

- 23** dogs/**21** cats/**2** betta fish/**1** lizard
- 34** days average length of stay
- 6** animals spayed/neutered
- 16** wellness exams performed
- 100%** of animals received veterinary care



[www.familyplace.org](http://www.familyplace.org)  
P.O. Box 7999 | Dallas, Texas 75209  
(214) 559-2170  
**24-HOUR CRISIS HOTLINE: (214) 941-1991**



**Counseling** is free for adults and children at our Collin County Counseling Center, Central Dallas Counseling Center and Southern Dallas Community Center.

- 369** women/**143** children/**32** men
- 4,626** hours of counseling
- 99%** reported feeling safer after coming to The Family Place for counseling
- 99%** improved their knowledge of community resources

**Domestic Violence High-Risk Program** is a collaboration with the criminal justice system as part of the Dallas Domestic Violence High-Risk Team to increase victim safety and offender accountability.

- 7** cases successfully closed
- 11** new cases accepted
- 12** high-risk clients accessed counseling services
- 8** high-risk clients accessed emergency shelter
- 100%** of **359** survivors contacted from Dallas Police Department referrals were provided information about services and resources

**Faith & Liberty's Place Family Center** provides a safe, child-centered environment where trained professionals facilitate supervised child visitation and monitored exchanges with noncustodial parents. Referrals come from Dallas family courts from child custody cases where there is history of family violence.

- 179** adults/**150** children
- 1,239** visits/**3,350** visit hours
- 425** exchanges/**214** exchange hours
- 99%** of custodial parents had no contact with the noncustodial parent during visits or exchanges

**Speakers Bureau** provides information about domestic violence and The Family Place.

- 58** community engagements
- 4,200** participants in community engagements
- 82** hours of resource tables, panel discussions or presentations

**Legal Services**, in partnership with Legal Aid of NorthWest Texas, provides legal advice, brief service and extended representation to survivors of domestic violence, sexual assault and human trafficking.

- 158** clients received legal services

**Case Management** helps our clients set goals and access other resources, services and care.

- 252** women/**397** children/**127** men
- 6,970** hours of case management
- 100%** reported feeling safer after coming to The Family Place for case management
- 100%** improved knowledge of community resources

**Be Project** takes prevention education to area schools and empowers youth to Be Safe, Be Kind, Be Courageous and Be More.

- 9,448** participants across all Be Project programs
- 29** schools received student, parent or teacher programming
- 86%** of participants could distinguish between healthy and unhealthy relationship behaviors after participating in the Be Project
- 90%** of participants reported a positive experience with the program

**Battering Intervention & Prevention Program** provides court-ordered psychoeducational groups for offenders that educate, challenge pro-abuse beliefs and provide useful information with the goal of keeping future intimate partner relationships free of violence.

- 226** men/**26** women
- 6,601** hours of group sessions
- 504** hours of intake/orientation sessions
- 395** hours of jail group sessions

**Volunteer Program** serves an integral role in our operations. Gifts of time and talent positively impact programs and fundraising efforts to help us meet the demand for our services.

- 967** community volunteers provided **2,318** hours of service
- 55** board and foundation board members provided **2,619** hours of service
- 376** clients served via Adopt-a-Family Program
- 45%** growth in new community volunteers
- 80%** retention of community volunteers

