



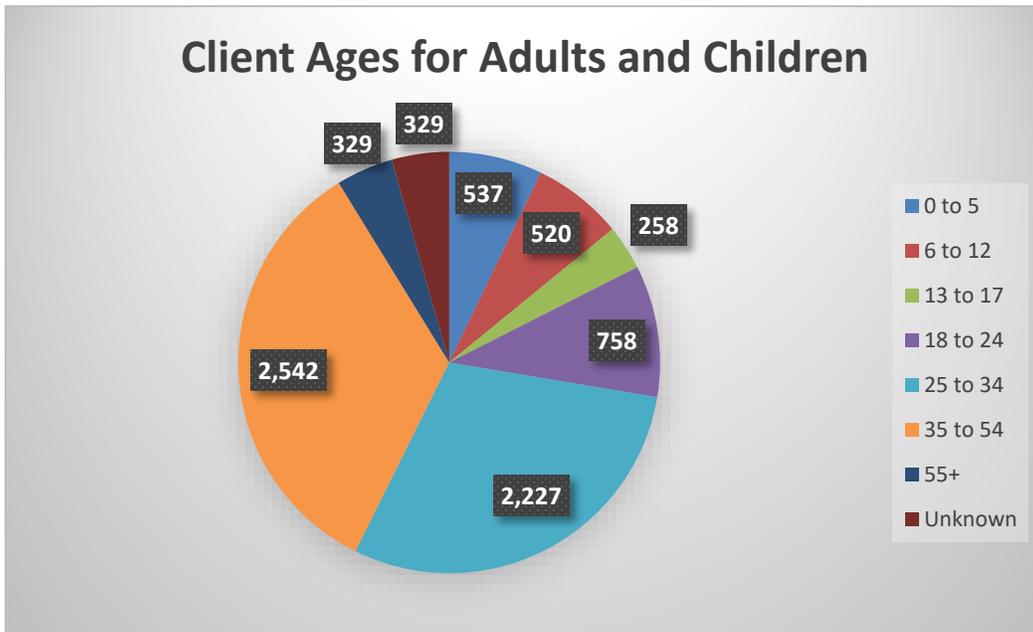
ANNUAL REPORT
10/1/2021 - 9/30/2022
OVERVIEW

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. The Marjaree Mason Center was founded in 1979 following the brutal kidnapping and murder of Marjaree Mason by her ex-boyfriend, local Sheriff Deputy Robert Tillman. Her death gained national attention, shining a spotlight on domestic violence and galvanizing the Fresno community into taking action to ensure that no one would suffer the same sad fate. That year, with support from the community, the YWCA-Fresno founded the Marjaree Mason Center and became a safe haven for victims of domestic violence. Over 40 years later, MMC continues to honor this legacy by providing a wide variety of diverse and comprehensive support services designed to meet the complex needs of all individuals affected by domestic violence, regardless of race, religion, sexuality, gender, age or socio-economic status. These services include 24/7 hotline and crisis response, safety planning, risk assessment, food, clothing, shelter, case management, individual and group counseling, legal advocacy, children's services, education and outreach.

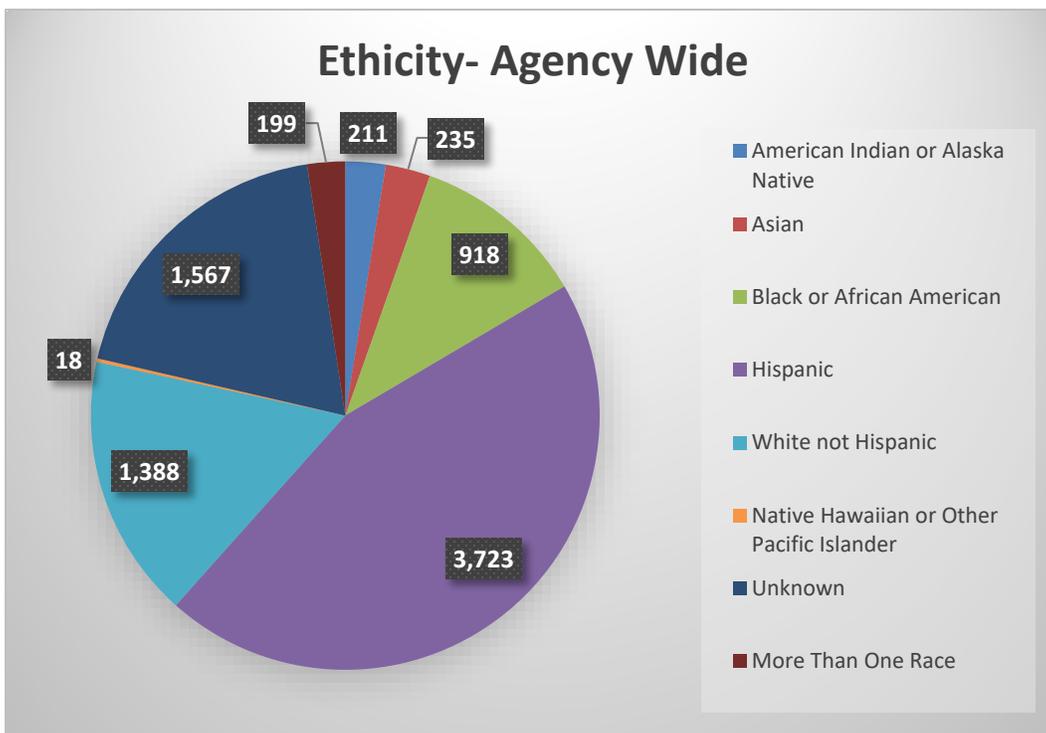
Marjaree Mason Center is the only dedicated provider of safe and confidential emergency shelter and comprehensive domestic violence support services in Fresno County. Sadly, Fresno County has the highest rates per capita of reported domestic violence to law enforcement in California and those figures continue to rise. Last year, Fresno County law enforcement agencies responded to 8,271 incidents of domestic violence, this figure reflects a nearly 10% increase in the number of reported incidents compared to the previous year. Law enforcement officers, first responders and victim advocates alike report ongoing increases in the severity of physical violence leading to injury in victims seeking help since the onset of COVID-19 in March 2020. Over the last year, Marjaree Mason Center provided supportive services to 7,539 individuals including 5,937 adults and 1,365 children and 80,390 nights of emergency and longer-term safe shelter.

During the height of COVID-19, and in order to protect the health and safety of clients and staff, MMC made a wide variety of adaptations to services including: housing all clients off-site in motels, halting in-person group services, halting home visitation services, limiting in-person support services and facilitating the majority of direct services using remote methods that provide support virtually. We are happy to say that since July 2022, MMC has resumed normal operations for all programs and has returned clients to the agencies Safe House.

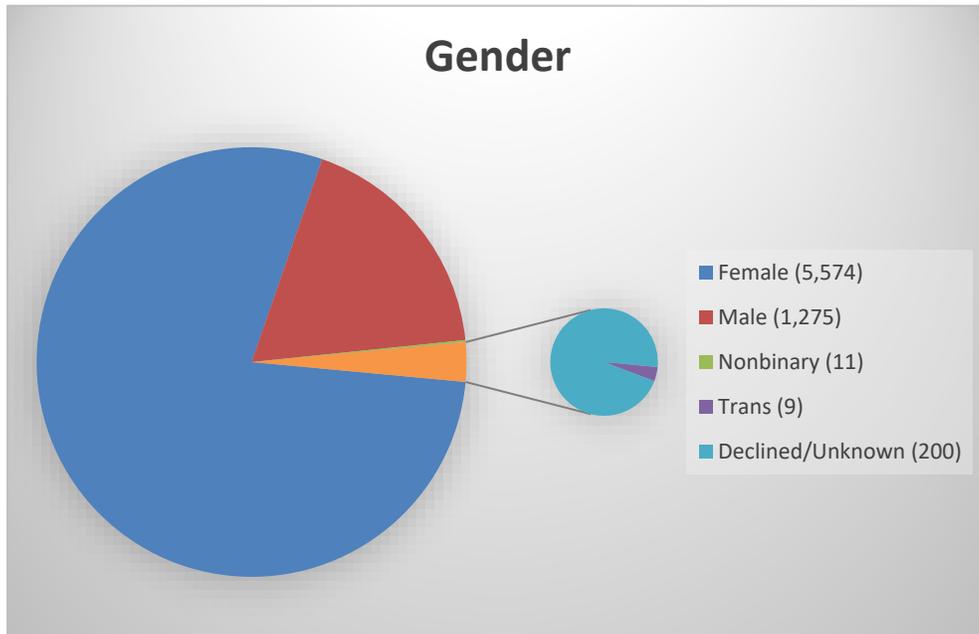
Client Ages: Agency wide, 79% (5,937) of clients were adults and 18% (1,365) were children between the ages of 0 to 17. 3% of clients did not report an age.



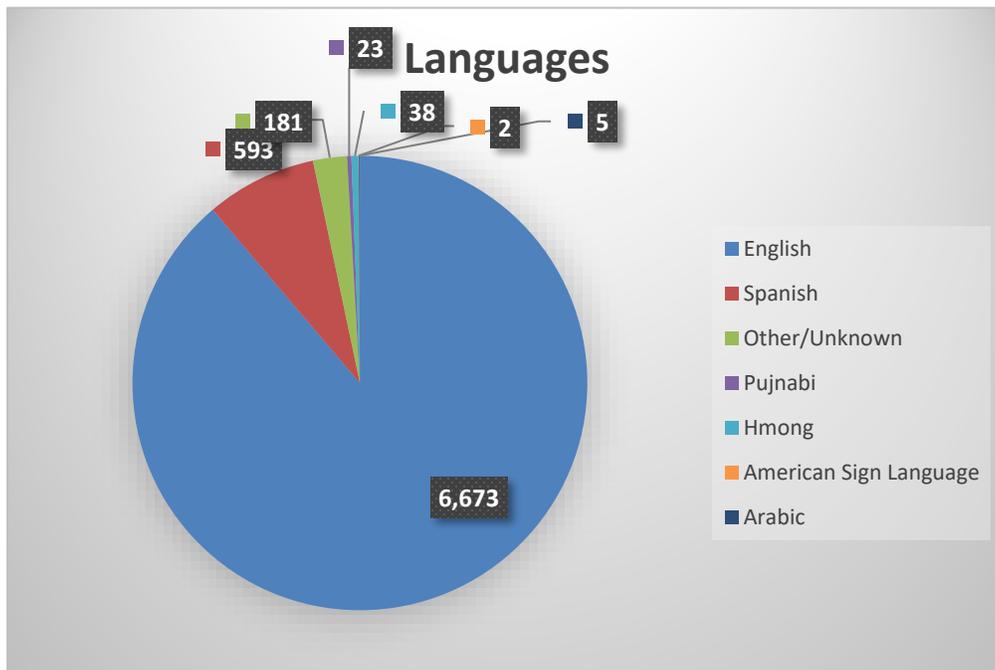
Client Ethnicity: The majority of clients served were either Hispanic (49%), Caucasian (18%), African American (12%) or Asian (3%).



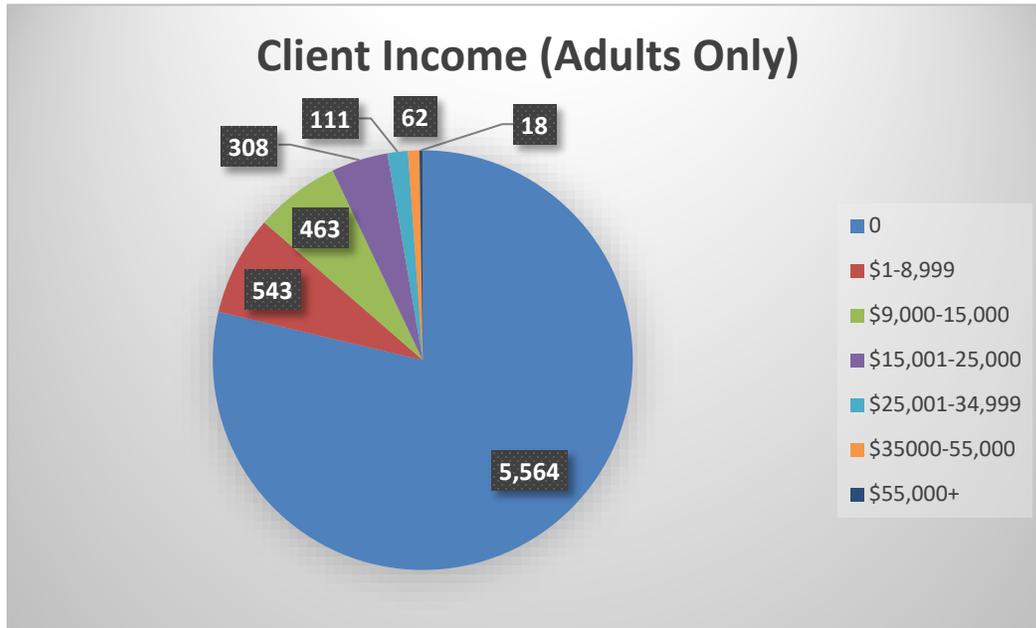
Client Gender: The majority of clients 74% (including adults and children) who received services and participated in supportive programs agency wide last year were female.



Client Languages: While the majority of clients speak either English (88%) or Spanish (8%), MMC provides services to clients speaking many other languages including but not limited to: Punjabi, Hmong, American Sign Language, Arabic, Chinese, Farsi, Laotian and many others.



Client Income: 74% of clients served last year reported earning no income of their own. Of the households that did report an income (1,505 adults), 67% reported making less than \$15,000 per year. This means that 87% of MMC’s clients were considered low-moderate income and lived below the poverty line. *This data does not include LTP or Outreach Programs.



MMC provided comprehensive domestic violence services to 7,539 adults and their children and 80,390 nights of emergency shelter. In order to meet Fresno's growing needs, and increase access to vital support programs, MMC operates 7 sites located strategically throughout the County, and maintains extensive partnerships with other community organizations. This not only keeps costs down by reducing the duplication of support services among local agency’s it also ensures that equitable and inclusive programs are accessible to everyone who needs them.

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 business center is located at 1600 M Street in downtown Fresno. For administrative purposes the office maintains regular business hours Monday-Friday from 8-5, alternately, the Crisis Response Team is stationed at this site and 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.

During the intake process, victims seeking services 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 severely high risk for lethality. During the last year, MMC’s clients collectively scored an average of **12.32**; this is a significant increase compared to last year’s collective scores which averaged 10.6.

Due to enhanced collaboration with law enforcement, increased outreach efforts, presentations with community agencies and linkages through coordinated entry system, over the last year, MMC saw an increase in the number individual crisis drop-ins seeking services.

Crisis Response/Emergency Services	Number of Services*
Hotline Calls	4445
Crisis Drop In	2,835
Safety Plans	3,164
Transportation	271
Referrals to Community Agencies	4,674
Risk Assessment	2,077

**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 receive the support they need to return to the community safely. Marjaree Mason Center

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. Families often arrive with little more than the clothes on their backs and as such are provided with personal items such as linens, pillows, and toys as well as food and clothing. When necessary, due to capacity limits, Marjaree Mason Center houses client’s offsite at alternate locations. These locations are also confidential and clients receive the full continuum of services while residing off site.

MMC offers immediate safe shelter to both individuals and families experiencing domestic violence through two separate agency programs, the Emergency Safe House Program and the Housing First Program. The Housing First Program is funded through a grant with CalOES whose purpose is to provide safe emergency shelter for clients residing in rural areas and who face barriers to accessing services in the city; as such all clients enrolled in the Housing First Program are residents of rural areas throughout Fresno County. Individual households can be comprised of either a single person or an entire family. Last year, MMC’s Safe House program provided emergency shelter to a total of 654 households (288 single person households and 366 families). We continued to see an increase in the average length of stay for clients residing in Emergency Shelter.

Emergency Housing	Nights of Shelter	# of Adults	# of Adults*	# of Children	# of Children*	Total Individuals (Duplicated)	Avg. length of stay (nights)
Emergency Housing	34,675	632	719	629	702	1,421	27
Housing First - Emergency	2,756	27	29	50	53	82	36

**Duplicated Figure*

6) Household Establishment Assistance

Marjaree Mason Center operates several housing programs that provide critical, safe and confidential shelter and ongoing support services to victims and their children recovering from violence. In addition to the emergency shelter, MMC’s housing programs also include facility based longer-term transitional housing and off-site short-term rental assistance for permanent housing (for a period of between 12 and 24 months depending on each individual households needs) 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.

Last year, MMC’s Long-Term House programs provided safe shelter to a total of 180 households (41 single person households and 139 families). Last year, MMC saw a decrease in the number of individuals served in long-term housing programs due to the lack of housing units available in the community.

Longer-Term Housing	Nights of Shelter	# of Adults	# of Adults*	# of Children	# of Children*	Total Individuals (Duplicated)	Avg. length of stay (nights)
Transitional	12,119	47	50	92	94	144	87
Permanent	30,840	150	157	243	251	408	78

**Duplicated Figure*

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 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.

8) Counseling for Children

The Children’s Program at MMC provides support through the Children’s Enrichment Center for children residing in the safe house, a community based Home Visitation Program and through collaboration with multiple agencies throughout Fresno to offer assistance and resources to children. Support is provided through schools, mental health programs, and assessments for 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 their parent attends onsite counseling, legal classes, or support 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.

Last year, the number of clients who participated in clinical services remained largely the same as the previous year which had increased due to the implementation of remote options for counseling services due to COVID-19. Remote services have increased access to care for individuals and resulted in a decline in no shows and cancelations. MMC intends to continue to offer remote services as an option going forward. In-person group counseling services that were put on hold during the height of COVID-19 have resumed and we anticipate that the number of participants will rise going forward.

Counseling	Number of Services*
Individual Counseling Session (Adult)	1,737

Individual Counseling Session (Child)	429
Group Counseling Attendees (Adults and Children)	1,151
Total	3,317

**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 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 stationed 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	1,373
Advocates Response Alongside Law Enforcement	108

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11) Legal Advocacy/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 facilitated 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 types of services available. The second section 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 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 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	1774
Restraining Orders (engagement/advocacy)	1,803
Restraining Order Completed/In Progress	331
Court Accompaniment	223

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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.

Due to effects related to the pandemic, including staffing issues, agency site closures and Welfare to Work program enrollment holds, MMC saw a reduction in the number of referrals from the Department of Social Services to the Family Stabilization Program.

Family Stabilization Program Clients and Services	Number of Services
Households	86
Adult Clients	90
Children Clients	213
Case Management Sessions Adult	985*
Case Management Sessions Children	251*
Individual Counseling Adults	353*

Individual Counseling Children	110*
Children’s Enrichment Center	207*

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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 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 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	1,464/1,570
Child Protective Services (CPS)	67/54
Medical Facility/Clinic	88/85
Crime Victim Assistance Center (CVAC)	28/28
National DV Hotline	37/22
Internet	123/178
Community Organization	76/72
Other Local Shelter	57/69
Department of Social Services (DSS)	192/274
Court	95/83
Counselor	42

Clients Referred by MMC to	Total Number of Individuals
Crime Victim Assistance Center (CVAC)	668
Alcohol and Drug Intervention	14
Exceptional Parents Unlimited (EPU)	2

Employment Agency	24
First 5 Fresno	1
FUSD Project Access	111
Legal Assistance Referral	488
Multi-Agency Access Program (MAP)	67
Public Health Nurse	20
MMC Maternal Health Program	15
Other Homeless Shelter or DV Shelter	1,103
Other Local Social Service Agency	1,060
Central California Legal Services	64
Rape Crisis Services (RCS)	40

In addition to physical distance from social services, clients residing in small 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. 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 (including office sites in Reedley and Mendota) 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 7,691 recorded zip codes (347 unknown zip codes), of those 7,018 came from Fresno County residents. The majority of the remaining zip codes (673) represent clients from neighboring counties including, but not limited to, Madera, Kings and Tulare.

	City/Town	Count
West Fresno County	Kerman	42
	Firebaugh	33
	Caruthers	14
	Coalinga	23
	Mendota	41
	Riverdale	24
	San Joaquin	16
	Laton	4
	Raisin City	3
	Biola	4
Fresno County Foothills	Auberry	7
	Tollhouse	3
	Friant	2
South and East Fresno County	Reedley	136
	Squaw Valley	16

	Sanger	94
	Selma	121
	Parlier	51
	Orange Cove	38
	Fowler	21
	Kingsburg	40
	Del Rey	14
Fresno /Clovis Metro	Fresno	3,128
	Clovis	272

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 and middle schools to provide the kNOw MORE program. The program is adapted for each grade level and contains curriculum designed to provide teens, advisors, teachers and parents with domestic violence education, awareness and prevention strategies and intervention techniques.

Prevention and Education	Total
School Districts	6
School Sites	36
High Schools with the kNOw MORE Program	26
Intermediate Schools with the kNOw MORE Program	10

**Duplicated Figure*

Community Outreach	Total
Community Presentations	103
Number of Events Tabled	112

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 470 unduplicated clients.

Life Transitions Program	Total Clients
Clients	470
Batterer’s Intervention Program	249*
Anger Management	40*
Child Abuse	70*
Parenting Class	14*
Successfully Completed Program	127

**Duplicated Figure*

County of Geographic Origin	City	Total Clients
Fresno	Fresno	303
	Caruthers	3
	Clovis	45
	Coalinga	6
	Del Rey	2
	Firebaugh	5
	Fowler	2
	Huron	6
	Kerman	6
	Parlier	5
	Reedley	6
	Riverdale	2
	Sanger	16
	Selma	7
Squaw Valley	3	
Madera	Auberry	2
	Coarsegold	2
	Madera	2
Tulare	Dinuba	4
	Exeter	2

	Kingsburg	7
	Visalia	2

Future Plans

The Marjaree Mason Center was established in 1979 as Fresno County’s only provider of domestic abuse shelter and support services. In the decades since, the crisis of domestic violence has dramatically increased. Today, our Center remains the only resource of its kind in the Fresno area – a challenge we face daily as we serve a growing influx of abuse survivors and their children. A challenge compounded by the limitations of our current facilities.

While we – and the thousands who have passed through our doors to escape abuse and transition to promising futures – are grateful for our home, it has long been far from ideal. Our main facility is more than a century old, in need of significant repairs and no longer able to adequately meet our needs. We are routinely over capacity, hindered by the distance between our multiple sites, and unable to provide clients with the privacy and security they truly deserve while they recover from the trauma of abuse.

The Center has accommodated these issues as best we can, but the time has come for our story to begin a new chapter in a new home – in a campaign we are calling Courage Takes Root. More than just a building project, this is an opportunity to optimize the Marjaree Mason Center’s programs and services in order to help more people, transform more lives and end the cycle of abuse here in our community.

Marjaree Mason Center recently purchased property off the Blackstone corridor. While we are still in the beginning stages, during the months and years to come it will house a Community Resource Center and newly built Fresno Safe House. This new facility will allow MMC to be more centrally located, improve safety and increase capacity. Our commitment to empower adults and their children affected by the trauma of domestic violence while continuing to prevent and end the cycle of abuse through education and advocacy has never been stronger. We believe together, we can do great things when Courage Takes Root!

Client Story

Norma (name changed for confidentiality) and her three small children entered Marjaree Mason Center’s Safe House Program after fleeing from her abusive partner. Upon arrival, Norma shared with the advocate that she was new to Fresno, coming recently from another country, and not familiar with the area or what help might be available to her. From the very beginning, Norma worked closely with her case manager who provided her with additional resources that would assist her in her goal to become self-sufficient. After staying in the emergency shelter, Norma was able to enroll in the transitional housing program and eventually obtain an apartment of her own.

The process of finding safe housing was not easy; Norma and her children faced several challenges along the way. Some of her challenges included, lack of personal transportation, unfamiliar with the area, lack of support system, limited English language proficiency and small children which were very reliant on her. Norma was very open and vulnerable with her

case manager throughout the program who worked closely with her help her learned the local bus systems. Soon, Norma was riding the bus on her own, making appointments to view housing units and meeting with landlords.

Norma remained in constant contact with her case manager and attended regular follow up meetings. She shared her frustration about her difficulty finding safe housing for herself and her children; she faced many barriers to obtaining long-term housing due to lack of rental history, no credit and a limited income. The biggest challenge she faced was getting approved to rent based on her lack of income and inability to demonstrate that she earned three times the monthly rent amount. Norma's case manager was able to connect her to a landlord that had previous experience working with Marjaree Mason Center's Housing First Program which offers rental assistance for up to two years. Through great advocacy, the case manager was able to convince the landlord to rent a unit to Norma and she was able to move in soon after. She and her children love their new home. Norma continues to work with her case manager on her long-term goals; she has a new job, her own vehicle and she and her children are settling into their new community.