

2024 IMPACT REPORT

OUR FIRST
TWO YEARS



ONE
SAFE
PLACE

THE NORTH COUNTY FAMILY JUSTICE CENTER





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WELCOME FROM

SUMMER STEPHAN

SAN DIEGO COUNTY DISTRICT ATTORNEY

Opening *One Safe Place* - The North County Family Justice Center on July 5, 2022 brought my dream of transforming and regionalizing victim services to reality. As a 34-year prosecutor in San Diego County, I am proud to say my office is the largest provider of victim services, helping over 14,000 crime victims yearly. I saw firsthand the barriers our victims faced traveling to many places throughout our 4,500 square mile county to get help on what can be their most broken day. I studied the worldwide best practice Family Justice Center model, pioneered by Casey Gwinn and Gael Strack, and knew we needed multiple centers in our county to increase access for victims and to prioritize prevention of future harm. I envisioned the intersection of public health and public safety, with co-located partner agencies such as Palomar Health, a nationally accredited Child Advocacy Center and designated Trauma Recovery Center, alongside law enforcement, coming together to interrupt cycles of violence within families. My vision was grounded in research such as the landmark 1995-1997 ACES (Adverse Childhood Experiences) study. With early intervention in one's trauma lifespan, we can disrupt a potential school to prison pipeline and help gain equal access for all communities. I went first to our data, which revealed that North County had a disproportionate amount of intimate partner homicides and other crimes, victimizing children and older adults - our most vulnerable citizens. After further developing critical collaborative partnerships with victim service providers, we were able to open our doors. This was also thanks to the support of leaders such as San Marcos Mayor Rebecca Jones, County Supervisor Jim Desmond and the County Board of Supervisors under the leadership of Chairwoman Nora Vargas.

For two years, *One Safe Place* has given compassionate, no-cost, safe, trauma and culturally informed care for victims of domestic violence, sexual assault, human trafficking, elder abuse, dependent adult abuse, child abuse, hate crimes, bullying, identity theft and gang violence. Our collaborative village with over 100 partner agencies provides extensive support services, trauma treatment, legal assistance, health and wellness, peer support, thriver services designed to provide hope, healing and justice. We have served as "the community's space," bringing thousands through our doors for educational and awareness events, designed to increase access to victims and share information about keeping our community safe.

My vision is to regionalize centers like this with the support of our sister Family Justice Center in downtown San Diego led by City Attorney Mara Elliott. Every survivor should be able to walk in doors like these and be provided services that can transform trauma to healing.

One of my favorite authors and poets, Maya Angelou, once said, "People will forget what you said, people will forget what you did, but people will never forget how you made them feel." Thank you to the dedicated professionals and over 100 partners for making the most vulnerable feel like they can attain the Hope, Healing and Justice that every human being deserves.





MESSAGE FROM

TRACY PRIOR

CHIEF DEPUTY DISTRICT ATTORNEY
AND CHIEF OPERATING OFFICER

It is the ultimate honor to serve alongside those who work tirelessly for survivors. I applaud our partners for the culture we've built together committing to "leave our egos at the door" when we walk inside *One Safe Place*. Because we've built relationships on the pillars of trust and respect, we're able to get to "yes" for victims who need us most.

One Safe Place has been much more than a building – it has been a haven that interrupts cycles of abuse, prevents future generation abuse, breeds resiliency, and provides hope to family members who suffer from the ripple effects of crime. Victims and survivors from all ages and all crime types find help here thanks to you. We say often here that "trauma looks backwards but hope looks forward." Each of you *show up for hope*. You've proven that our community takes care of its most vulnerable.

MENSAJE DE CLAUDIA GRASSO

FISCAL AUXILIAR Y
DIRECTORA EJECUTIVA



Es el máximo honor servir junto aquellos que trabajan incansablemente para los sobrevivientes. Aplaudo a nuestros socios por la cultura que hemos construido juntos, comprometiéndonos a "dejar nuestros egos en la puerta" cuando caminamos dentro de *One Safe Place*. Debido a que hemos construido relaciones sobre los pilares de la confianza y el respeto, podemos llegar al "sí" para las víctimas que más nos necesitan.

One Safe Place ha sido mucho más que un edificio: Ha sido un refugio que interrumpe los ciclos de abuso, previene el abuso de las generaciones futuras, genera resiliencia y proporciona esperanza a los miembros de la familia que sufren los efectos dominantes del crimen. Víctimas y sobrevivientes de todas las edades y todos los tipos de crimen encuentran ayuda aquí gracias a usted. Decimos a menudo aquí que "el trauma mira hacia atrás, pero la esperanza mira hacia adelante". Cada uno de ustedes se presenta para la esperanza. Usted ha demostrado que nuestra comunidad cuida de sus más vulnerables.

103 PARTNERS STRONG



OUR MISSION

Our mission is to collectively and collaboratively provide victims and their families integrated health, justice, and healing services to address the effects of victimization and to improve outcomes for the persons harmed and for the community.

									
Aging and Independent Services	Adult Protective Services	Alabaster Jar	Alliance for Hope	Alternatives pregnancy care clinic	Alzheimer's Association	Alzheimer's SD	Annie Kilgore Artist in Residence	Assistance League North County	Assistance League of Rancho San Dieguito
									Joe Garcia
Big Brothers and Big Sisters of SD	Bilateral Safety Corridor Coalition	Boys and Girls Club San Marcos	Cahuilla Consortium Victim Advocacy Program	California Coast Credit Union	California Indian Legal Services	Camp Pendleton Marine Base Family Advocacy	Carlsbad Police	Center for Community Solutions	Chaplain Pastor Joe Garcia
									
Chaplain Dr. Victoria Waufle	Child Welfare Services	Comfort Club	Community Resource Center	Crisis House	Department of Animal Services	Department of Child Support Services	Elder Law and Advocacy	Equus	ESCOKIDOS
									
Escondido Police	First Steps (0-3)	Foundation for Women Warriors	Free to Thrive	Goodwill Industries	Healthy Development Services	Helen Woodward Animal Center	HHS Housing and Community Development	HHS Office of Homeless Solutions and Equitable Communities	HHS Self-Sufficiency Services
									
Identity Theft Resource Center	Interfaith	Kathy's Legacy	Kuyateh Law Group	La Maestra	Law Offices of Deanne Arthur	Law Offices of Geraldine Von Borstel	Law Offices of Matthew Story	Leah's Pantry	Leap to Success



*Click on the links above to learn about our partner agencies

“ **TOGETHER, COMMUNITY PARTNERS PROVIDE HELP, HOPE AND HEALING FOR VICTIMS AND THEIR FAMILIES.** ”

									
License to Freedom	Mano A Mano Foundation	MCAS Miramar	Meals on Wheels	Mexican Consulate	Motivated Youth Academy	NAMI	Neighborhood Healthcare	New Cars Inc.	Nile Sisters
									
No Silence No Violence	North County LGBTQ Resource Center	North County Lifeline	Oceanside Police	Olive Crest's Safe Families	Operation for Hope Foundation	Palomar Health	Pathway Health Clinic	Point Loma Nazarene Center for Justice and Reconciliation	Rancho Coastal Humane Society Animal Safe House Program
									
Reading Legacies	San Diego Burn Institute	SD Council on Literacy	San Diego County Public Defender's Office Fresh Start Program	San Diego Humane Society	San Diego Regional Center	San Diego Sheriff	San Diego Volunteer Lawyers Program	San Diego Workforce Partnership	SD Youth Services
									
San Marcos Promise	San Pasqual Band of Mission Indians Native Women's Resource Center	San Pasqual Tribal Police	San Ysidro Health (PACE)	South Bay Community Services	San Diego Second Chance Program	Self Defense for All	Serving Seniors	Sharia's Closet	Tammy Carter LMFT
									
Team Only Stronger	Thumbprint Foundation	Transfamilies Supportive Services	Travelers Aid Society of San Diego	Truecare	Turn Behavioral Health Services	Union of Pan Asian Communities	Unitarian Universalist Refugee and Immigrant Services and Education	Voices for Children	Wildflower Project
				<p>“ WHEN WE FIRST OPENED, WE HELD A VIRTUAL MEETING WITH ALL OF OUR PARTNERS AND TALKED ABOUT THE "SHIPS" WE HOPED WOULD SET SAIL WITH THE OPENING OF ONE SAFE PLACE: PARTNERSHIPS, RELATIONSHIPS, AND FRIENDSHIPS. ”</p>					
WIN Consulting	Women's Resource Center	Your Safe Place	2-1-1 San Diego						

*Click on the links above to learn about our partner agencies

PEOPLE SERVED AT ONE SAFE PLACE

FROM JULY 5, 2022–JUNE 30, 2024

We've served **5,518** individuals since opening. *Words matter* here. We refer to those who walk in our doors as "guests," because we want them to feel like a guest in our home. When they come back for services, they are called "members," because we recognize the importance and power of community especially for those who have been told they don't belong, they don't matter, or their voice is irrelevant. When guests arrive, they are greeted by a Welcome Ambassador, accompanied into our Welcome Hub and offered snacks, books and a comfortable chair to take a breath, charge their phone or have their children watched in our adjacent child waiting room. A specially trained Care Coordinator hosts guests in our specially designed Care Rooms where risk, safety, and needs are assessed in a dialogue with our guest. A trained Case Manager offers a menu of wrap-around services. Together, a care plan is developed, informed by our guest and with our guest's consent. The goal is to provide an experience that dignifies and provides agency.



Total Guests & Members Served: **5,518**



“ FROM THE MOMENT I WALKED THROUGH THE DOOR, I FELT SUCH A SENSE OF RELIEF FOR COMING TO THE RIGHT PLACE! I RECEIVED THE UTMOST SUPPORT HERE AND EVERYONE MADE ME FEEL LOVED. ”

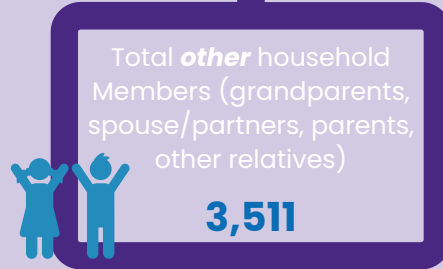
MEMBER/SURVIVOR HOUSEHOLDS

Our service model supports the safety and health needs of the victim's entire household. For victims served in our first two years, **1,833 minor dependents** (children/teens) and **3,511 other household members** (grandparents, spouses/partners, parents, other relatives) were also helped.



One Safe Place is a pet friendly center that recognizes the well-researched link between animal cruelty and human abuse. Leaving a pet behind is a significant barrier for victims trying to escape abuse. We had the privilege of assisting **79 pets** that accompanied Members to *One Safe Place*, often needing pet-specific services.

Primary Victims Served



Total victims who return to *One Safe Place*:



*Victim/Members who returned for services

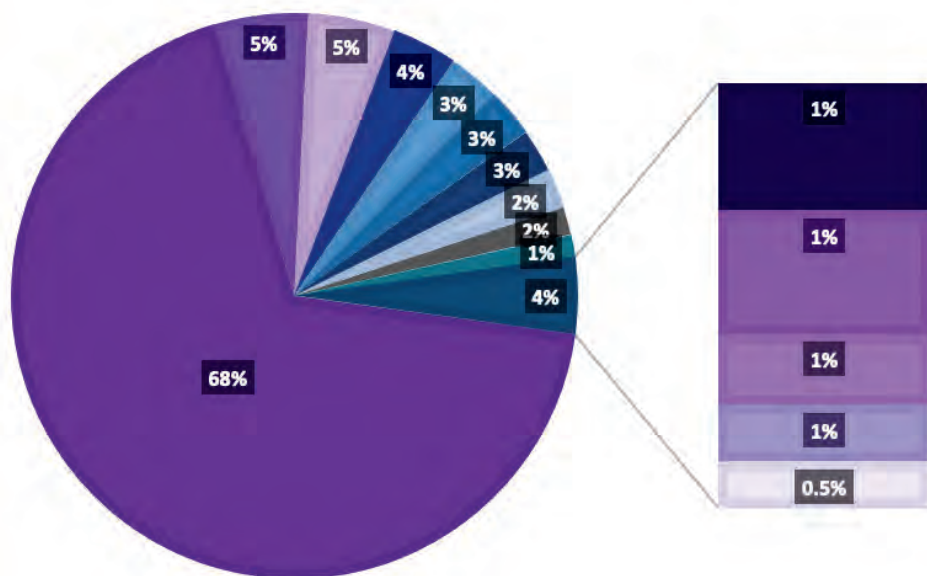
The decision to seek services is a courageous first step for victims. It's important for many of our victims/Members to continue to come back to the center for that next counseling appointment, that next meeting with a partner agency, or that next visit with their Case Manager. We're proud that over half our victims/Members come back for repeated services and a continuum of care. Victims return to *One Safe Place* for services such as legal assistance, therapy, Case Management, workforce readiness workshops, Peer Support, and self-sufficiency programs (e.g., CalFresh).

On average, our members returned for 4.6 visits.

Total Return Visits: 6,400

Victims who returned for services **averaged 4.6 visits**

PRIMARY VICTIMIZATIONS SERVED



VICTIMIZATION

- Domestic Violence/Dating Violence
- Child Sexual Abuse/Assault
- Elder Abuse or Neglect
- Sexual Assault
- Adult Physical Assault (aggravated and simple assault)
- Child Physical Abuse or Neglect
- Bullying (verbal, cyber, or physical)
- Other/Not Listed
- Other Victimization/Abuse/Crime
- Stalking/Harassment
- Human Trafficking: Sex
- Adults Sexually Abused/Assaulted as Children
- Human Trafficking: Labor
- Survivors of Homicide Victims
- Hate Crime (racial, religious, gender, sexual orientation, other-explanation required)



OSP SERVICES – DATA

FROM JULY 5, 2022–JUNE 30, 2024



280 Forensic Services – Adult Exams

A forensic examination is a best practice standard of care for victimization-related injury, sexual assault, sex abuse, and strangulation. These consent-based evidentiary exams are performed by trained health care professionals who assess the victim's health care needs, coordinate treatment for any injuries, offer support and crisis intervention, and collect and document any potential evidence. There were 280 adult forensic evidentiary exams conducted over two years at *One Safe Place*. Victims are then connected to Care Coordinators for additional services and support by our onsite partner agencies and the One Safe Place care team.



109 Child Advocacy Center – Evidentiary Exams

Our nationally accredited Child Advocacy Center conducted 109 medical evidentiary exams and 578 forensic interviews with children and teens since opening. Forensic interviews are performed in our state-of-the-art, specially designed interview spaces by trained Social Workers. This ensures children don't have to share their experience with multiple agencies and provides time to assess any needed protective support.

578 Child Advocacy Center – Forensic Interviews



10,160 Case Management Services

Victims received over 10,000 services from Case Managers including safety planning, resource navigation, hands-on assistance with applications for services, and more.

6,756 Trauma Therapy Sessions

Our Palomar Health Trauma Recovery Center therapists conducted 6,756 therapy sessions with children, teens and adults. These included treatment modalities such as art therapy, music therapy, and specific trauma therapies shown to reduce PTSD symptoms such as Child and Family Traumatic Stress Intervention (CFTSI) and Eye Movement Desensitization and Reprocessing (EMDR).

OSP SERVICES – DATA

FROM JULY 5, 2022–JUNE 30, 2024

32

**Pathways/Camp
HOPE Teens &
Children
Ages 7-17**



One Safe Place is a proud host of two transformational evidence-based programs designed to mitigate the effects of trauma, to reduce PTSD symptoms, and to ensure children aren't defined by their victimization. We're a Camp Hope America (CHA) affiliate and we provide children/teens a weeklong, choice-based, challenge filled summer camp proven to improve hope and resiliency. Children referred by our Case Managers and who are in a state of readiness participate in yearlong "Pathways" program. This is a trauma-focused mentorship intervention with a dedicated curriculum designed to change the way kids exposed to trauma believe in themselves, believe in others, believe in their dreams, and find hope for the future. There's also a protective parent component where non-offending parents participate in a simultaneous program called "Turning Pages" where they learn how to best parent children who have experienced trauma.



We had **2,751 children** visit our child waiting room, where volunteers and staff provided social-emotional learning activities, books, and play while guardians received services.

“

PATHWAYS PLAYED A BIG PART IN ME FINDING MY HAPPINESS AGAIN; I WAS IN A REALLY BAD PLACE WHEN I FIRST CAME TO HEAR ABOUT ONE SAFE PLACE AND PATHWAYS. YOU HELPED ME OVERCOME A VERY DIFFICULT SITUATION IN WHICH I DIDN'T KNOW HOW TO HANDLE. THANK YOU FOR MAKING ME FEEL HEARD AND VALUED AGAIN; I CAN NOW CONFIDENTLY SAY I AM PROUD OF MYSELF.

~ TEEN PATHWAYS PARTICIPANT

”



2,751
Child Waiting Room

OSP SERVICES – DATA

FROM JULY 5, 2022–JUNE 30, 2024

1,358

Restraining Order Clinic

Attorneys in our on-site legal services clinic assist guests and members with restraining order petitions, move out and child custody



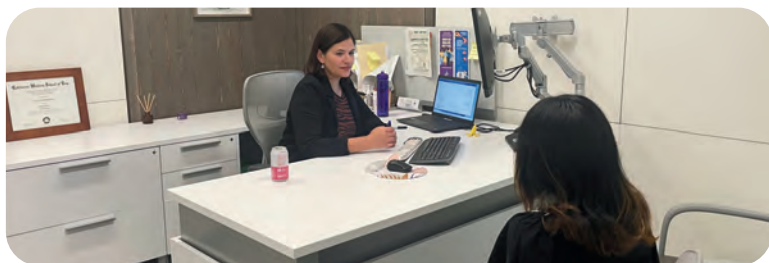
order paperwork and other legal needs. Our One Safe Place remote courtroom enables victims to stay within the comfort of *One Safe Place* and not have to travel to the courthouse, which can cause secondary trauma for some.



45

Referrals to District Attorney Investigator (DAI) support in high-risk cases

District Attorney sworn law enforcement Investigators work alongside Care Coordinators in high risk cases. They conduct risk assessments, safety planning, and coordinate the safe relinquishment of firearms from legally prohibited persons, to improve victim community safety.



A food pantry with fresh and dry goods for people and pets meets our guests' basic needs. We provided food, clothing, shoes, and over 30,000 packs of diapers in our first two years.

OSP Pantry/Storage Items Provided:

Food

13,290 pounds

Hygiene

5,723

Clothing

21,210

Other

2,801



440

Housing Connections

Victims sometimes relocate for safety financial, and other reasons. Our Case Managers help victims obtain safe shelter and housing, based on availability and safety for the family. We successfully connected 440 victims to housing pathways.

THRIVER SERVICES

FROM JULY 5, 2022–JUNE 30, 2024



OSP Led Multi-Disciplinary Teams

One Safe Place is home to a variety of multi-disciplinary teams where partners from various agencies come together to brainstorm best practice solutions. This includes two Coordinated Community Response teams: *Abuse in Later Life*, focused on increasing access to services by older adult victims, and *Improving Criminal Justice Response*, focused on projects such as safe firearm removal in domestic violence cases.

Workforce Readiness

Partner agencies provide ongoing financial, educational and employment workshops, empowering survivors to take next steps toward securing credit, getting a degree, or getting a job.



Peer Thriver Group/VOICES, Peer Support Groups, and Empowerment Classes

Peer-led groups and workshops are critical to helping victims find community and begin to thrive. Survivors who choose and are ready are offered opportunities with Peer Thriver and VOICES groups in English and Spanish. They work to create friendships and build skills and confidence to share their story publicly at trainings, prevention activities and events, and provide guidance for improving our services, practices, and awareness efforts.

SERVICE REQUESTS

FROM JULY 5, 2022–JUNE 30, 2024



CONTACT OSP

Our Care team assisted 13,000 callers on our main “hope line” connecting victims, professionals, and community members to information, support, and services. The team returned an additional 454 calls for service from victim callers and responded to 2,372 emails.



“From the front desk to the one-on-one conversations with individuals who took the time to talk to me and made me feel welcomed, heard, and understood without judgment. This place is a safe place like my second home. Thank you all!”



“Everyone is so helpful and nice. I really do feel welcomed from the time I walk in, security is always very happy and nice as well as the people at the check in windows always smiling and helping however they can. I didn't know about this place before and now I am happy I do.”





BRINGING HOPE

FROM JULY 5, 2022–JUNE 30, 2024

HOPE SCALES

Hope is defined in research as the positive expectation individuals have about the attainment of a future oriented goal. Hope, in children and adults, can be measured and it can improve when victims are given proper support. *One Safe Place* uses an assessment tool called the Hope Scale, developed by Snyder et. al (1997) that examines the extent to which children and adults believe they can establish pathways to their goals and develop and maintain the will power to follow these pathways. Adults and children answer a series of questions to determine a hope "score" that helps our service professionals customize each victim's care with interventions that can increase hope and resiliency. Increases in hope scores are associated with perceived competence and self-worth, lower rates of depression and anxiety, and long-term impacts such as one's ability to take actions to go to college, seek employment and avoid entrance into the criminal justice system. Members who received services at OSP **increased their Hope Scores an average of 4.5 points.** Adult HOPE scales **increased by 5 points** and Child Hope Scales **improved by an average of 4 points.**

Hope Moment: An immigrant mother sought services after 15 years of chronic abuse in Guatemala and the U.S. She felt an immense emotional relief upon finding law enforcement to be responsive and caring. After our team helped her navigate to safe emergency housing and legal services, she was able to return to her home feeling safe, free and empowered.

Hope Moment: A former Los Angeles domestic violence and human trafficking survivor fled with her children to San Diego, where she unfortunately became vulnerable to exploitation once again. Our team connected her with rapid rehousing, therapy for her children, and with partner agencies that helped cover her phone bill and car payment for two months, so she could regain stability. She also received childcare and homeless assistance, while receiving trauma support and case management from our team. With this support and a wealth of resources, she was able to secure a full-time position as a teacher in a cosmetology program.

Hope Moment: A new member received support after fleeing domestic violence. Our team assisted her with obtaining a restraining order and safety planning. While walking through our center, her sandal ripped, causing her distress. Our team took her to the boutique, where she was able to select a new pair of sandals and clothing. The member left with dignity and was very grateful to our team.

Hope Moment: An elder abuse and domestic violence victim sought guidance after his partner of 10 years assaulted him. He had already obtained a restraining order with a move-out order. Initially, he was solely looking for guidance, support, and reassurance, fearing he might allow the abuser back into his home. After speaking with one of our Care Coordinators, he felt confident to obtain a permanent restraining order and felt validated in his decision. He left *One Safe Place* feeling assured about his choice to leave the abusive relationship behind.



OSP OUTREACH & EVENTS

More than 21,000 people have taken part in events, trainings, and meetings at *One Safe Place*. These have included critical trainings for professionals and outreach and prevention events for community members in both English and Spanish. We have 1,518 followers on our Facebook and Instagram accounts and the *One Safe Place* website has garnered 126,545 views.

+ 126,545 Website - all-time views

+ 1,518 Social media followers

+ 6,150 Professionals have toured and/or visited OSP

+ 8,250 OSP-Led Events and Trainings

+ 6,774 OSP Partners Events and Trainings



OSP VOLUNTEERS

Over 193 volunteers provided more than 1,632 hours of service in various aspects of our center, including the Child Waiting Room, Dress to Thrive Boutique, salon, boutique storage space, community events, trainings, peer support groups, Pathways and Camp HOPE, legal services and our teaching kitchen. Volunteers are the heartbeat of *One Safe Place* and we cannot do this work without them.

*Total number of
volunteer Hours:*
1,632



San Diego County 2024 Volunteer of the Year:
Joel Bailey



TESTIMONIALS



"When I came here I felt like there was a world of stress on my shoulders, and before leaving I felt so much stress lifted. Thank you all for your help. I always have to take my son out kicking and screaming; he loves this place like Disneyland."



"I am very, very grateful! I drive by on the freeway and as I pass it I get emotional. My life has gotten much better and safer and One Safe Place helped me. Thank you!"



"The staff at this organization are outstanding...they all go above & beyond. The services are more than helpful and truly help people and families. The entire organization should be applauded."



"It is a calm environment that is clean and welcoming. Everyone is friendly, efficient, and honest. They provide snacks and drinks which help people - us- with difficult times."



"Excellent experience! I could not believe that everyone I met showed genuine concern toward me and my situation. I have been able to share with others my experience and encourage people to seek help there."



OUR FUTURE TOGETHER

“

We look forward to serving alongside you in 2025. Together, we'll expand the mission of *One Safe Place North* by opening the doors to *One Safe Place South*. We'll need all of you to help us regionalize the Family Justice Center model so we continue to provide hope, healing and justice for our brave and courageous survivors.

Thank You



[OneSafePlaceNorth.Org](https://www.ONESafePlaceNorth.org)



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[Instagram.com/NorthCountyFJC](https://www.instagram.com/NorthCountyFJC)



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