



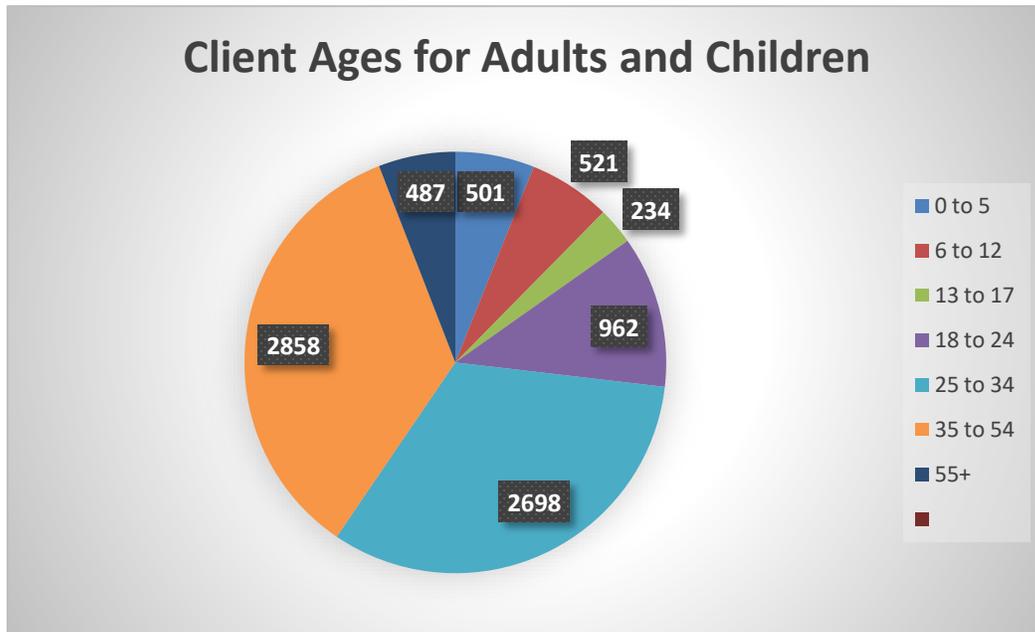
ANNUAL REPORT
10/1/2019 - 9/30/2020
OVERVIEW

Marjaree Mason Center's (MMC) mission is to support and empower adults and their children affected by domestic violence while striving to prevent and end the cycle of abuse through education and advocacy. Founded over 40 years ago, MMC began modestly with just a few volunteers and a few beds in the local YWCA. Since then, MMC has continued to expand its programs and today provides a wide variety of diverse and comprehensive services designed to meet the complex needs of all individuals, regardless of race, religion, sexuality, gender, age or socio-economic status, impacted by violence. These services include the operation of a 24/7 hotline, crisis support, safety planning, case management, emergency and longer-term shelter, legal advocacy, individual and group counseling, children's services, education and outreach.

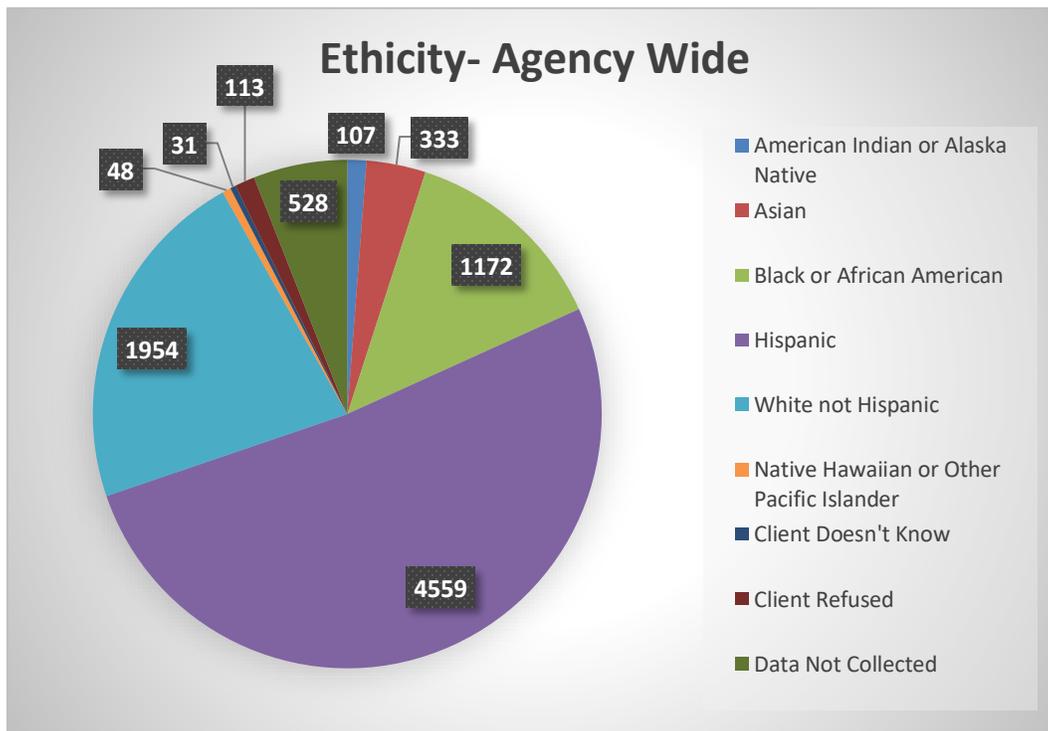
For most of the last year, Marjaree Mason Center services and clients have been critically impacted by the global pandemic COVID-19. Federal and State protective mandates and social distancing directives have presented significant challenges to providing services. In order to protect the health and safety of clients and staff, MMC leaders made a variety of programmatic adjustments which were implemented across all agency departments and services. These adjustments included limiting in-person contact, housing clients off-site in alternative safe housing, limiting activities to individuals or families rather than groups, and providing services using remote platforms. Though there has been a shift in the method for providing services, domestic violence has remained prevalent, and MMC has remained steadfast in its commitment to continuing to provide comprehensive support services to individuals impacted by violence.

Though Marjaree Mason Center has been able to pivot programs and maintain services during this difficult time, the cumulative impact of COVID-19 continues to be felt agency wide. Once again, Marjaree Mason Center saw an increase in clients compared to the previous fiscal year, and provided an additional 1,000 clients with supportive services. Over the last year, Marjaree Mason Center provided supportive services to 8,500 individuals including 7,238 adults and 1,262 children and 89,478 nights of emergency and longer-term safe shelter.

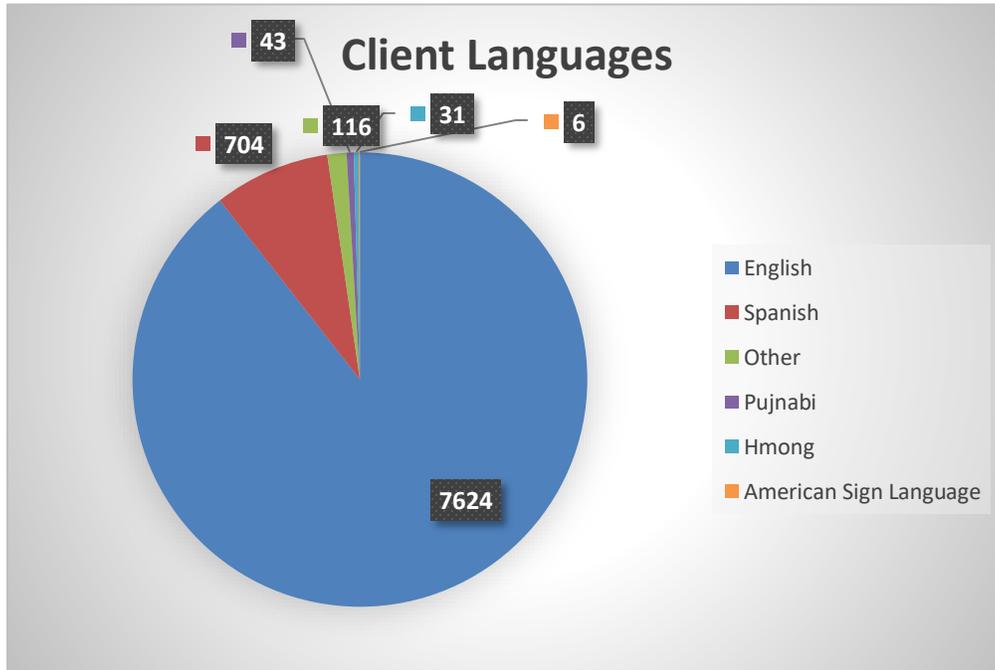
Client Ages: Agency wide, 85% of clients were adults and 15% were children between the ages of 0 to 17.



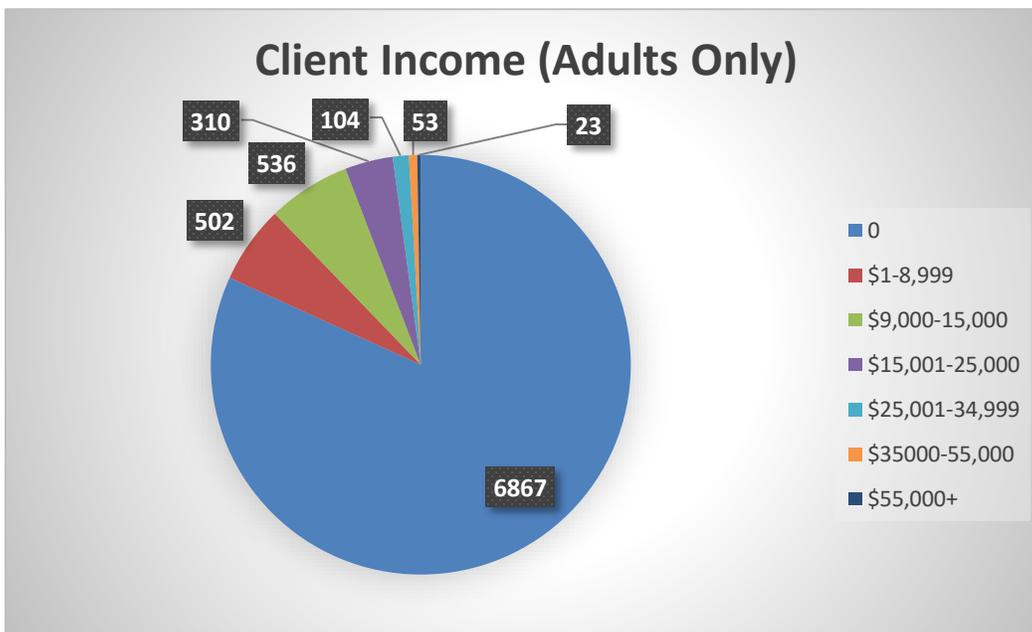
Client Ethnicity: The majority of clients served were either Hispanic (52%), Caucasian (22%) or African American (13%).



Client Languages: While the majority of clients speak either English (90%) or Spanish (8%), MMC provides services to clients speaking many other languages including but not limited to: Punjabi, Hmong, American Sign Language, Chinese, Farsi, Laotian and many others.



Client Income: The majority of clients served reported no income of their own (82%). Of the households that did receive an income (1,582 adults), 65% reported making less than \$15,000 per year.



Marjaree Mason Center continues to be the only provider of shelter and comprehensive domestic violence supportive services in Fresno County. Unfortunately, Fresno County has the highest rates per capita of reported domestic violence in California and those figures continue to rise. Over the past year MMC has provided comprehensive domestic violence services to 8,500 adults and their children and 89,478 nights of emergency shelter. These figures reflect a 13% increase in the number of clients who received services compared to last year. In order to meet Fresno's growing needs, MMC operates 7 sites located strategically throughout the County. By operating multiple sites and maintaining extensive partnership with other community organizations, MMC can ensure that holistic well rounded services are accessible to everyone who needs them. Further, MMC is the only local agency that meets the 14 Core Standards for Domestic Violence Support Services as outlined in the Funding for Domestic Violence California Penal Code (sections 13823.15-13823.16). The 14 core standards are as follows:

1) Business Centers

Marjaree Mason Center's primary administrative office and business center is located at 1600 M Street in downtown Fresno and is used for both administrative services as well as crisis response. For administrative purposes the office maintains regular business hours from 8-5 Monday-Friday, alternately, Crisis Response services (hotline, emergency intake, shelter, etc.) are available 24/7.

2) Twenty-four Hour Crisis Hotline

Marjaree Mason Center operates a domestic violence crisis hotline which is available 24-hours per day, 7-days per week. This 24/7 hotline, staffed by MMC's dedicated Crisis Response Team (CRT), provides immediate crisis intervention services including: risk assessments, safety planning, emergency shelter, transportation, food and referrals for additional services and/or organizations.

3) Transportation

Marjaree Mason Center provides a variety of transportation solutions for survivors and their children; many of which, face significant barriers to accessing supportive services. Barriers may include but are not limited to physical distance from services, lack of vehicle, lack of finances, and physical disability. In response to this, Marjaree Mason Center provides bus tokens, train vouchers and Lyft rides. Clients in need of non-emergent services may also be transported by staff members in one of the Marjaree Mason Center's authorized vehicles. Residential clients in need of emergency services are transported by ambulance.

4) Emergency Food and Clothing

The act of fleeing domestic violence can often mean leaving everything behind at a moment's notice, consequently when clients arrive at Marjaree Mason Center for help, they frequently possess little more than the clothes on their backs. MMC recognizes the importance of ensuring clients most basic needs, such as food, clothing and shelter, are met first. Through private donations and collaborative partnerships with several local organizations, MMC is able to ensure all clients are provided with daily meals, clothing, diapers, blankets and basic hygiene items.

Crisis Response/Emergency Services	Number of Services*
Hotline Calls	4,081
Crisis Intake Assessment	1,707
Safety Plans	4,669
Transportation	407
Referrals to Community Agencies	2,480

**Duplicated Figure*

5) Emergency Shelter for Survivors and Their Children

Through the agency's safe house program, MMC ensures that victims of domestic violence, are provided with a safe place to reside while their traumatic situation is addressed, and they attain the support needed to return to the community safely. Marjaree Mason Center operates two confidentially located safe houses in Fresno County that operate 24/7. MMC Safe Houses feature private rooms for each family, large communal kitchens and play areas for children. Families are welcome to bring items to make them feel more at home, such as personal linens, pillows, and toys. When necessary, due to capacity limits, Marjaree Mason Center houses client's offsite at alternate locations. These locations are also confidential.

Emergency Housing	Nights of Shelter	# of Adults	# of Adults*	# of Children	# of Children*	Total Individuals (Duplicated)	Avg. length of stay (nights)
Emergency Housing	36,826	428	505	486	547	1,052	40
Housing First - Emergency	1,482	18	18	27	27	45	33
Total	38,308	446	523	513	547	1,097	73

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6) Household Establishment Assistance

Marjaree Mason Center operates several housing programs that provide critical, safe alternative housing and supportive services to victims and their children. In addition to emergency shelter, MMC housing programs also include facility based longer-term housing and short-term rental assistance for a period of between 12 and 24 months which aims to assist clients in seeking housing/supportive services while they move toward self-sufficiency and sustainability. The rental assistance program is an ideal choice for domestic violence victims seeking housing support when physical safety is no longer a concern.

Longer-Term Housing	Nights of Shelter	# of Adults	# of Adults*	# of Children	# of Children*	Total Individuals (Duplicated)	Avg. length of stay (nights)
Transitional	9,836	42	55	79	106	161	81
Permanent	41,334	99	101	173	177	278	152
Total	51,170	141	156	252	283	439	233

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7) Counseling (Individual and Peer Group)

Marjaree Mason Center provides individual and group counseling services for adults and children affected by domestic violence. Typically, individual clinical services are provided at Marjaree Mason Center’s Van Ness office located in downtown Fresno, or by referral through the 24-Hour Crisis Hotline [559\) 233-HELP \(4357\)](tel:559-233-HELP). In addition to individual clinical services MMC also offers S.A.F.E Group. S.A.F.E stands for Survivors of Abuse: Free and Empowered, and is a group course provided over 12-weeks which covers domestic violence topics including (but not limited to) defining domestic violence, understanding healthy relationships and the effects of domestic violence on children.

8) Counseling for Children

The Children’s Enrichment Center at MMC provides support to residential children and collaborates with multiple agencies in Fresno to offer assistance and resources to children. Support is provided through schools, mental health services, and assessing other needs the children may have. In addition to being a positive and safe place where children can learn, grow and play, the Enrichment Center contains books, puzzles, games, and fun activities for children of all ages. Child supervision is provided while moms attend onsite counseling, legal classes, or groups. Marjaree Mason Center operates enrichment centers and clinical offices at 5 out of 7 facilities for children to interact and receive necessary therapeutic services. Children’s services are provided by knowledgeable professionals who are trained to work with children in crisis and/or Marriage and Family Therapists.

Counseling	Number of Services*
Individual Counseling Session (Adult)	1,641
Individual Counseling Session (Child)	222
Group Counseling Attendees	2,054
Total	3,917

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9) Medical Advocacy and Emergency Response to Survivors in Hospital Emergency Rooms, Medical Clinics, and/or Medical Offices.

MMC Client Navigators provide emergency response services to victims in emergency rooms, medical centers and/or offices through collaborative agreements with several local medical facilities including Saint Agnes Medical Center, Kaiser Permanente and Community Regional

Medical Center. Client Navigators are mobile advocates that can directly respond to clients located in the community places such as emergency rooms, medical clinics and offices. Typically, social workers working out of medical facilities will contact Client Navigators, who will then conduct assessments and provide support and information about available services and options. Upon request, Navigators can also transport victims to Marjaree Mason Center for additional support and shelter.

10) Emergency Response to Calls from Law Enforcement

Marjaree Mason Center operates using a “no wrong door” philosophy. This means that individuals impacted by domestic violence are eligible to receive supportive services regardless of their first point of contact. In addition to providing telephone response to law enforcement, Marjaree Mason Center also employs victim advocates co-located at the Fresno Sheriff’s Office and the Fresno Police Department. Through this collaboration, MMC advocates are able to work alongside officers responding to reports of domestic violence and connect with victims to provide crisis intervention, support, education on the criminal justice system, safety planning and additional linkages to appropriate community resources when necessary.

Law Enforcement	Number of Services*
Referrals to MMC from Law Enforcement	4,394
Provided Client with DV Packet for Services	1,325

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11) Legal Assistance with Temporary Restraining Orders/Other Protective Orders and Custody Disputes

Marjaree Mason Center provides a variety of legal support services including legal advocacy, court accompaniment, education and other services to victims of domestic violence. Free Legal Options classes are conducted weekly and open to all community members. The first portion of the class is informational and provides an overview of various types of restraining orders, the criminal justice system, safety planning, and services available. The second portion of the class walks clients through filling out a request for a Temporary Domestic Violence Restraining Order. Clients seeking restraining orders with more complicated legal issues may be referred to Project First Step. Project First Step is a program where pro-bono attorneys represent clients at their restraining order hearings. This service is provided in partnership with Central California Legal Services, Inc.

12) Court Accompaniment

In collaboration with Fresno County Family Court, MMC advocates attend regular restraining order hearings to provide assistance and information to court participants for the purpose of answering questions, providing information about the court process and what to expect, offering emotional support and informing them of available Marjaree Mason Center services. The court process can be overwhelming for those seeking a restraining order. For many victims, their abusers control the purse strings and are able to obtain formal legal representation. Advocates create a more level playing field by providing support and keeping victims informed of their legal options.

Legal	Number of Services*
Legal Advocacy	3,343
Restraining Orders Filed	234
Court Accompaniment	356
Legal Options Class	81

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13) Criminal Justice and Social Service Advocacy

Marjaree Mason Center works with local social service agencies such as Child Protective Services (CPS) and Department of Social Services (DSS) CalWORKS program to provide supportive services to victims of domestic violence. These collaborative efforts focus on providing victims with the support necessary to overcoming the long-term traumatic effects of domestic violence. Clients engaged in CalWORKS programs and who have experienced incidents of domestic violence can enroll in the Family Stabilization Program (FSP). Services provided through this program include case management, counseling, domestic violence education, and children’s enrichment center services and support as well as parenting classes. MMC works directly with CPS to assist clients facing custody issues which can include participating in monthly “team decision meetings” and interventions to develop support plans for preventing loss of custody and/or regaining custody.

Family Stabilization Program Clients and Services	Number of Services
Households	138
Adult Clients	144
Children Clients	316
Case Management Sessions Adult	1,672*
Case Management Sessions Children	386*
Counseling Adults	1,221*
Counseling Children	99*
Children’s Enrichment Center	1,841*

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14) Establish, Maintain, and Participate in the Local Community Service Network to Ensure Appropriate Response to Survivors’ Needs

Marjaree Mason Center maintains and regularly updates a list of local referral resources utilized for the purpose of providing relevant information to community members, alternate agencies and client’s seeking information about community programs. When appropriate, the administrative assistant or 24/7 hotline staff will provide individuals with contact information to suitable community programs for services provided outside Marjaree Mason Center’s scope of work. These collaborative relationships ensure that all individuals seeking services are connected to agencies most appropriate to meeting their specific needs. MMC’s referral list

consists of contact information for local agencies such as Adult Protective Services, Alcoholics Anonymous, Central Valley Suicide Prevention Hotline, Divorce Care, Emergency Psychiatric Services, Fresno CA Drug Rehab, Help Me Grow, National Domestic Violence Hotline, National Runaway Safeline, Rape Counseling Services and many, many more. Additionally, Marjaree Mason Center participates in local collaborative efforts including the Fresno Madera Continuum of Care, Rural Domestic Violence Collaborative, Sexual Assault and Relationship Violence Response Team (SART), Valley Crisis Center, Fresno Housing Authority and the California Partnership to End Domestic Violence (CPEDV).

Clients Referred to MMC by	Total Number of Individuals
Self/Family/Friend	1,413
Child Protective Services (CPS)	66
Medical Facility/Clinic	93
Crime Victim Assistance Center (CVAC)	20
National DV Hotline	21
Internet	59
Community Organization	69
Other Local Shelter	76
Department of Social Services (DSS)	261
Court	145

Clients Referred by MMC to	Total Number of Individuals
Crime Victim Assistance Center (CVAC)	1,045
Alcohol and Drug Intervention	20
Exceptional Parents Unlimited (EPU)	34
Employment Agency	35
First 5 Fresno	31
FUSD Project Access	86
Legal Assistance Referral	91
Multi-Agency Access Program (MAP)	142
Public Health Nurse	15
Other Homeless Shelter	974
Other Local Social Service Agency	553
Centro La Familia	11
Rape Crisis Services (RCS)	17
Rescue the Children	21

In addition to physical distance from social services, clients residing in small rural communities can face a variety of additional barriers when accessing support. These barriers often include:

limited access to transportation, language barriers, school/work conflicts, social stigma and privacy issues. Marjaree Mason Center recognizes the importance of ensuring rural residents have access to supportive services and as such operates 7 separate sites located strategically throughout Fresno County as well as satellite locations for remote services through other partner agencies.

Clients Geographical Origin

Below is a table with Fresno County cities/towns that reflect the majority of MMC client’s geographical origin. There were a total of 8,424 recorded zip codes (1,898 unknown zip codes), of those 7,240 came from Fresno County residents. The majority of the remaining zip codes (1,124) represent clients from neighboring counties including Madera, Kings and Tulare.

	City/Town	Count
West Fresno County	Kerman	46
	Firebaugh	21
	Caruthers	30
	Coalinga	58
	Mendota	64
	Riverdale	33
	San Joaquin	19
	Laton	7
	Raisin City	3
	Biola	2
Fresno County Foothills	Shaver Lake	2
	Tollhouse	10
	Friant	6
South and East Fresno County	Reedley	103
	Squaw Valley	13
	Sanger	118
	Selma	136
	Parlier	34
	Orange Cove	32
	Fowler	27
	Kingsburg	41
	Del Rey	10
Fresno /Clovis Metro	Fresno	6157
	Clovis	386

Marjaree Mason Center’s Vision is a community free from domestic violence. This vision continues to drive MMC programs and services. Marjaree Mason Center recognizes that in order to end the cycle of violence it is critical not only to provide supportive services to victims

but also through community outreach, education programs for youth and intervention services that support offenders of domestic violence.

Education and Outreach Programs

Marjaree Mason Center recognizes that domestic violence prevention, education and awareness programs are crucial to breaking the cycle of abuse. Annually, MMC facilitates hundreds of community training presentations that cover information about recognizing domestic violence, red flags, what to do if you suspect someone you know is a victim and MMC services. For over 20 years MMC has partnered with local high schools to provide the kNOw MORE program. The SAFE Dates program, a grant funded program through the California Governor’s Office of Emergency Services (CalOES) and designed for intermediate aged students is in its fifth year. Both programs contain curriculum designed to provide teens, advisors, teachers and parents with domestic violence education, awareness and prevention strategies and intervention techniques. Due to COVID-19 (school closures in March and social distance mandates) all of these program have been significantly impacted.

Education and Outreach Services	Total
School Districts	5
School Sites	34
High Schools with the kNOw MORE Program	15
Intermediate Schools with the SAFE Dates Program	19
Community Presentations	25

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Life Transitions Program

Services for offenders of domestic violence are provided at MMC’s Life Transitions Program (LTP) site located in central Fresno. In coordination with Probation, AB109 and CPS services offered at the LTP site include a 52-week Batterer’s Intervention Program (BIP), Anger Management and Parenting Classes, ACE’s evaluations and child abuse intervention program. Further, the LTP offices provide education and training for individuals post-conviction of domestic violence or by referral from another agency. During the last year, LTP provided services to 1,148 clients.

Future Plans

The communal nature of the Fresno Safe House has been extremely challenging during the COVID-19 pandemic. While families residing in the Fresno safe house have their own private bedrooms, other areas of the safe house are communal in nature – bathroom/shower facilities, kitchen, family room and the Children’s Enrichment Center. For the ongoing health and safety of client families and staff, all families were placed in isolation-friendly safe housing several months ago. CARES funding from both the County of Fresno and the City of Fresno enabled MMC to be able to provide this safeguard. However, due to the reality that community spread of COVID-19 remains high we are committed to serving families in a way that reduces their

exposure and the risk of agency – wide spread. CARES funding from the City of Fresno is set to end December 31, and as a result, Marjaree Mason Center will transition a limited number of families to the Fresno safe house in January 2021. While the County of Fresno will continue its funding of 20 isolation-friendly units, the combined capacity with the Fresno safe house will most likely not meet the ongoing need as MMC has consistently housed 65 families per day for the past several months. This will leave an ongoing need of 20 – 25 isolation-friendly units needed on a daily basis beginning January 2021.

Identified Funding Gaps:

- **\$397,000** needed in private donations to fund the operation of the Fresno Safe House through September 30, 2021.
- **Anticipated cost per month for need above 10 family units (per 10 motel rooms) = \$26,025** (breakdown - motel costs = \$17,050, .50 FTE Client Services Advocate = \$1,955, Food = \$7,020)