

Mecklenburg County Supervised Visitation and Safe Exchange Center

Frequently Asked Questions

- ***What is the Mecklenburg County Supervised Visitation and Safe Exchange Center (SVSE CENTER)?***
Mecklenburg County SVSE Center is a supervised visitation and safe exchange center developed to prevent violence from occurring between family members during the exchange or visitation of children. SVSE Center provides a safe, secure environment for the exchange or supervised visitation between children and their parents. The objective of SVSE Center is to increase safety for adult and child victims of domestic violence while decreasing opportunities for further abuse before, during, and after services.
- ***What services are provided?***
SVSE Center provides supervised visits and safe exchanges to families who have experienced domestic violence and/or dating violence. SVSE Center only performs onsite supervised visits and exchanges.

Supervised Visitation: Trained professional staff facilitate and monitor a safe environment where parents may have contact with their child(ren).

Safe Exchange: Trained professional staff supervise the transfer of a child(ren) between parents without contact between the parents in cases where supervised visitation is not ordered.
- ***How can I access services?***
SVSE Center accepts referrals for clients who reside in Mecklenburg County. Client referrals may come from a variety of sources, including court order, domestic violence agencies, mental health professionals, attorneys, and self-referrals.
- ***Are bilingual services available?***
Mecklenburg County SVSE Center employs visitation and exchange staff who speak various languages, including Spanish. Interpreter services are available for families that speak languages other than those spoken by the SVSE Center employees. Interpreter services will be coordinated by the SVSE Center staff.
- ***Are there fees for services provided?***
There are no fees for services.
- ***Does SVSE Center have community partnerships?***
SVSE Center consists of a core partnership between local government, courts and domestic violence and sexual assault programs as well as a larger community collaborative. Partners of the Mecklenburg County SVSE Center include the Latin American Coalition, Mecklenburg County Department of Social Services, Legal Aid, Mecklenburg County Community Support Services, Mecklenburg County Sheriff's Office, Charlotte-Mecklenburg Police Department, Safe Alliance, 26th District Court, Mecklenburg Ministries, Council for Children's Rights, Legal Services of the Southern Piedmont and the Domestic Violence Advisory Board.
- ***When and where do services take place?***
SVSE Center is located at 3205 Freedom Dr. Suite 2000 inside Valerie C. Woodard.

Supervised visitation and exchange services are scheduled on the following dates and times (*Tentative operating hours may be subject to change as the SVSE gets a better understanding of families' needs.):

*Wednesday-Friday: 3:00 p.m. -7:30 p.m.

*Saturday: 11:00 a.m. – 7:00 p.m.

*Sunday: 1:00 p.m. – 5:30 p.m.

Unfortunately, we cannot guarantee a particular day or time. During the intake process, each party is asked for information about their availability. After the intake process is complete, available time slots are offered.

- ***How are services funded?***
Mecklenburg County SVSE Center is funded by the Safe Havens Grant Program from the Office on Violence Against Women, United States Department of Justice. Mecklenburg County provides additional support to SVSE Center for general operational costs, including space and staff. Funding also comes from private foundations and donations.
- ***What is the intake process?***
Before services can begin, an in-depth interview with each parent and a separate child orientation must be completed. The length of time required to complete the process is dependent upon scheduling. SVSE Center will not pressure either party into services.
- ***What are SVSE Center's rules?***
SVSE Center has established policies and procedures that are specifically designed to provide a safe and secure environment for all parties involved. Visit and exchange guidelines and expectations are thoroughly reviewed during the intake process. Clients' signatures are required to ensure understanding and their agreement to comply. Clients with additional questions are encouraged to direct them to staff.

Please feel free to call 980-314-8680 with any further questions.