



2020 Virtual Leadership Summit

Featuring the Nashville Family Safety Centers

HIGHLIGHTS

"SOMETIMES YOU HAVE TO WAIT UNTIL THE STARS ALIGN
...AND THEN SHOOT FOR THE MOON."

Gael Strack



familyjusticecenter.org | allianceforhope.com | (888) 511-3522

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HOPE IS NOT CANCELLED

SO THERE IS NO REASON
TO CANCEL THE SUMMIT.

GAEL STRACK

Chief Executive Officer, Alliance for HOPE

“

The information you receive at this event - let it empower a survivor in the future and help them to decide to go for a better life.

CATHERINE JOHNSON

Director, Guilford County Family Justice Center

“

There is no more important time for us to collaborate. The victims we serve have never needed it more. Pandemic isolation is the perfect storm.

JOHN COOPER

Mayor, Nashville, TN

“

This is a unique moment for police chiefs across the country. It is a unique moment of creating public trust again.

JOHN DRAKE

Police Chief, Nashville, TN

“

We are committed to leaning in to provide the best outcomes for survivors and to create a community of hope.

CASEY GWINN

President, Alliance for HOPE

“

For Nashville, our ability to meet the needs of victims did not happen by luck. We closely examined what we are doing right for victims of abuse and what we are doing wrong.

JOHN COOPER

Mayor, Nashville, TN

“

We are still going to be able to think. We are still going to be able to think big. We are going to jump in and stay in. We are going to give ourselves these two days to make magic.

GAEL STRACK

Chief Executive Officer, Alliance for HOPE



“

WE HAVE BEEN AMAZED
AT HOW COMMUNITIES HAVE
CONTINUED TO PRESS FORWARD IN
DEVELOPING FAMILY JUSTICE CENTERS
DURING COVID. WE CALL THEM
THE UNSTOPPABLES.

CASEY GWINN
President, Alliance for HOPE

“

“THE SUMMIT IS A VERY SPECIAL TIME FOR US. IT’S TIME FOR US TO BE TOGETHER AND DREAM BIG TOGETHER.”

GAEL STRACK

Chief Executive Officer, Alliance for HOPE

“

OUR CASELOAD HAS ABOUT TRIPLED BUT ARE PROUD TO BE ABLE TO SERVE.

JOYCE BILYEU

Director of Client Services, Sacramento Regional FJC

“

NOBODY IS GIVING UP AND IT IS AMAZING TO SEE THE TENACITY AND DRIVE THAT ALL THESE COMMUNITIES HAVE.

RAEANNE PASSANTINO

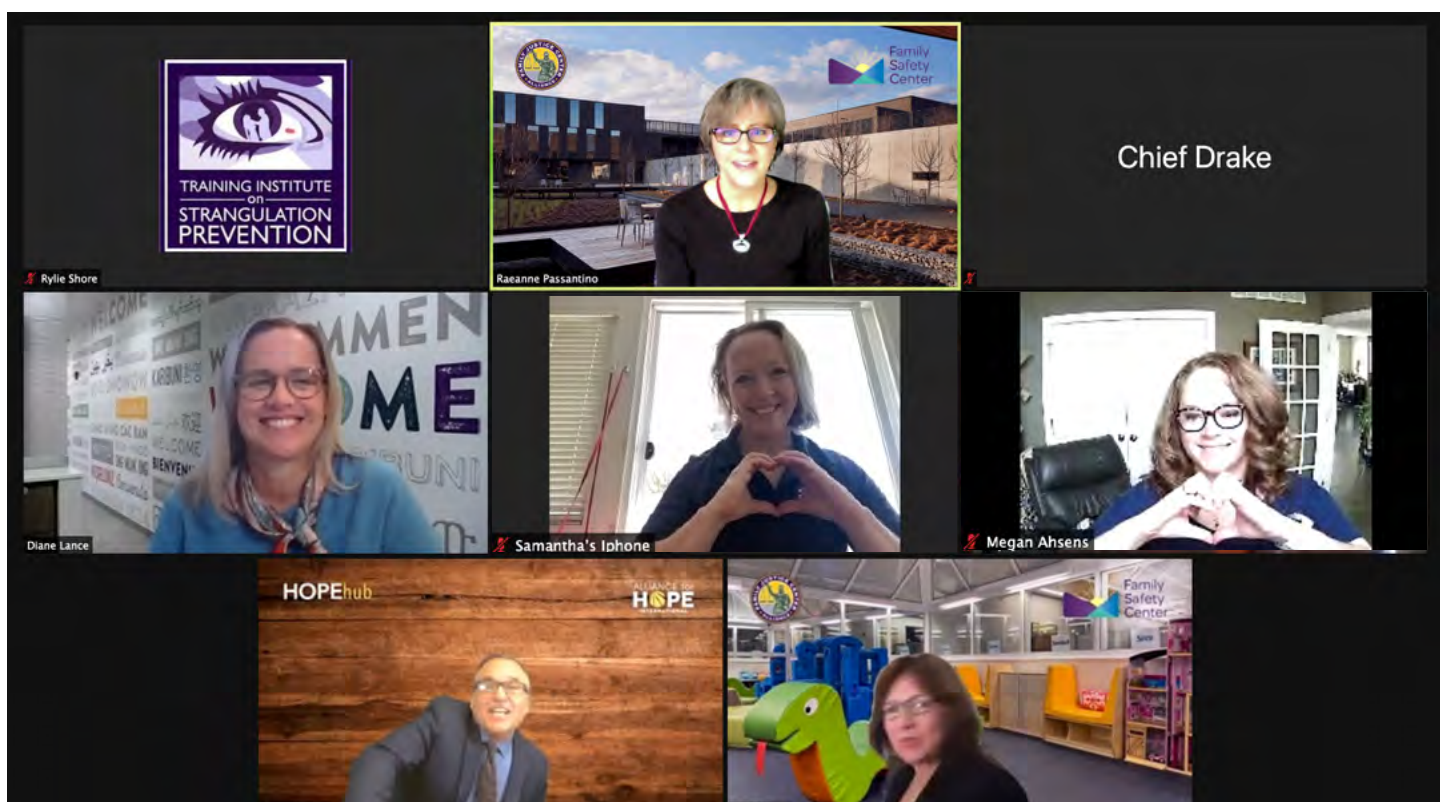
Director of Technical Assistance, Alliance for HOPE

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WE ARE SO PROUD OF ALL OF YOU. WE HAVE BEEN AMAZED AT HOW YOU ARE ADAPTING AND HOW YOU ARE MAKING SURE SERVICES ARE STILL AVAILABLE FOR SURVIVORS.

CASEY GWINN

President, Alliance for HOPE



HOW TO MOVE TOWARD A COLLABORATIVE FJC FRAMEWORK

Gael Strack (CEO, Alliance for HOPE), Candace Cooledge (Executive Director, PorchLight Family Justice Center), and Sierra Kellen (Operations Manager, Rockford Family Peace Center)

KEEPERS to Establishing a Successful FJC

Pass FJC law

Start with people who are ready to play, live and be with you

Be careful not to duplicate services

Build momentum

Analyze and prioritize focus group feedback

Spread the word

Have the VOICES Committee look at everything first

Have a clear message

Develop relationships

Incorporate personal stories

The power of “WE”, teamwork is the key

Have a powerful presentation

Create an environment that is trauma-informed

Be flexible

Stay focused on buy-in

DO-OVERS

Wait for the right time to open or open in phases to prevent loss of effort and money

Have full-time staff and volunteers

Don't bite off more than you can chew

“

I was never a fan of strategic planning, and now I would never do anything without a strategic plan and a business plan.

GAEL STRACK

Chief Executive Officer, Alliance for HOPE

FUNDING TIPS

Diversify funding sources

Reach out to local foundations

Have a fulltime fund developer

Pursue foundation grants

Market your stories: show where their dollars go

Constantly reevaluate

Develop a strategic plan with help from the Alliance

DAMN, THE LAST 12 MONTHS WERE HARD

Stacy Phillips, Victim Justice Program Manager, Office for Victims of Crime

WHAT HELPED DURING ALL OF THIS?

Working as a team to prioritize the ambitious To Do List.

Looking for those moments of hope.

Being the one people look to when a crisis comes along.

Creating ways to celebrate hope: A Hope Jar. Any time something happy/hopeful happens a new note goes into jar. Put all the Hope Jar items on a poster to showcase all of the positive things that happen.

HOW DID YOU STAY PASSIONATE ABOUT THE WORK?

Feeling the passion to fight for these families. How in the world are they doing it? We need to speak up for them.

To make sure we are effectively addressing the need, not just providing services. The real answer is knowing that the need is tremendous and making sure that we are meeting that need.

“

I had to learn to give myself grace.

STACY PHILLIPS

Victim Justice Program Manager, Office for Victims of Crime

ADDRESSING VICARIOUS TRAUMA/ BUILDING STAFF MORALE DURING DIFFICULT TIMES

Casey Gwinn, President, Alliance for HOPE

WHAT ARE YOU DOING STRATEGICALLY TO MITIGATE TRAUMA AND BURNOUT AT YOUR FJC?

Setting up appointments with another counselor just to talk (life, work, etc.), to make sure everyone is taking a break.

Implementing “Coffee with Coworkers” paid time that staff could sign up for.

Taking a few minutes at the beginning of a meeting to connect and be “silly.”

Holding meetings every morning to check in.

Virtual reiki and staff virtual yoga.

Conducting yoga and vicarious trauma support groups led by mental health professionals.

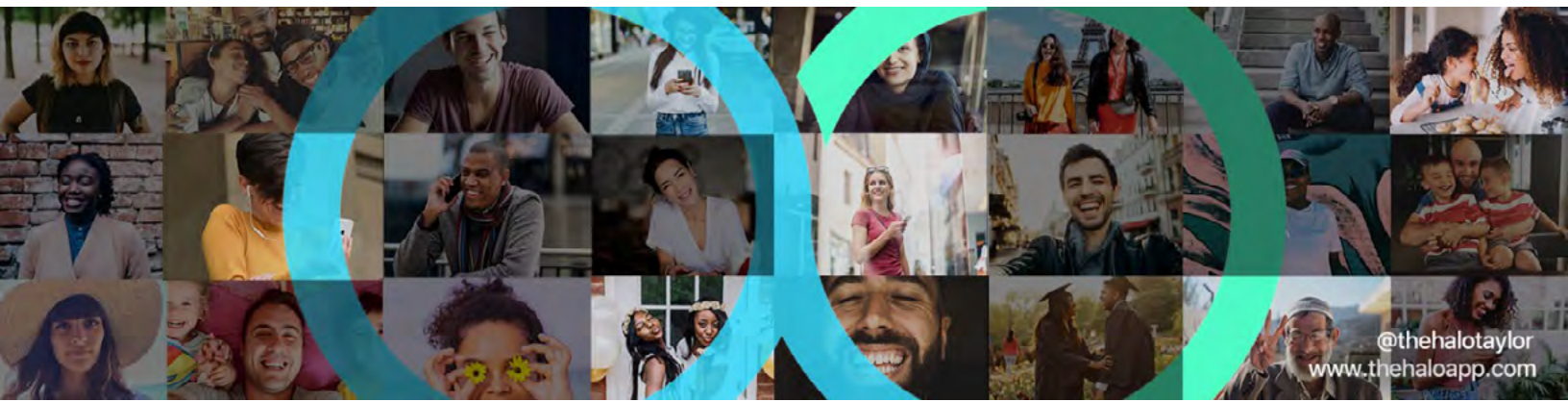
Three recommendations for self-care: good therapist on speed dial; find a friend who is not in this line of work; and get a professional massage once a month.

Showing encouragement and support for each other via the shout out section of the staff meeting. Staff appreciate being recognized and shows they are supporting each other even if separated.

THE HALO APP

Taylor Simpson gave a crash course of the Halo App and how it can benefit those we serve. Most survivors reported they need about \$730 to exit their situation and end up going to predatory lenders because they don't have enough options. That is where the Halo App can help: borrowers from FJCs can log onto the app and access the Hope Fund at 3% interest. They can borrow up to \$1,000 and can pay it back for up to six months.

The Halo App has its own system for backers to assess risk and make an informed decision without having it based entirely around credit. There is a myth that an underserved market is too risky and therefore shouldn't get served. This is unfair and inequitable. The Halo App makes sure that people aren't being denied loans and is trying to disprove these myths.



LIGHTNING TALKS

CREATING A COUNTYWIDE STRANGULATION PROTOCOL

Tracy Prior, Executive Director, One Safe Place San Diego (developing)

There are four main touch points: dispatchers, first responders, follow up investigators, and prosecutors. They all should be doing strangulation screenings.

There should be a supplemental screening question on first responder DV forms that triggers a second more comprehensive strangulation documentation form.

It takes relationships built upon trust to bring everyone to the table.

Replicate a training video, produce it in your community and distribute it - people listen to medical experts.

We are promoting how dangerous these offenders are.

Make sure your prosecutors are involved in the protocol and attend the training.

Domestic Assault Forensic Exams (DAFE) should be utilized immediately on the scene for all strangulation cases, then nurses can be called to testify.

We created an outcomes report card for police chiefs that showed them how exams made it so strangulation incidents could be booked as felonies at a higher rate and with longer prison sentences.

Statistics tell the story when you're trying to get your partners to buy-in.

LIGHTNING TALKS

THE FUTURE OF STATEWIDE FJC CONFERENCES

Catherine Johnson, Executive Director, Guilford County Family Justice Center

We held a statewide FJC conference in 2017

We started with monthly lunches and meetings and began to grow into something much larger.

You must do statewide advocacy.

We host a monthly co-located leader collaborative call.

Survivors are key to longevity and crafting the vision in this work.

“

Camp hope is the most impactful experience of my professional career, as transformative as anything I've ever done.

CATHERINE JOHNSON

Director, Guilford County FJC

VOICES: FIVE SURVIVOR-DEFINED GOALS FOR FAMILY JUSTICE CENTERS

Rylie Shore, FJCA Program Coordinator

and VOICES Members Karyn Johnson, Jenn Lawford, and Laurel Blackstone

One of the main tenets of the FJC movement is to remain survivor centered and one of the ways we do that is through VOICES.

Five goals:

1. Have a VOICES chapter in each FJC and be really involved with those members.
2. Make sure that not only existing chapters grow but help developing chapters get to that point.
3. Nothing is as powerful as hearing it from someone who has lived through it themselves.
4. It is important for all of us to be on the same page, and for lawmakers and agencies to come together and have good communication.
5. Educate the public: they don't know what DV looks like, they think it might just be physical and we need to educate on the financial, emotional, mental aspects.



The Nashville Family Safety Centers framework, the largest in the world, is centrally located in the metropolitan Nashville area. In 2019 they had the largest ribbon cutting in the city's history. The Jean Crowe Center and Family Safety Center were created by the Office of Family Safety as an executive department under the Mayor's Office.



There is not one detail that was not thought out when designing this center. It uses natural light, big windows, outdoor courtyards, abstract and happy artwork, and children's play areas to create homey and welcoming spaces that cater to clients.

The office and work spaces for partners were just as thought-out, creating a space as conducive to collaboration as possible. They have a break room for all partners, conference rooms, a workout room, private areas for calling clients, lots of spontaneous seating for longer conversations, and all of the walls are studio grade soundproofed.



“There was not a single decision that we made for this building that we did not run through our VOICES committee. . . we made sure that survivors in our community gave us feedback.”

DIANE LANCE

Director, Nashville Family Safety Centers

“

THE THREE STAGES OF FJC DEVELOPMENT:

‘YEAH, RIGHT’,
‘FIRE & FURY’,
‘GETTING TO WORK’

DIANE LANCE
Director, Nashville Family Justice Centers

BILL WOOLF, PRINCIPAL DEPUTY DIRECTOR, OFFICE FOR VICTIMS OF CRIME

The work you are doing could not be more important than at this time in history.

The numbers are on the rise and victims do not have access to the services and they are trapped in their circumstances

Our office is committed to ensuring that crime victims have access to meaningful services, which is the work you are all doing.

HOPE is a very important approach to victim services.

We are going to be doing our part to support you all in the field. The work you are doing is so important. I want to commend you for that work. I want to encourage you to continue to do that

I am a true believer in the Family Justice Center Model and the Science of Hope.

“

If you can't dream it, it will never happen;
if you can't imagine it, it will never exist;
if you can't think about it, it can't be it.

CASEY GWINN

President, Alliance for HOPE



PASCALE FRANCK, CO-FOUNDER & CO-DIRECTOR, EUROPEAN FAMILY JUSTICE CENTER ALLIANCE

Every year in November, the European Family Justice Center Leadership Summit is held with leaders all over the world.

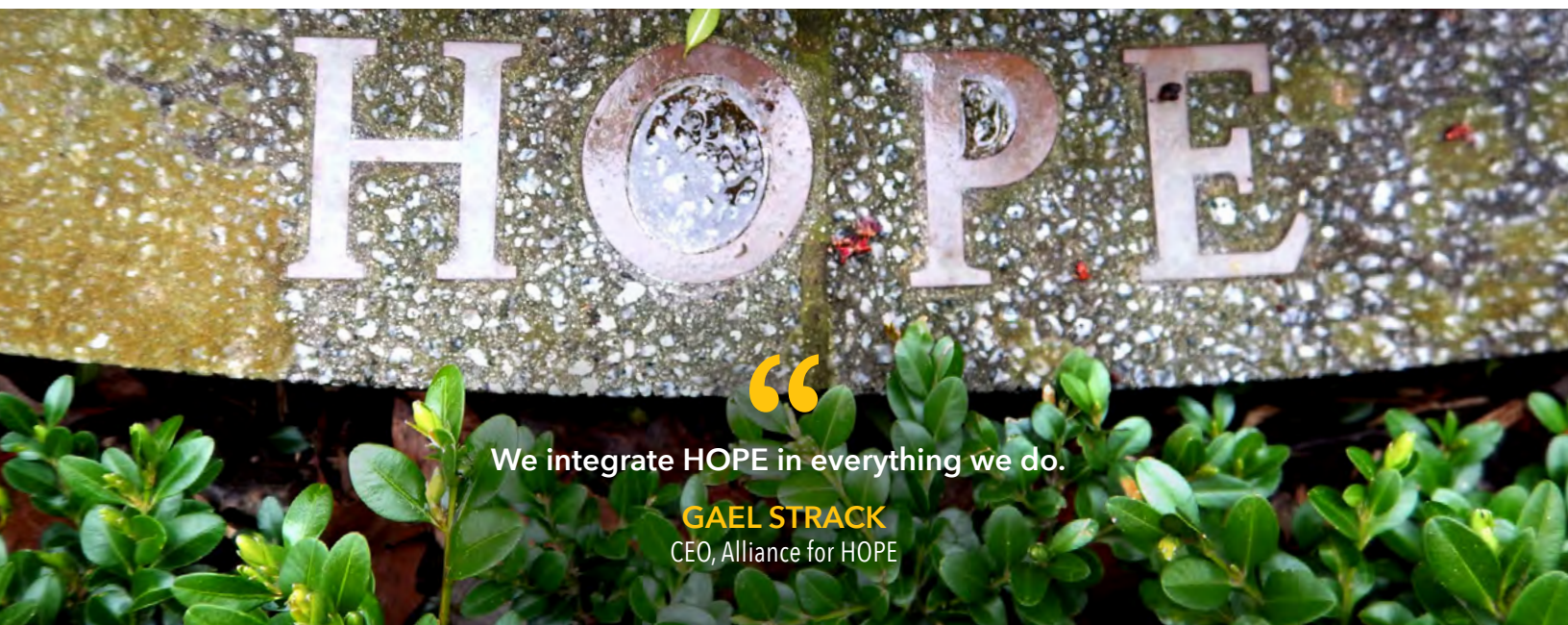
We were introduced to the Family Justice Center Model in 2008 and translated the model in European settings.

We started with only 12 members and have grown to 50.

Restorative justice principles are being taken into account in our work with perpetrators.

Lesson learned: you have to be a HOPE giver, as a HOPE giver, you always find pathways.

A lot of pathways to serve victims were cut off due to COVID and with hope, there were many other pathways to connect them to and provide them help to reach their goals.



We integrate HOPE in everything we do.

GAEL STRACK
CEO, Alliance for HOPE

CRAIG ROBERTS, ASSISTANT DIRECTOR, CRYSTAL JUDSON FAMILY JUSTICE CENTER

Those coming for services needed more, they needed the advocacy piece. Just the Justice System was not going to do everything for them and then we heard about the FJC in San Diego.

During COVID we developed a flyer and made people aware that they are not alone,

and that help is available, and we posted it throughout the county.

A lot of client's phones are monitored, they do not have a safe way to connect, login and get Protection order.

MICHAEL JUMP, EXECUTIVE DIRECTOR, VENTURA COUNTY FAMILY JUSTICE CENTER

With COVID and all of the other things going on, everybody at Ventura County Family Justice Center was determined to keep serving the public.

We had to figure out quickly how to adapt to the situation so we developed a drive-through model at our Family Justice Center.

CAMP HOPE AMERICA - WHEN WILL YOUR COMMUNITY JOIN US?

John Hamilton, Director, Camp HOPE America

Ultimately having at least one person and a supportive framework is necessary for the success of the program.

The role of site coordinator is really important to have because if any of you come to us saying you want to start Camp HOPE you would start a year long preparation period.

If you are not in the space where you have an FJC framework, Camp HOPE is a great way to bring partners on board.

The triggers that may happen in our trauma-informed space when they're brought back to a certain place in their lives, etc. require more hands-on deck. We want to make sure they feel safe at all times.

We have affinity groups, we have mentoring, and we have activities (kids weekend or overnight retreat). We work with local community partners to go to ball games and there's different monthly activities, ways to get school supplies, college interest groups, etc. We have more issue-based programs that take place as well. We say at least an event per quarter as you're starting out.

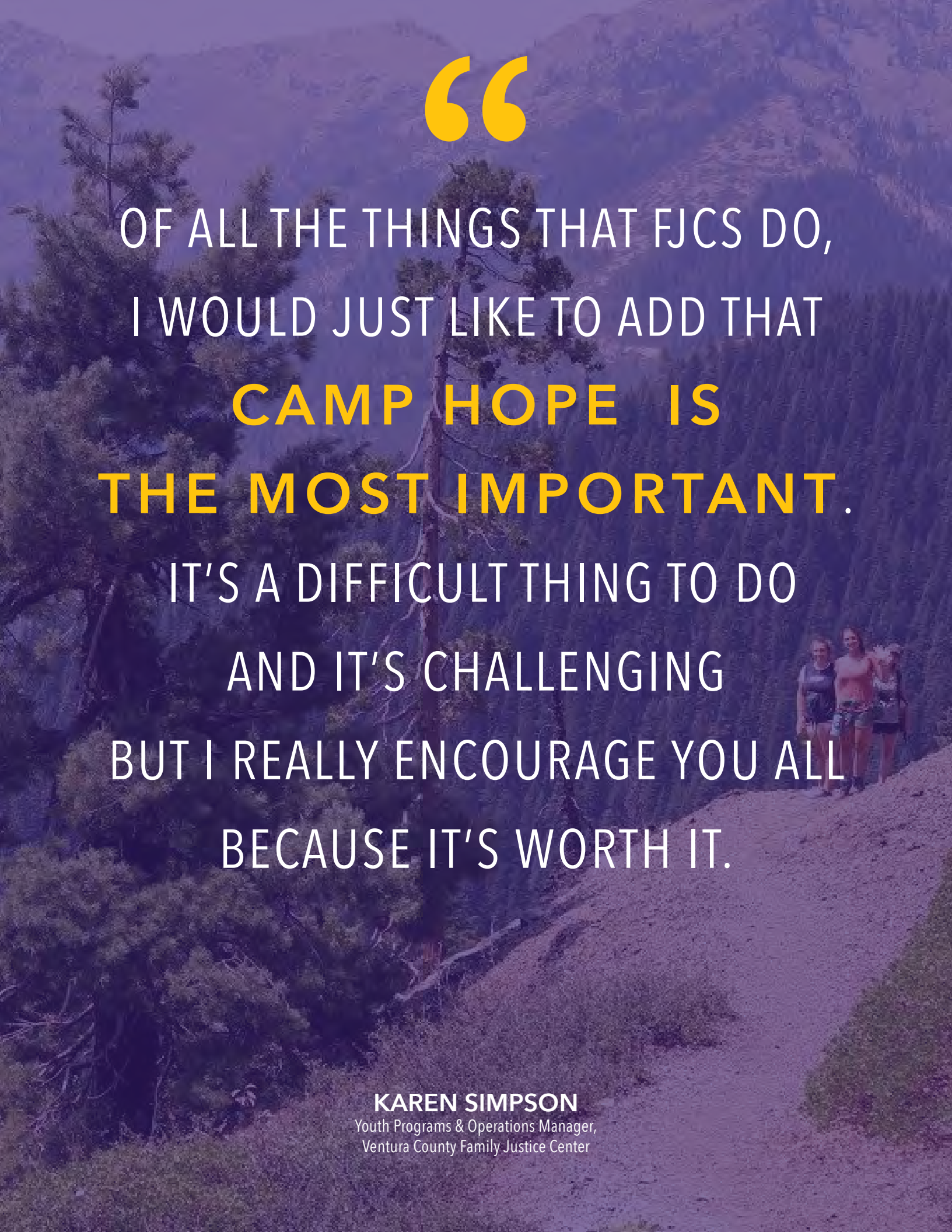
We say 80 kids max at camp. We encourage you to get to 36 kids which means you need roughly 50 enrolled and that's a necessity to create that community bond.



If the Executive Director doesn't buy into the entirety of the program, it won't be successful. It's more than just a camp experience. It takes a lot of enthusiasm.

LISA MANTARRO MOORE

Executive Director, Stanislaus Family Justice Center

The background of the entire image is a purple-tinted photograph of a forested mountain trail. Three people are visible on the right side of the trail, standing and looking towards the camera. The text is overlaid on this background.

“

OF ALL THE THINGS THAT FJCS DO,
I WOULD JUST LIKE TO ADD THAT

**CAMP HOPE IS
THE MOST IMPORTANT.**

IT'S A DIFFICULT THING TO DO
AND IT'S CHALLENGING
BUT I REALLY ENCOURAGE YOU ALL
BECAUSE IT'S WORTH IT.

KAREN SIMPSON

Youth Programs & Operations Manager,
Ventura County Family Justice Center

NAVIGATING PARTNER CHALLENGES REGARDING ACCOUNTABILITY AND SERVICE PROVISION

Raeanne Passantino, Director of Technical Assistance, Family Justice Center Alliance

HOW'VE YOU BEEN ABLE TO KEEP YOUR PARTNERS ENGAGED DURING THIS CHALLENGING TIME?

Hold space for people, when we like or do not like them, agree or disagree.

Monthly meetings help spearhead the adjustments that need to be made.

Stay connected with all partners to work through unique challenges. Being accessible is a necessary evil.

Ask partners to hold each other accountable.

Set general guidelines and protocols, assuring that everyone does their job and fulfills their role.

Work with LE, advocacy, and courts to foster environments to reflect on what's going right/wrong.

Put the burden on the mutual partnership, not just the FJC or the agency.

Have gentle discussions and emphasize the importance of respecting one another.

PROVIDING HEALTH/MENTAL HEALTH SERVICES IN CENTERS

Mary Claire Landry, Director, New Orleans Family Justice Center

Mental illness diagnosis can be used for victim blaming, so push-back around that.

Transformation around mental health services came with changing the language from what's wrong with you to "this is a normal reaction."

Began building in therapists through regular grants and shelter programs.

Once we addressed mental health, we started looking at physical health component.

Started thinking about health with tracking of lethality, strangulation, and significant medical issues.

Creating a forensic unit with SANE onsite who does sexual assault exams and DV forensic exams.

Building therapists into VOCA grants and other federal grants to help pay for having them onsite.

Nurse, doctor, clinical director paid through third party credentialing reimbursement services.

Beginning to bill Medicaid for our therapists and will hopefully free up money on the grants.

Try to become a federally qualified health center because once you're an FJC you get an expanded medical rate which will bolster and expand capacity.

No matter how good or effective the system is, in the end, the victim may still not feel like she has the ability to move forward in her life, that's where counseling, healing, and focusing on the work they're doing internally comes in.

They'll explain what a forensic nurse is, that it's free, etc. and most of the time they're shocked that they have an option and can see someone for free.

VIRTUAL FUNDRAISERS

Deb Greenwood (President/CEO, Center for Family Justice Bridgeport),
Jeannie Strohmeyer (Executive Director, Nampa FJC),
Faith Whitmore (CEO, Sacramento Regional Family Justice Center),
and Amy Stewart-Brown (Executive Director, Family Justice C of St. Joseph County)

JEANNIE: We have done weekly activities for child abuse, sexual assault awareness, DV awareness month, etc.

- We used Auction Frog for our March 2021 virtual fundraiser.
- We had a videographer who took a lot of videos so he could put something together for our events.

FAITH: We just had our virtual fundraiser and spent about 6 months planning for this.

- We hired a producer for the program and it was the best investment that we made.
- It is COVID year and people are sensitive to the fact that all nonprofits are being challenged. People have more money around because they aren't traveling and eating out. People are more generous.
- We made a point of saying that we are remaining open for in-person services and our numbers have increased by 100%.

DEB: As bad as COVID has been, it has validated the work we are doing and what the need is.

AMY: We have been focusing on events that communicate who we are. We are a hope-filled team who give a damn, and that is what we want to communicate through our events.

- The thing that made the event successful for us was that we stuck to our brand.
- We made an equivalent amount of money this year as we did in previous years. A lot of people are looking for ways to do something fun. If you have a little bit of creativity, we find that people rise to the top.
- If you are just starting, my number one piece of advice is to define your brand - how are you going to tell your story? Be really consistent with that.
- We focus on that relationship building. Asking for money is the last thing that we do.

“

If you can put your vision out there and invite people into it, they will buy into it.

CASEY GWINN

President, Alliance for HOPE

DEVELOPING A HOPE-CENTERED FJC/ORGANIZATION

Casey Gwinn (President, Alliance for HOPE),
Yesenia Aceves (Director of Culture & Creative Service, Alliance for HOPE),
and Fernanda España (Program Assistant, Alliance for HOPE)

If we are going to talk about hope we have to be measuring hope.

If an FJC is going to be successful it has to be increasing hope not only for the people they serve, but also their staff and volunteers.

Hope can provide a unifying framework to create a positive strength-based culture that is grounded in goals, finding and navigating pathways and supporting the willpower necessary to pursue those goals.

Hope should form the basis for every decision that the organization makes.

Values should be carefully considered, and they should be very clear and give the organization/staff something to strive for

Strategic planning is time for the team to connect and set goals.

Hope is the mindset that drives resilient behavior.

Commitment to the statement that hope is measurable, malleable, and cultivable.

You cannot give what you do not have - Your staff needs hope to be able to give hope to survivors.

Visualize small goals and dreams and build them into the workday for staff.

People become more productive employees even if their dreams are unrelated to work.

Core values need to be integrated into every employee related process from on-boarding and training to birthdays, events, awards, mindfulness practice, and connecting.



“

We believe the fundamental premise that you cannot give what you do not have and that is true of an FJC and in our own lives.

CASEY GWINN

President, Alliance for HOPE

“

In the context of public safety, it is critical to have police legitimacy. The bottom line: it is about trust.

PAUL SMITH

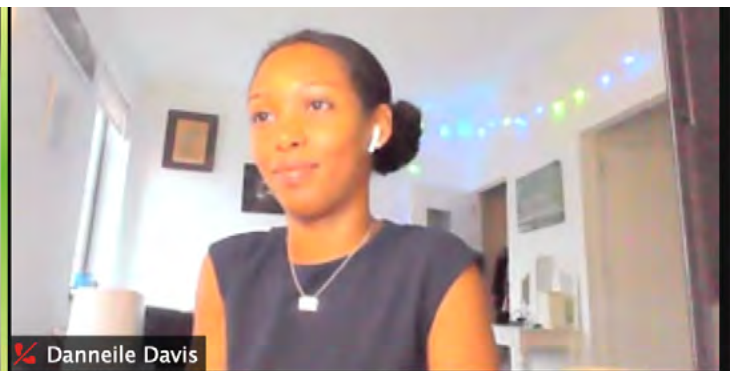
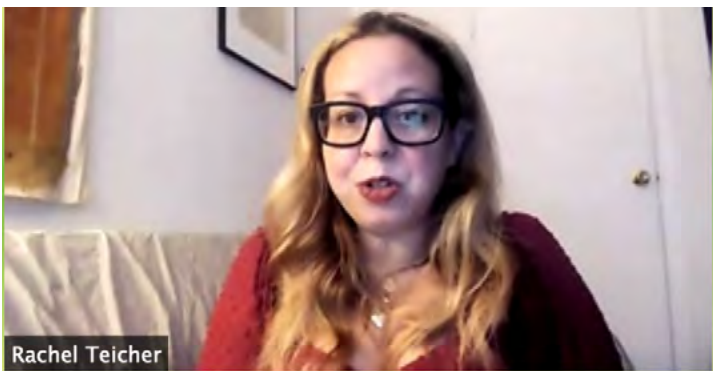
Director of Reconciliation,
National Network for Safe Communities

A RESTORATIVE JUSTICE APPROACH: HOW FJCS CAN REPAIR HARM AND BUILD TRUST THROUGH RECONCILIATION

Paul Smith (Director of Reconciliation, NNSC), Danneile Davis (Director of Reconciliation, NNSC), and Rachel Teicher (Director of Reconciliation, NNSC)

Paul, Danneile, and Rachel of the National Network for Safe Communities (NNSC) presented on how they work to build safer communities together through effective violence reduction and reconciliation as a restorative process. They use restorative justice to address historic and current harm through sustainable change. They believe that communities cannot thrive under the present stress and post-traumatic stress that

comes with pervasive violence. The core values of procedural justice are elevation of community voice, demonstrating respect and fairness, and transparency. They stressed that part of our work is to elevate the voices of all different communities (survivors, BIPOC, disabled, gender, LGBTQ & others) so they can get together to design a plan to repair harm and decide what their community needs.



WHAT SHOULD THE FAMILY JUSTICE CENTER MOVEMENT BE DOING?

Another president's initiative with dedicated money for building new FJCs. Biden would be the Perfect president for this given his history of being an ally.

A Global Alliance.

Hope-centered school districts and child protection agencies.

International VOICES Network.

We should frame things out from the space of hope and the framework of hope.

A presence/awareness in the church, especially considering needed change with the prevalence of pastoral sexual abuse.

A powerhouse initiative for engaging survivors and communities who are nearly falling through the cracks and not engaged with the impactful work of FJCs.

A broader concept of what justice looks like - how we provide services to families as a whole.

Immigrant and refugee-friendly initiatives for victims and survivors, as well as disability inclusivity.

A full national PR/marketing plan for FJCs - see who might be out there for a corporate supporter for FJCs.

Focusing on native youth who have experienced violence and bringing FJCs to Indian Country.

In every state all the FJCs should come together to request for FJC funding and policy.

Creating a national initiative/campaign for self-care implemented in schools and workplaces. It is not currently normalized/recognized, especially in law enforcement, who really need it.

Wrap around services for those who harm - it makes sense as a component of breaking the cycle of violence. Those who harm one will likely go on to harm others. If we can provide hope and resilience to them, perhaps they can break that cycle.



“

What has struck me over the last decade is that we are allies but not the same as a community-based organization. We have a framework that needs its own voice. If we do not advocate for our causes, no one will be advocating for us. There is no one advocating for this collaboration except for us.

CASEY GWINN

President, Alliance for HOPE

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H**PE**
INTERNATIONAL

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