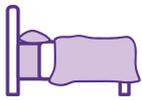


2020 At A Glance

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

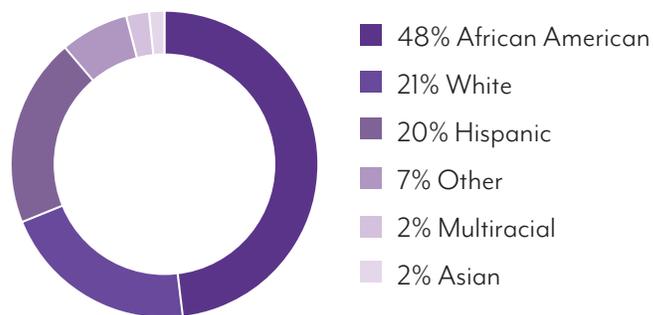


Client Demographics

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

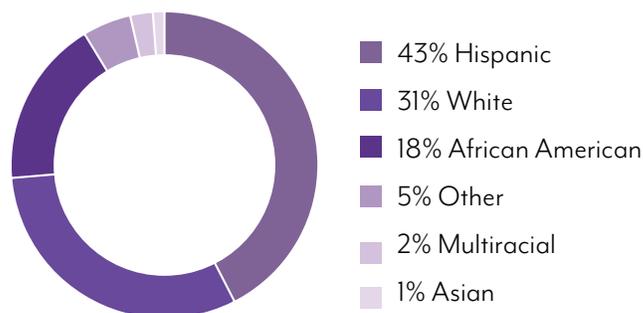


Gender / Adults



Nonresidential Demographics

Ethnicity / All Clients



Gender / Adults



Scan to read more about our life-changing outcomes.