

# SAFE | Year-End performance overview

April 1, 2021 through March 31, 2022

In FY21, SAFE continued to offer services both virtually and in person with enhanced safety protocols in place. While maintaining prevention and intervention services, we expanded access to shelter in multiple hotel sites for survivors of domestic violence. In addition, we broadened community support and child development education for parents and caregivers with children aged 0-5 to build strong, healthy, and resilient families and to reduce the likelihood of child maltreatment.

As a result of the pandemic, employers nationwide have experienced challenges retaining and hiring staff. Like so many organizations, SAFE also experienced staff shortages and high turnover, which ultimately impacted service numbers in several programs. To address these challenges, SAFE made several changes, including a new compensation plan for employees, improved internal communications, and an increased focus on equity.



**21,088**

SAFEline contacts  
 • 17,861 calls  
 • 2,847 chats/texts  
 • 224 walk-ins\*

\* includes face-to-face and Bridge to Safety



**5,874**

youth and adults served



**76,746**

bed nights/days of care



**65,485**

service units



**29,125**

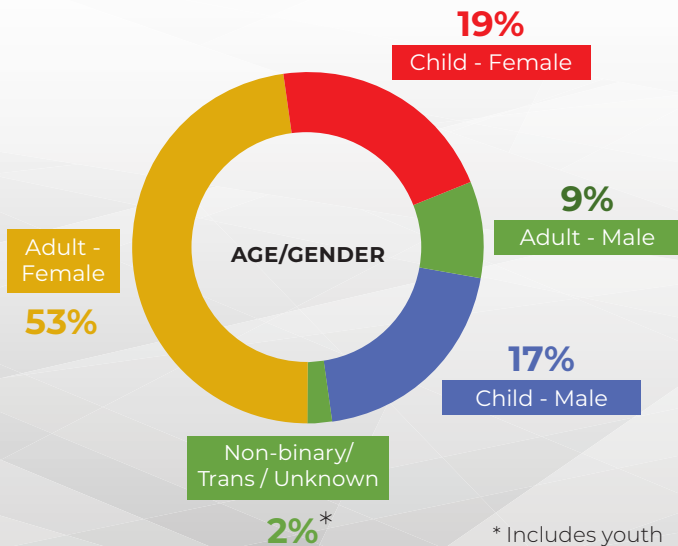
community members/  
 professionals participated in

**1,023**

trainings/presentations

**62% of clients disclosed more than one type of victimization.**  
**31% of clients received services from more than one SAFE program in FY21.**

## Who we serve



SAFE Client Demographics vs. Travis County Population Demographics

