

PROGRAM SPOTLIGHT
YWCA KNOXVILLE & THE
TENNESSEE VALLEY
SUPERVISED VISITATION AND SAFE
EXCHANGE PROGRAM

Tour presented by

Jean Vance, Justice for Families Program Coordinator

Abby Zastressek-Dogan, Justice for Families Visit Supervisor

At a glance



Established 2021

Our program has grown tremendously in the past couple of months and will continue to grow.



Oak Ridge, Tennessee

Serving Anderson, Roane, Blount, Knox, Sevier, and Loudon Counties in East Tennessee



YWCA is a multi-service agency serving the six counties listed above.

- Currently, Anderson County, home to seven cities, takes the lead in receiving services at the center
- Most cities in the area are rural
- Two of the cities in the county offer a variety of diversity

eliminating racism
empowering women

ywca

Knoxville & the Tennessee Valley

**Justice for Families
Supervised Visitation and
Safe-Exchange Program**

FUNDING

OVW JFF funding synopsis

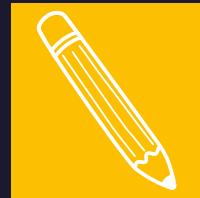
- YWCA Knoxville and the Tennessee Valley's Supervised Visitation and Safe Exchange Program is 100% OVW JFF funded.
- Under this current award, we are also funded to do court personnel training.

YWCA Justice for Families



Visitation services provided

Supervised visitation and safe exchanges



About our services

- At the beginning of the year, we served 3–4 families every month
- We are now currently serving six families and are in the process of enrolling additional families.
- In the past few weeks, we've had 4–5 visits per week.
- The number of visits fluctuates due to cancellations and whether families have weekly or biweekly visits.

Supervised Visit and Safe Exchange Program



Hours

We provide 8–10 hours per week of services.

- If some of the biweekly families are scheduled on the same weekend for visits, the next week's hours will be lower

Hours of operation for visits and safe exchanges

- 10 am–6 pm daily
- If a family needs a visit late in the evening, especially on weekdays due to work or picking up kids from school, we always try to accommodate.



About our team

- Justice for Families Program Coordinator
 - 37.5 hours/week
 - Also supervises visits
- Visit Monitor
 - 25 hours/week
- Visits are also facilitated by PRN staff



MEETING THE DIVERSE AND UNIQUE NEEDS OF OUR FAMILIES

When providing visitation services, we want to be intentional in making sure we understand that all families' values, trauma, circumstances, and cultural backgrounds are different. We offer:

- We can accommodate families who speak other languages, such as French, Spanish, and Arabic
- If both parties agree, we allow extended families to come to visits
- We allow families to bring in food and celebrate birthdays, holidays, and other traditions
- We offer a wide range of operational hours for the center
- Our agency participates in cultural diversity trainings
- We have items in the center for all age groups



COMMUNITY PARTNERSHIPS

- Formal partners (we are able to seek guidance and receive referrals from these partners)
 - Local courts
 - Law enforcement
 - Children's advocacy services
 - Victim service providers
- Our agency facilitates Anderson County's CCR meeting once a month, where we discuss resources within the community and any barriers clients face. These meetings bring together formal and informal partners, such as:
 - School staff
 - Medical professionals
 - Anderson County FJC
 - Local attorneys
 - Mental health providers
- Our mission is to decrease domestic violence in our community and hold perpetrators accountable.

PHYSICAL SPACE

Entrances

- Our office and the entrance/waiting area for visiting parents are connected to the visitation room.
 - Check-in takes place in the visitation room when they enter early for a visit
- The entrance for custodial parents is located on the other side of the building for safety.
 - There is also a room that they can stay in for the duration of the visit if that makes them more comfortable.
 - Check-in takes place when they drop the child(ren) off and pick them back up. We invite them in and see how they are.

Visitation room

- Kitchen area
 - Countertop, fridge, microwave, sink toaster, coffee maker, cups, plates, etc.
 - Table with benches where families can sit together and eat
- Couches, TV, and Nintendo Switch where families can relax, watch a show, and play games
- Craft table area
- Lego table area
- Foosball table that can turn into different games
- Assortment of toys and board games
- Bathroom (other bathrooms located in the rest of the building as well)

PHYSICAL SPACE CONTINUED

Safety

- Thorough research and collaboration have been done to make sure our program is utilizing the most appropriate measures for ensuring the safety of everyone who walks through our doors
 - Monitored cameras
 - Access control points for entrances and exits
 - Mapping of building entrances, exits, waiting areas, and parking lots to ensure that parties will have no possibility of interacting before, during, or after visits
- These measures are utilized by center staff and all center families.



YWCA Knoxville-Tennessee Valley Oak Ridge Program Tour



Thank you for being part of this tour of YWCA Knoxville Tennessee Valley Oak Ridge Supervised Visitation and Safe Exchange Program tour!

Learn more about us at
<https://ywcaknox.com/domestic-violence/>

We'd love to answer any questions you may
have about our services, physical space, or
other details.

This project was supported by Grant No. 15JOVW-21-GK-02241-MUMU & Grant No. 2019-FJ-AX-0005 awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed are those of the authors and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

eliminating racism
empowering women

ywca

Knoxville & the Tennessee Valley

**Justice for Families
Supervised Visitation and
Safe-Exchange Program**