

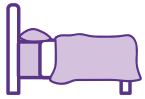
# 2020

## At A Glance

The Family Place served **11,933** clients and was the only domestic violence service provider in North Texas to remain fully open during the pandemic. We never stopped accepting new clients into our three emergency shelters, and our counselors quickly pivoted to provide virtual services via phone and computer.

### Residential Services

Our residential services not only provide safe shelter and meet basic needs but also offer childcare, legal advocacy, medical and dental care, counseling and case management. Even though we reduced capacity in some rooms due to the pandemic, our shelter service numbers were only down 10% for the year. We put more clients in hotel rooms to provide safety when lethality warranted and our shelters were full—54 victims in 2020 compared to 36 in 2019. In 2020, 98% of clients exiting our shelters did not return to their abusers.



#### Emergency Shelter

**678 Women, 56 Men, 786 Children**  
*62,118 days of emergency shelter*



#### Transitional Housing

**78 Women, 5 Men, 135 Children**  
*36,015 days of transitional housing*



#### Childcare & Education

**241** enrolled at our Child Development Center  
**85** mentored through the After School Program  
**23** attended The Learning Center  
***38,136** hours of childcare provided*



#### Medical Care

**778** people served by our nurses



#### Safety for Pets

**35** animals stayed united with their families



#### 24-Hour Crisis Hotline

**9,595** Hotline and Crisis Calls

### Counseling Services

Victims who need services without shelter receive counseling and support at three counseling centers located in South Dallas, Central Dallas and Collin County. All of our services are provided in English and in Spanish. Clients learn about the types of domestic violence, how to access resources and make safety plans, and how to process the trauma they have suffered. From March 18 to June 1, all counseling/case management services were provided virtually. Face-to-face services started again in June based on client choice. Overall counseling numbers increased 11.5% in 2020 compared to 2019. In 2020, 98% of victims reported feeling safer after coming to The Family Place for counseling.



#### Community Counseling

**1,671 Women, 83 Men, 504 Children**  
*18,526 hours of counseling provided*



#### Battering Intervention & Prevention Program

**396 Men, 81 Women**  
*8,758 hours of BIPP services provided*



#### Dignity at Work

**243** clients provided with job readiness training

### Community Services



#### Be Project

**4,791** students educated on healthy relationships



#### Faith & Liberty's Place

**186** adults and **136** children provided with a safe place for visitation and exchange with noncustodial parents



#### Domestic Violence High Risk Team

**114** victims at high risk of lethality accessed support through emergency shelter, home visits and counseling services

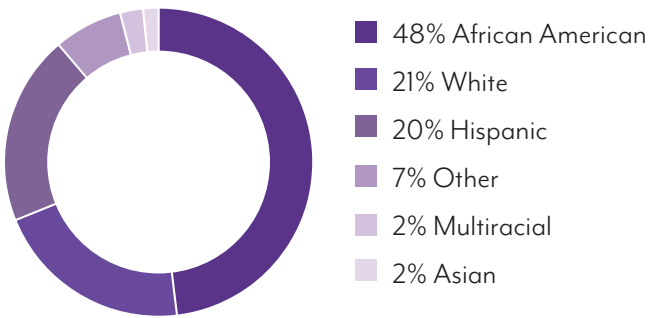


# Client Demographics

Since our inception in 1978, we have worked to bring our services to marginalized communities oppressed by systemic racism and poverty. 48% of our residential clients are African American women and 43% of our nonresidential clients are Hispanic. African American women are more likely to experience domestic violence than women of other races/ethnicities and are twice as likely to lose their lives to domestic violence than white women. They are more vulnerable due to financial insecurity because women and children are the poorest in our community, and women of color are the largest demographic of this group.

## Residential Client Demographics

Ethnicity / All Clients

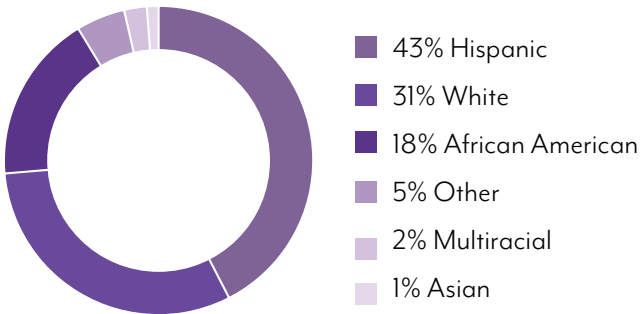


Gender / Adults



## Nonresidential Demographics

Ethnicity / All Clients



Gender / Adults



Scan to read more about our life-changing outcomes.