



## 2024 Annual Impact Report

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IMPACT

# Welcome from City Attorney Heather Ferbert



Dear Community Partners, Regional Stakeholders, Donors, and Friends,

As *Your Safe Place (YSP)* celebrates its 22nd anniversary, I'm thrilled to share the incredible work of YSP's staff and partners with you. Our dedicated efforts and your unwavering support have been instrumental in achieving these milestones. Together, we are creating a brighter future for our community.

It is a privilege to provide a safe, confidential, one-stop service center to anyone fleeing gender-based violence and other forms of domestic abuse. This year, as I take office as the City Attorney, it is my distinct privilege and pleasure to continue the great work of YSP. I am committed to building on our successes and ensuring that we remain a beacon of hope and support for those in need.

We continue to provide client-centered, culturally informed services to all. Over the last year, we strengthened ties with the City Attorney's Gun Violence Response Unit to help clients protect themselves from the risk of gun violence. Working as a team, we assisted clients in obtaining Domestic Violence Restraining Orders, Gun Violence Restraining Orders, and other gun-prohibiting orders because we know women are 500 times more likely to die from domestic violence if the abuser has a gun in the home.

Looking to the year ahead, I'm proud to support YSP's increased focus on expanding teen dating violence education to teach teenagers what healthy relationships look like and where to get help when they need it. We're also strengthening housing support services for survivors facing unsafe living situations, because no one should have to choose between homelessness and their own safety.

None of YSP's accomplishments would be possible without the hard work of our staff, community partners, interns, and volunteers. Thank you all for being a part of this work with us.

A handwritten signature in black ink that reads "Heather Ferbert". The signature is fluid and cursive, with the first name being more prominent.

San Diego City Attorney





# Message from the Executive Director

We are proud to share the 2024 Annual Impact Report for YSP. Inside, you will find highlights of the meaningful progress we have made together and the lives we have touched across San Diego.

This past year, our team, community partners, donors, volunteers, and interns have shown incredible dedication and continued support for our mission. Every effort—whether providing direct services, offering a listening ear, or advocating for survivors—has contributed to real, lasting change. Because of you, we have expanded hope and healing for those who need it most.

Thank you for being part of this journey. Your dedication has driven our success, and I’m deeply honored to stand with you in this work. Together We Can. Together We are Better.

*Diane Doherty*

Diane Doherty, Executive Director



## Mission

At *Your Safe Place*, survivors of domestic violence, family violence, older and dependent adult abuse, strangulation, sexual assault, and sex trafficking can seek justice, begin healing, and reclaim their lives.

## Vision

To provide a safe space where each individual’s needs are met, clients feel validated, families are protected, and survivors can reclaim their lives.

## YSP Values

WELCOMING	PERSONALIZED	CONFIDENTIAL	TRAUMA-INFORMED	JUDGEMENT-FREE	EMPOWERING
YSP offers a safe and nurturing space. Our services are client-centered and culturally-sensitive.	The YSP team creates personalized safety strategies to protect all clients.	YSP’s services are guided by protocols that protect the confidentiality of our clients’ personal information and communications.	Our trauma-informed services ensure compassionate and empathetic support.	YSP provides a supportive and judgment-free environment where every person is met with dignity and respect.	We encourage self-reliance and decision-making, so that individuals can take charge of their own journeys.

## Advancing Safety, Healing, and Hope in 2024

At YSP, we continue to be a lifeline for survivors—offering safety planning, counseling, housing support, legal advocacy, and more. Our work goes beyond individual services; we play a vital role in strengthening San Diego’s safety net and building a more resilient community. In 2024, our impact has been deeply felt—in homes, neighborhoods, and adult and children’s lives transformed. Every interaction is an opportunity to create safety, restore dignity, and ignite hope.

Thank you for walking alongside us and helping drive meaningful change.



***“Your Safe Place is truly a place that is safe, helpful, and very friendly—especially during a time in my family’s life when our safety was in jeopardy. I am very grateful for this resource in San Diego.” —Survivor***

## Transformative Impact

In 2024, YSP remained a cornerstone of public safety in San Diego by providing essential, trauma-informed services to individuals and families impacted by violence. The progress we achieved reflects the continued support of the Your Safe Place Foundation, the dedication of our team, and the strength of our community partnerships and interns. We are also grateful to our volunteers, who contributed **1,240 volunteer hours** throughout the year.

Together, we have created safer environments and helped survivors seek justice, begin healing, and reclaim their lives.



# 7,800

INDIVIDUALS SERVED



# 16,367

PHONE CALLS



# 13,602

DIRECT SERVICES



# 1,670

HOUSING SERVICES



# 140

FORENSIC SERVICES



# 106

MOBILE CLINICS





# 3,575

LEGAL SERVICES  
(INCLUDING RESTRAINING  
ORDERS, FAMILY COURT  
SERVICES, IMMIGRATION  
ASSISTANCE, AND REMOTE  
COURT ASSISTANCE)



# 3,720

NIGHTS IN SAFE SHELTER FOR  
71 CLIENTS AND THEIR 106 CHILDREN



# 1,100+

SERVICES PROVIDED  
TO TEENS AND  
TRANSITIONAL-AGED  
YOUTH



# 1,010

EMERGENCY NEEDS  
SERVICES PROVIDED,  
OFFERING ESSENTIALS  
LIKE CLOTHING,  
HYGIENE PRODUCTS,  
AND ESCAPE BAGS



# 453

REQUESTS FOR FINANCIAL  
REIMBURSEMENT  
THROUGH RESTITUTION



# 286

HOTEL NIGHTS  
FOR 216 CLIENTS  
AND THEIR 150  
CHILDREN AGES  
1-18



# 187

CONFIDENCE-BUILDING  
AND VOCATIONAL  
SERVICES TO SUPPORT  
SELF-SUFFICIENCY



# 48

CLIENTS OBTAINED  
CONFIDENTIAL ADDRESSES  
FOR SAFETY



# 105,387

INDIVIDUALS REACHED  
THROUGH SOCIAL MEDIA,  
NEWSLETTER, AND  
OUTREACH EFFORTS



## From Trafficking to Safety

For Alex, his dog Max was more than a companion—he was the only constant in a life marked by trauma. After surviving years of abuse and trafficking by his own family, Alex arrived at *YSP* with Max, determined to rebuild his life and leave San Diego for safety. Just as hope seemed within reach, a new obstacle emerged: Max wasn't vaccinated or travel-ready. Without the right paperwork or supplies, Alex risked being separated from his only source of comfort. *YSP* stepped in, covering hotel stays, transportation, vaccinations, and a pet carrier—ensuring Alex and Max could relocate safely, together.



## Restoring Independence in Later Life

After surviving years of abuse—including an assault that left her in a coma—an elder client was forced to start over when her abuser resurfaced. Despite a restraining order, she lost her home, her benefits, and her sense of safety. *YSP* stepped in with critical support, providing tools that helped her manage daily challenges caused by lasting injuries. With this assistance, she regained her independence, dignity, and stability—proving that supportive services can have a life-changing impact.



## Rebuilding With Hope

Isabel endured severe domestic violence while isolated from family and support. After a particularly violent incident that led to hospitalization and the tragic loss of her pregnancy, she found herself with two children, no income, and nowhere safe to turn. With emergency shelter and support, Isabel was able to access legal protections, explore immigration options, and connect with counseling and advocacy services. This immediate stability gave her the space to focus on safety planning, healing, and taking steps toward long-term independence. Her story is a powerful reminder of how critical safe, trauma-informed housing and services are in helping survivors rebuild their lives.



## Helping Families Heal After Abuse

On a cold December morning, a mother and her two young daughters, just 3 and 1 years old, arrived at *YSP* after fleeing a violent and traumatic situation. Cold, scared, and with no belongings, they were found by a kind stranger who guided them to safety. At *YSP*, the family received immediate care—warm clothing, a stroller, transportation, and emergency shelter—allowing them to begin the long process of healing. The mother, a survivor of domestic violence and trafficking, was given the support she needed to protect her children and rebuild their lives. Today, they are safe, stable, and surrounded by care, thanks to the swift and compassionate response of the *YSP* team.

# The Year Ahead

As we move into the year ahead, *YSP* is focused on expanding critical services, strengthening community partnerships, and reaching more survivors through innovative, trauma-informed programs.

## Launching 24/7 SART Response

In the coming year, *YSP* will launch 24/7 Sexual Assault Response Teams (SARTs) services, ensuring survivors have immediate access to compassionate, trauma-informed care at any hour. This initiative marks a significant step in enhancing crisis response and increasing accessibility for those in need.

## Expanding Teen Dating Violence Education

In 2024, *YSP* reached hundreds of youth through school-based presentations, community workshops, and awareness events focused on healthy relationships and dating violence prevention. In the year ahead, *YSP* will build on that success by expanding partnerships with local schools and youth-serving organizations to bring these vital conversations to even more teens.

## Strengthening Housing Support for Survivors

*YSP* will continue to expand housing support services for survivors facing unsafe or unstable living situations. The *YSP* team will undergo training with the San Diego Housing Commission to better support clients navigating complex housing systems. Operation Safe Hotel—a *YSP* service that places clients in hotels during emergency situations—will be replenished and expanded to include after-hours placements in collaboration with the San Diego Police Department and Sheriff's Office. Additionally, *YSP* will maintain and strengthen its partnership with Casa Mariposa, a shelter offering safe, supportive housing for women and children as they begin to rebuild their lives.





# Working Together to Increase Our Impact

In 2024, YSP was able to expand its impact thanks to the generous contributions of our valued partners: Your Safe Place Foundation, The Golden Door, A Little Help Foundation Fund, Rotary Club of Rancho Bernardo, Soroptimist International San Diego, UCSD, and more. Your continued support has been instrumental in helping survivors access safety, stability, and hope.

We also extend our heartfelt gratitude to our Client Care Coordinators (CCCs), whose compassion and commitment remain at the heart of our work. Every day, these CCCs meet survivors with empathy, guide them through crisis, and help restore their sense of control and dignity.



*YSP's CCCs make healing possible.  
Thank you for being the difference.*

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# IMPACT

# Our Partners



**Together We Can.  
Together We Are Better.**

We invite you to explore and tour YSP by emailing [infoysp@sandiego.gov](mailto:infoysp@sandiego.gov)





## THE SAN DIEGO FAMILY JUSTICE CENTER

1122 Broadway, Suite 200, San Diego, CA 92101

619-533-6000