



## **ANNUAL REPORT**

### **10/1/2024 - 9/30/2025**

*Our Mission: The 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.*

The Marjaree Mason Center (MMC) was founded in 1979 following the brutal kidnapping, rape and murder of Marjaree Mason by her ex-boyfriend, local Sheriff Deputy, Robert Tillman. Her death gained national attention, shined a spotlight on domestic violence and galvanized the Fresno community into taking action to ensure that no one would suffer the same tragic fate. That year, the YWCA-Fresno founded the Marjaree Mason Center and became a safe haven for victims of domestic violence. Since then, MMC has continued to work tirelessly to honor Marjaree's legacy by providing a safe and supportive environment for those exposed to domestic violence. Currently, the Center offers a wide variety of specialized services to all individuals affected by domestic violence throughout Fresno County.

The Department of Justice defines domestic violence as "a pattern of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another intimate partner." It is a complex issue that impacts more than 12 million men and women each year and a particularly pervasive issue that significantly impacts Fresno County. According to the DOJ, Fresno County consistently maintains one of the highest rates per capita of reported domestic violence calls to law enforcement in the state; in fact, for the third year in a row, Fresno County had the highest, with local law enforcement agencies collectively responding to 12,625 calls reporting abuse during the 2024 calendar year alone; this reflects a 67% increase over the last five-years.

Nationally, an average of 24 people per minute are victims of domestic violence – more than 12 million people per year. In California, the rate is growing by 2.3% annually. This is especially concerning given that law enforcement agencies, officers and advocates alike, agree that most occurrences of domestic violence go unreported. In fact, according to a national study, less than 30% of physical abuse and less than 20% of rapes in domestic violence cases are reported to law enforcement. The severity of physical abuse leading to injury is also increasing, and law enforcement officers

reported that 3,515 (up from 1,973 last year) of all domestic violence related calls included a weapon. Tragically, the rate of domestic violence homicides (1 out of 5 domestic violence incidents) in our state continues to increase as well, and nearly 11% of all homicides committed annually are the result of domestic violence.

In May 2025, MMC transitioned from Apricot to Vela as the database system for tracking clients and services. The goal of this transition was to maintain HUD compliance in data tracking and reporting. As a result of this transition, some measurements and data points changed definition. For example, Apricot tracked length of stay based on the day of enrollment, whereas Vela takes into account the time of enrollment. While neither measurement is incorrect, the Vela measurement may appear lower. It is important to note that some level of data loss occurred during the transition due to compatibility issues which may affect some year-over-year outcomes presented in this report.

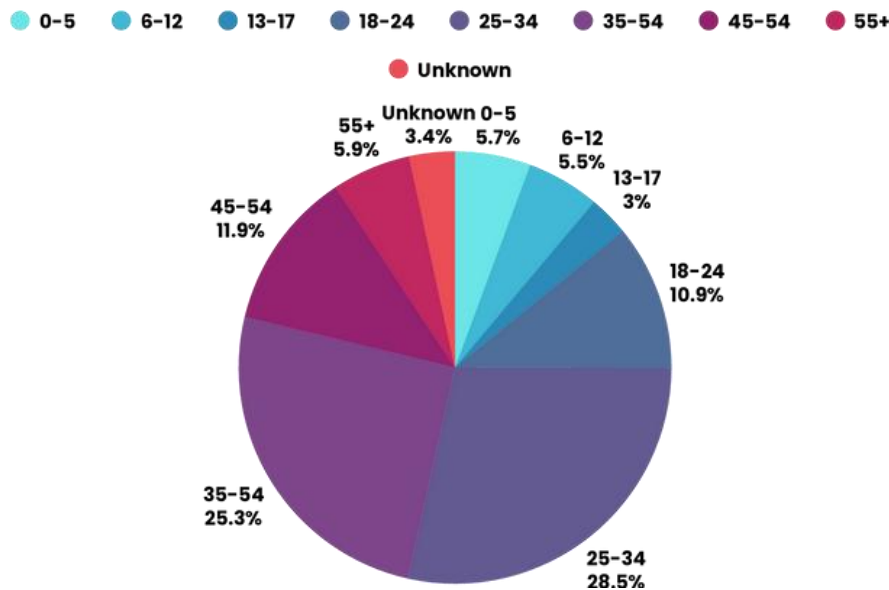
Marjaree Mason Center is the only dedicated provider of safe and confidential emergency shelter and specialized domestic violence support services in Fresno County. These services include 24/7 helpline and crisis response, safety planning, risk assessments, food, clothing, shelter, case management, individual and group counseling, legal advocacy, children's services, education and outreach.

From October 1, 2024 - September 30, 2025, the Marjaree Mason Center provided supportive services to 7,656 survivors of domestic violence (6,536 adults and 1,120 children) and 135 abusers. Additionally, MMC provided 76,535 nights of emergency and longer-term safe shelter.

The following report includes an in-depth overview of services and activities provided to survivors of abuse and their children during the last fiscal year. Data for individuals who have caused harm has not been included.

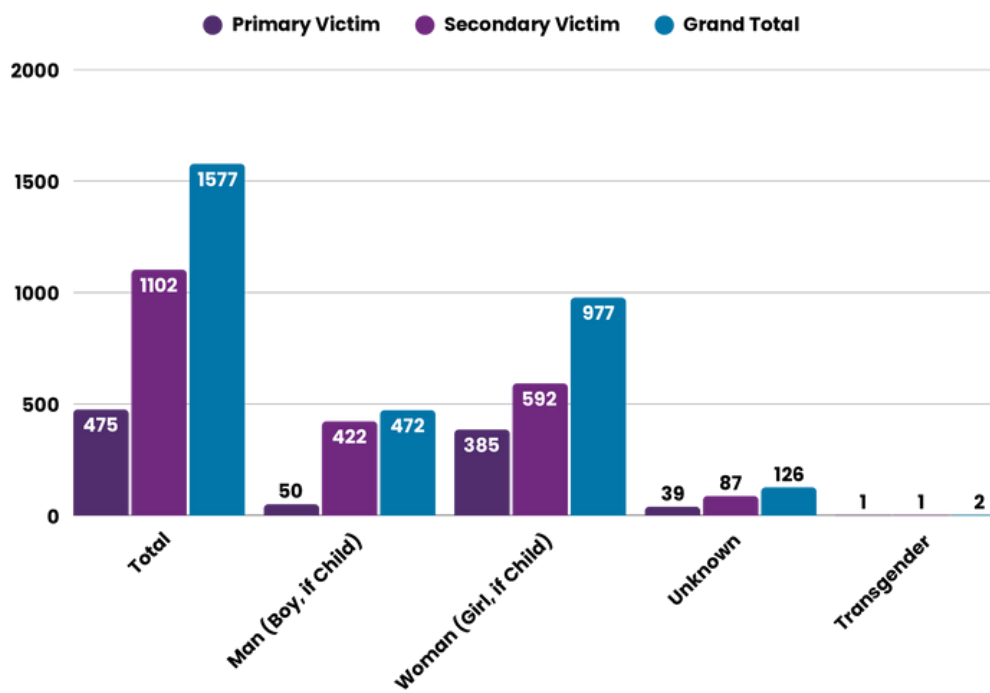
**Client Ages:** Agency wide, 85% (6,536) of clients were adults, and 14% (1,120) were children between the ages of 0 to 17. Three percent (262) of clients did not report an age, but were classified as either adults or children. The average age of an adult client is 37 years old, and the average child age is 8 years old.

**Client Ages for Adults & Children**

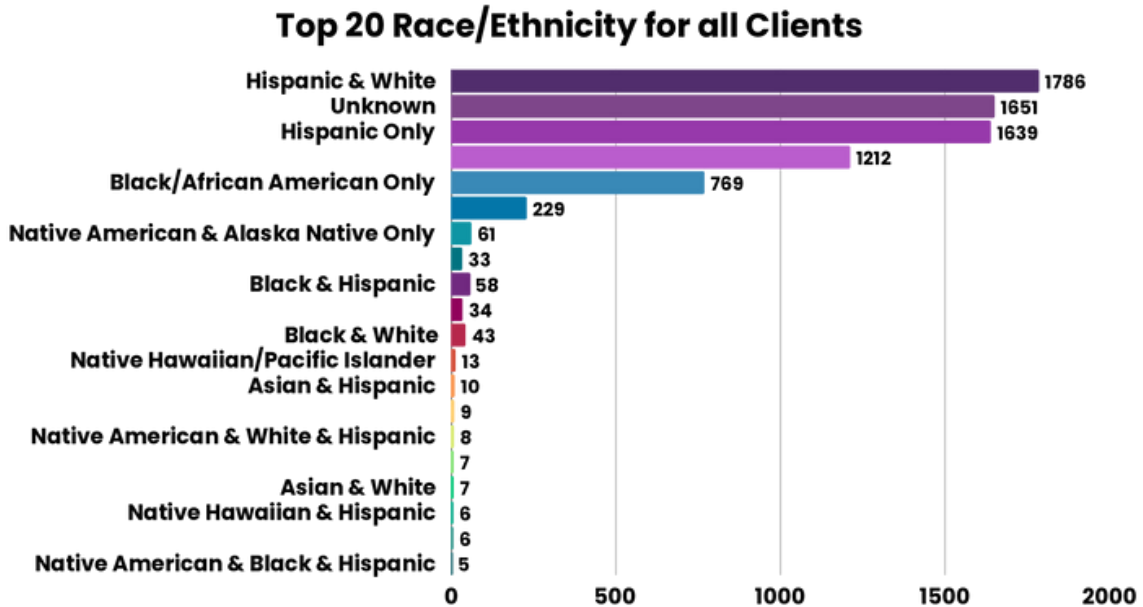


Of all individuals served, 78% identified as a woman (girl, if child) and 14% identified as a man (boy, if child). When looking at just youth individuals (age 22 or younger), which made up 21% of all individuals served, these proportions are significantly different. For youth individuals, only 62% identified as a woman (girl, if child) whereas 30% identified as a man (boy, if child). Below is an additional diagram showing youth individuals by gender.

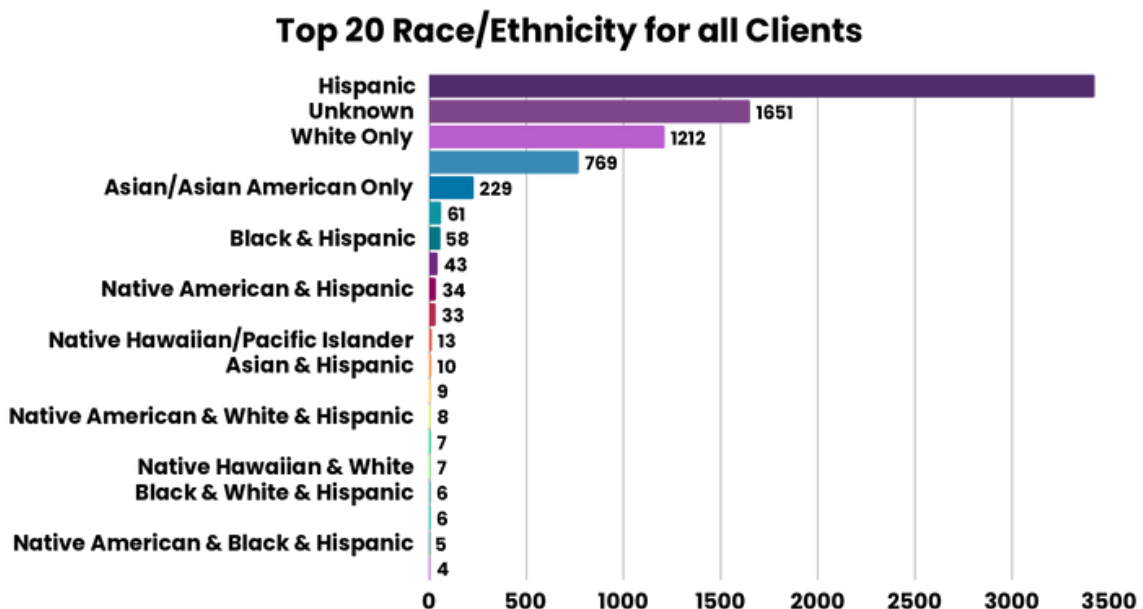
**Youth, Age 22 and Under**



**Client Ethnicity:** The majority of clients served were identified as some combination of Hispanic (47%); White (41%); Black, African, or African American (12%); or Asian (4%); with 1,194 clients (27%) identifying as more than 1 race/ethnicity including white.



The graph above shows the top 20 race/ethnicities who received services during the last year, as selected by clients. Each category is distinct, showing the specific race/ethnicity combination that the client identifies as.

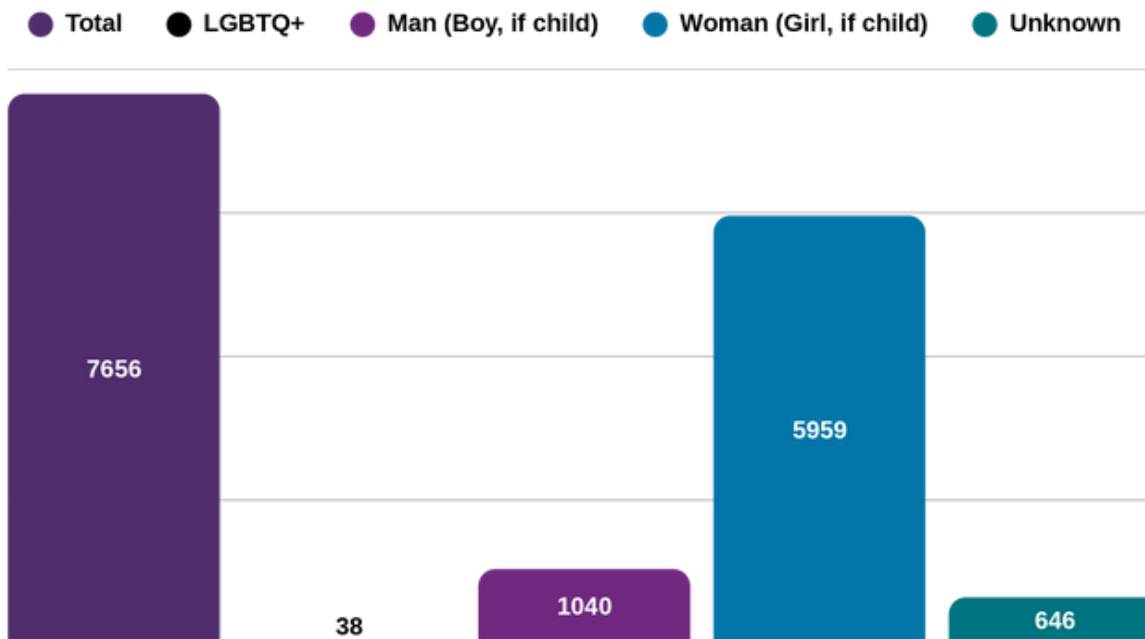


This is the same graph as above but combines individuals who identify as Hispanic only with those who identify as Hispanic/White. This helps give a clearer picture of

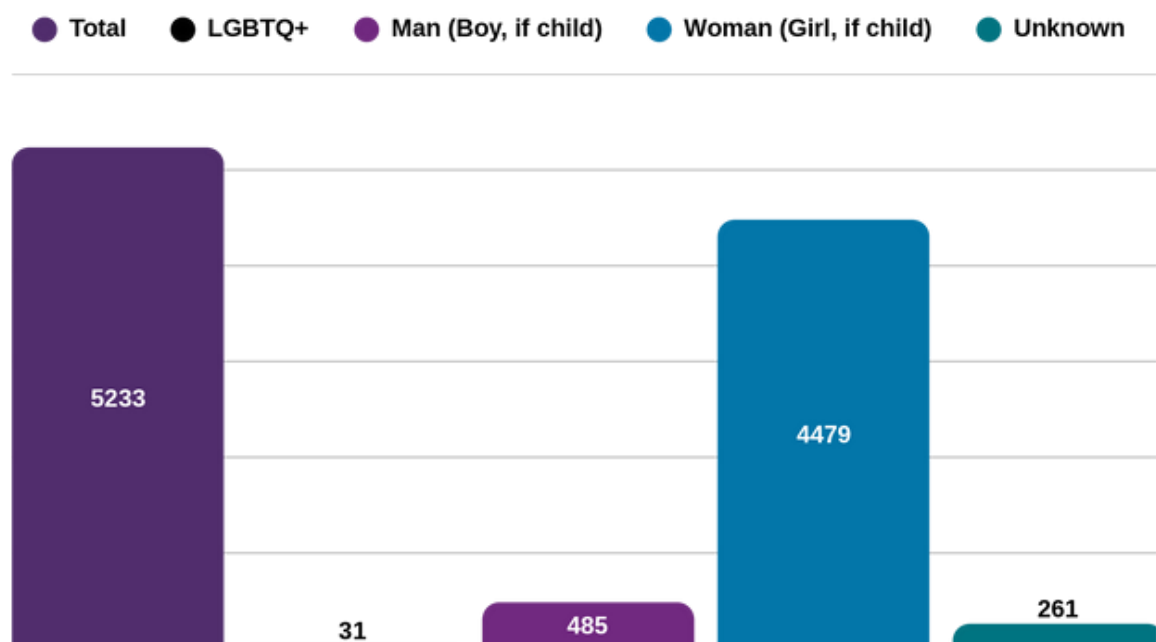
the total number of Hispanic individuals served since clients may identify as more than one race/ethnicity.

**Client Gender:** The majority of clients 78% (including adults and children) who received services and participated in supportive programs agency-wide last year were women. For primary victims (those seeking services), 85% were women.

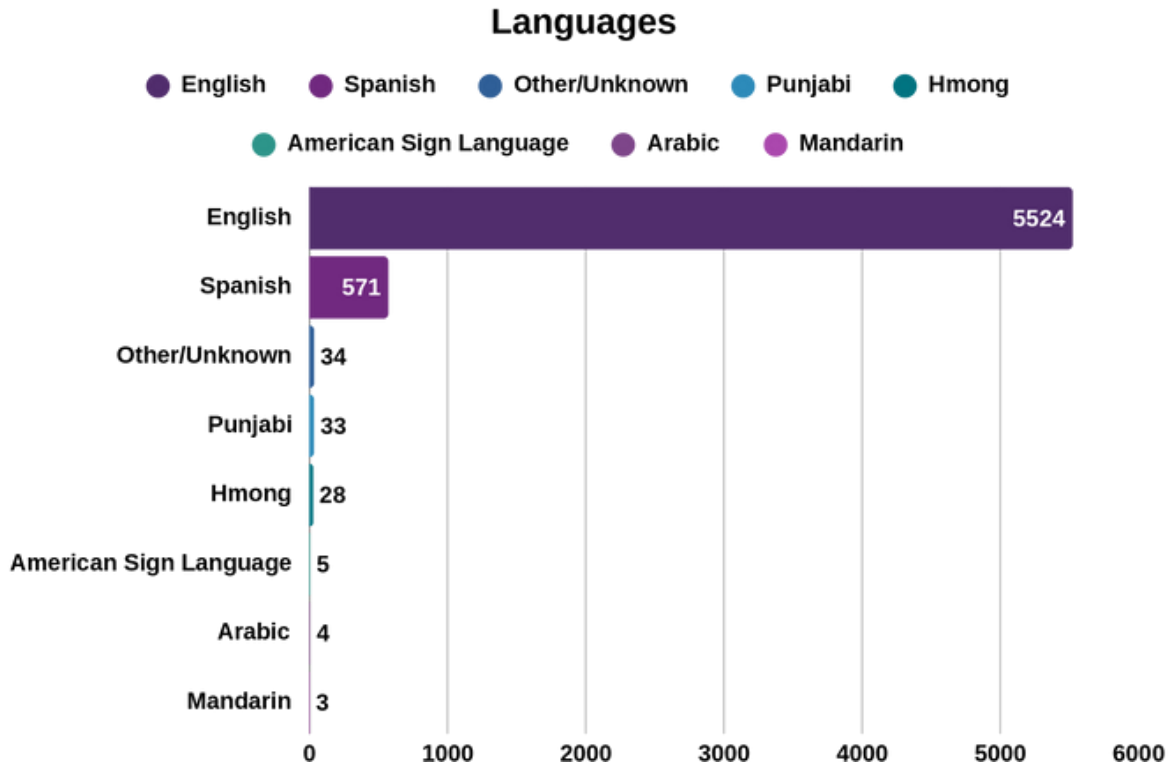
### Total Clients by Gender



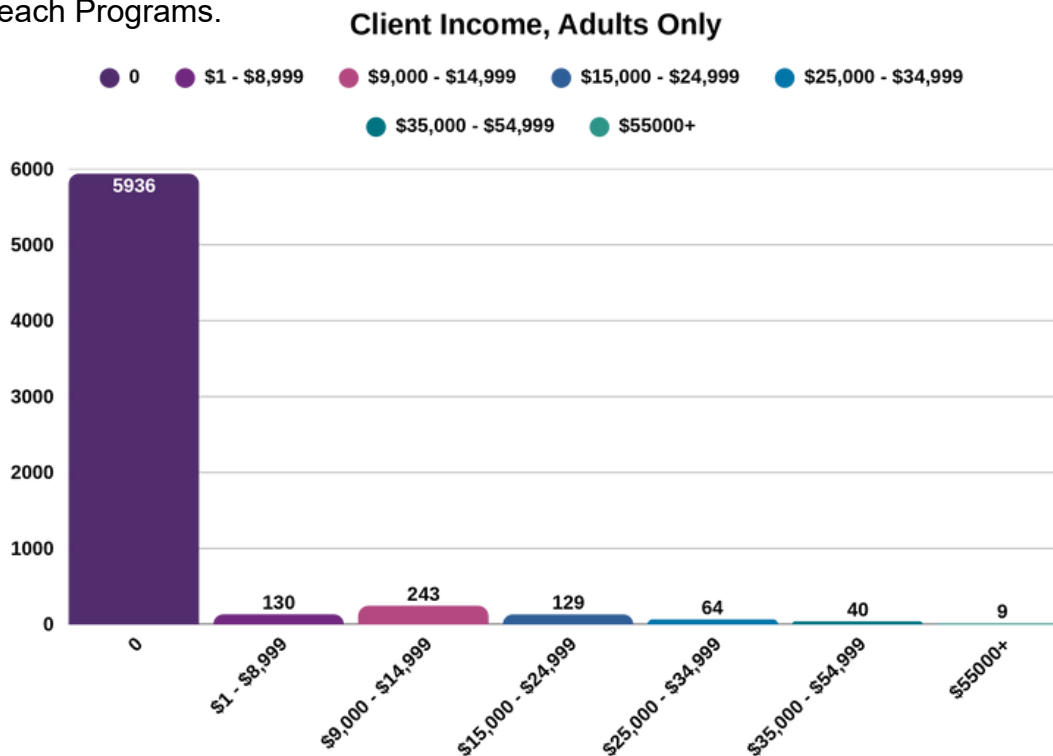
### Total Clients Seeking Services, by Gender



**Client Languages:** While the majority of clients speak either English (89%) or Spanish (9%), MMC provides services to clients speaking many other languages including but not limited to: Punjabi, Hmong, American Sign Language, Arabic, Mandarin, Farsi, Laotian and many others.



**Client Income:** 90% of adult clients served last year did not report an income. Of the households that did report an income (615 adults), 60% reported making less than \$15,000 per year. This means that 96% of MMC's clients were considered low-moderate income and lived below the poverty line. \*This data does not include Outreach Programs.



Each year, the Marjaree Mason Center provides thousands of individuals and families affected by domestic violence with critical and often lifesaving supportive services. These range from immediate triage and crisis response services to long-term assistance that supports upward economic mobility. Services are provided at four sites located strategically throughout the County. MMC continues to be the only local agency in Fresno County 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 community resource center is located at 255 W. Bullard Ave, in Central Fresno. For administrative purposes, the office maintains regular business hours Monday-Friday from 8:30am – 5pm. Alternatively, the Crisis Response Team also stationed at this site, and services (helpline, emergency intake, shelter, etc.) are available 24/7.

**2) Twenty-four Hour Crisis Helpline**

The Marjaree Mason Center operates a domestic violence crisis helpline which is available 24 hours per day, 7 days per week. This 24/7 helpline, 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. On average, each drop-in client sought services with MMC 1.49 times during the year, while Hotline clients sought services 2.63 times during the year.

Crisis Response/Emergency Services	Number of Times Service was provided	Number of individuals
Helpline Calls (Clients/Law Enforcement)	8,484	3,226
Crisis Drop In	1,771	1,187
Safety Plans	3,029	1,974

Referrals to Community Agencies	9,253	2,550
Risk Assessments Conducted	1,230	845

During the intake process, survivors undergo a risk assessment. This assessment, comprised of 15 questions, is used to measure the level of physical danger and lethality (i.e. risk of death) in their abusive situation. A score above 5 is considered a severely high risk for lethality. During the last year, the median score for MMC’s clients was 10.

### 3) Transportation

The 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 a vehicle, limited (if any) financial capacity, and physical disability. In response to this, the Marjaree Mason Center provides bus tokens, train vouchers, and Lyft rides. Clients in need of non-emergency services may also be transported by staff members in one of the agency’s authorized vehicles. Residential clients in need of emergency services are transported by ambulance.

Transportation	
Number of Individuals	235
Number of Services	582

### 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 the Marjaree Mason Center for help, they often 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.

## 5) Emergency Shelter for Survivors and Their Children

Through the agency's Safe House program, MMC ensures that survivors of domestic violence are provided with a safe place to reside while their traumatic situation is addressed and they receive the immediate support they need to return to the community safely. MMC operates two confidentially located Safe Houses in Fresno County that operate 24/7. Both Safe Houses feature private rooms for each family, large communal kitchens, and play areas for children. Because families often arrive with few possessions, MMC provides personal items such as linens, pillows, and toys, as well as food and clothing. When necessary, due to capacity limits, the Marjaree Mason Center houses clients offsite in alternative locations. These locations are also confidential, and clients receive the full continuum of services while residing off site.

Last year, MMC's Safe House program provided emergency shelter to a total of 469 households (226 single person households and 243 families). Similar to last year, we continued to see an increase in the average length of stay for clients residing in Emergency Shelter. Total nights of Emergency Shelter provided last year were 40,085.

- 51% of all households provided with emergency shelter had at least 1 child
- The average length of stay for all emergency stays was 30 days, compared to 28 days last year.

Emergency Housing	Nights of Shelter	# of Adults	# of Children	Total Households	Total Individuals
MMC Safe House	32,571	469	459	469	928
Motels	4,387	64	39	64	103
Housing First (Rural)	1,458	17	27	17	44

## 6) Household Establishment Assistance

Marjaree Mason Center operates several housing programs that provide critical, safe and confidential shelter and ongoing support services to survivors and their children recovering from violence. In addition to the emergency shelter, MMC's housing programs also include facility and community based longer-term transitional shelter as well as off-site short-term rental assistance programs for permanent housing. Clients

may participate in these programs for a period of between 12 and 24 months depending on their unique needs. In accordance with VAWA guidelines, MMC uses the Housing First Model to provide service for survivors. This model uses housing as a tool for recovery rather than as a reward for participation and focuses on connecting survivors to permanent housing as quickly as possible. The rental assistance program is an ideal choice for domestic violence survivors seeking housing support when physical safety is no longer a threat.

Together, MMC’s Transitional and Longer-Term Housing programs provided safe shelter to 106 households (230 individuals) including 24 single person households and 82 families.

- 77% of all households in this project were families (average family size for family households was 3)

Longer-Term Housing	Nights of Shelter	# of Adults	# of Children	Total Households	Total Individuals	Avg. length of stay (nights)
Transitional	9,857	32	50	32	82	170
Permanent	28,262	74	76	74	150	493

*\*Duplicated Figure*

### 7) Counseling (Individual and Peer Group)

The Marjaree Mason Center provides individual and group counseling services for adults and children affected by domestic violence. Typically, individual clinical services are provided at MMC’s Isnardi Foundation Building, which is its community resource center, or by referral through the 24-Hour Crisis Helpline [\(559\) 233-HELP \(4357\)](tel:559-233-HELP(4357)). 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. This is an open 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.

Clinical services are provided both in person and via telehealth using remote technology.

- Individual sessions increased by 50% over the past year
- Group participation increased by 16% over the past year

Counseling	Total Served*
Individual Adults	440
Individual Counseling Sessions (Adults)	3,877
S.A.F.E. Group Sessions	1,461*
Support Group Sessions	949*

*\*Duplicated Figure*

### 8) Counseling for Children

The Child Advocacy Program at MMC provides support through the Children's Enrichment Centers and through home visitation services. The Child Advocacy Program works closely with local schools to ensure that children receiving services do not fall through the cracks. Additional children's services include individual and group counseling, developmental assessments, parenting classes and case management to assist families with addressing any other needs the children and/or family may have. In addition to being a positive and safe place where children can learn, grow and play, the Enrichment Centers are furnished with books, puzzles, games, and fun activities for children of all ages. Child supervision is provided while their non-abusive parent attends onsite counseling, legal classes, or support groups. The Marjaree Mason Center operates Enrichment Centers and clinical offices at all 4 locations 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.

Children's Counseling	Numbers Served*
Individual	33
Individual Counseling Session	414*

Kids Group Sessions	238*
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*\*Duplicated Figure*

### **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 survivors in emergency rooms, medical centers and/or offices through collaborative agreements with several local medical facilities including Saint Agnes Medical Center, Kaiser Permanente, Community Regional Medical Center and Clovis Community Medical Center. Client Navigators are mobile advocates that can directly respond to clients located in community places such as emergency rooms, medical clinics, and offices. Typically, social workers working out of medical facilities contact Client Navigators, who will then facilitate assessments and provide support and information about available services and options. Upon request, Navigators can also transport victims to the 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 responses to law enforcement, the Marjaree Mason Center also employs victim advocates stationed at the Fresno Sheriff’s Office and the Fresno Police Department. Through this collaboration, MMC advocates work alongside officers responding to reports of domestic violence and connect immediately with survivors to provide crisis intervention, emotional support, education on the criminal justice system, safety planning, and additional linkages to appropriate community resources as necessary.

<b>Law Enforcement</b>	<b>Number of Services</b>
Referrals to MMC from Law Enforcement	1,645
Advocates Response Initial Contact Scene	50

Domestic Violence Dashboard and Local Law Enforcement Data: Although the dynamics of power and control are a constant in domestic violence relationships, how it manifests in our community continues to evolve. In August 2023, Fresno County law enforcement leadership, in partnership with the Marjaree Mason Center, launched a Domestic Violence Data Dashboard which is housed on MMC’s website. The dashboard is an interactive tool that is used to capture, evaluate and analyze the domestic violence calls to law enforcement happening in our community. Having a single place to house our community’s data enables us to identify local trends so that we can strengthen outreach and prevention efforts and provide enhanced communication about alternative solutions to violence. All data is exported quarterly and provided to the Center directly by Fresno County Sheriff’s Office, City of Fresno Police Department, Clovis Police Department and Fresno State Police Department. In addition to information collected on the Dashboard, MMC collects data reported by the Department of Justice. The following chart provides information from both sources reflecting data from the 2024 calendar year or fiscal year.

Fresno County Law Enforcement Data	Service/Incident
Domestic Violence Reports	7,732 (unique reports)
Incidents Including a Weapon	43,146 (total incidents)
Lethality Assessment	4,440 (unique assessments)
Domestic Violence Homicide	3 (total victims)
Incidents Including a Firearm	136*
Strangulation	605*

*\*Duplicated Figure*

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

The Marjaree Mason Center provides a variety of legal support services including legal advocacy, court accompaniment, restraining order assistance, education and support to survivors of domestic violence. Free Legal Options classes are facilitated weekly at three of the Marjaree Mason Center's facilities and are 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 types of services available. The second section of the class walks clients through filling out a request for a Temporary Domestic Violence Restraining Order and/or Gun Violence Restraining Order. Clients seeking restraining orders with more complicated legal issues may be referred to Project First Step. Project First Step is a collaborative 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 in-person 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. Those fleeing domestic violence often experience financial insecurity while their abuser may be able to obtain their own paid legal representation. Advocates help keep survivors informed of their legal options and walk them through the (often intimidating) court process.

Legal	Number of Services	Change from Last Year
Legal Advocacy	2,749*	+15%
Restraining Order Completed/In Progress	518*	+4%
Court Accompaniment	807*	+5%

Referral to Central California Legal Services (CCLS)	369*	+27%
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*\*Duplicated Figure*

### 13) Criminal Justice and Social Service Advocacy

The Marjaree Mason Center works with local social service agencies such as Child Protective Services (CPS) and the Department of Social Services (DSS) CalWORKS program to provide supportive services to individuals affected by domestic violence. These collaborative efforts focus on providing survivors and their families with the support necessary to overcome the long-term traumatic effects of experiencing abuse. Clients engaged in CalWORKS programs and are experiencing or who have experienced past 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. Services 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	Percentage Change
Households	95	?
Adult Clients	143	+66%
Children Clients	288	+33%
Case Management Sessions Adults	3,339*	+269%
Case Management Sessions Children	268*	+318
Adult Successful Completions	42	+62%

Children's Enrichment Center	1,502	+3%
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*\*Duplicated Figure*

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

The 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 clients seeking information about community programs. When appropriate, an administrative assistant or 24/7 helpline staff will provide individuals with contact information to suitable community programs for services provided outside of the Marjaree Mason Center's scope of work. These collaborative relationships ensure that all individuals seeking services are connected to the agencies that are 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 Helpline, Divorce Care, Emergency Psychiatric Services, Fresno CA Drug Rehab, Help Me Grow, National Domestic Violence Helpline, National Runaway Safeline, Rape Counseling Services and many, many more. Additionally, the 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).

<b>Clients Referred to MMC by</b>	<b>Total Number of Individuals</b>
Self/Family/Friend	781
Child Protective Services (CPS)	6
Medical Facility/Clinic	37
Crime Victim Assistance Center (CVAC)	4
National DV Helpline	8

Internet	41
Community Organization	22
Other Local Shelter	31
Department of Social Services (DSS)	58
Court	54
Counselor	21
<b>Clients Referred by MMC to</b>	<b>Total Number of Individuals</b>
Crime Victim Assistance Center (CVAC)	511
Alcohol and Drug Intervention	6
Exceptional Parents Unlimited (EPU)	1
Employment Agency	25
FUSD Project Access	50
Legal Assistance Referral	339
Multi-Agency Access Program (MAP)	21
Public Health Nurse	9
MMC Maternal Health Program	24
Other Homeless Shelter or DV Shelter	360
Other Local Social Service Agency	167

Central California Legal Services	200
Rape Counseling Services (RCS)	33

In addition to physical distance from social services, clients residing in smaller rural communities often face a variety of additional barriers when trying to access support. These barriers often include limited access to transportation, language barriers, school/work conflicts, social stigma, and privacy issues. The Marjaree Mason Center recognizes the importance of ensuring these communities have access to critical support services and as such operates seven separate sites located strategically throughout Fresno County (including an office site in Reedley) 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 was a total of 7,656 clients (5,430 with a recorded zip code and 2,226 with an unknown zip code), of those 6,319 came from Fresno County residents. The majority of the remaining clients (1,337) came from neighboring counties including, but not limited to, Madera, Kings and Tulare.

	City/Town	MMC Clients	Law Enforcement Reports Data Dashboard
West Fresno County	Kerman	35	69
	Firebaugh	15	32
	Caruthers	17	21
	Coalinga	25	55
	Mendota	36	56
	Riverdale	12	22
	San Joaquin	11	19
	Laton	3	13
	Raisin City	5	7
	Biola	2	5

Fresno County Foothills	Auberry	7	17
	Tollhouse	7	12
	Friant	2	23
South and East Fresno County	Reedley	149	125
	Squaw Valley	6	19
	Sanger	97	157
	Selma	140	143
	Parlier	60	62
	Orange Cove	40	41
	Fowler	31	39
	Kingsburg	15	42
	Del Rey	3	10
Fresno/Clovis Metro	Fresno	5,093	5,494
	Clovis	508	680

### **Education and Outreach Programs**

The Marjaree Mason Center recognizes that domestic violence prevention, education and awareness programs are crucial to breaking generational cycles of abuse. With that in mind, MMC is actively involved in hundreds of community engagement and education activities each year. This includes facilitating domestic violence training, providing presentations, participating in local community events, and coordinating with local school districts to provide prevention education programs to youth. Domestic violence training teaches individuals about recognizing domestic violence, identifying red flags, what to do if you suspect someone is a victim of abuse, and how to access MMC services.

<b>Community Outreach</b>	<b>Total</b>
Community Presentations/Trainings	94
Number of Event Booths	215

For over 20 years, MMC has collaborated with local high schools and middle schools to provide the kNOw MORE program. The program is tailored to each school site and grade level and contains discussion guides designed to provide teens, advisors, teachers and parents with domestic violence education, awareness and prevention strategies and intervention techniques. MMC Prevention and Education staff facilitate activities and games with students designed to keep them engaged and with retention of information. Additionally, MMC works alongside school administrators and social emotional teams to help them develop and implement policies and procedures to use when students are experiencing teen dating violence and are seeking help. MMC also trains parents/guardians on what they should be looking for and how to have difficult conversations about relationships with their teens.

Prevention and Education	Total
School Districts	7
School Sites	51
High Schools with the kNOw MORE Program	30
Intermediate Schools with the kNOw MORE Program	21
kNOw MORE Presentations (all locations/school sites)	745