



Marjaree Mason Center

Annual Report

10/01/2017 – 9/30/2018

Overview

Over the past fiscal year, the Marjaree Mason Center's (MMC) core services have positively impacted the lives of adults and children affected by domestic violence. Core services include crisis support, shelter, legal assistance, counseling, case management and education/outreach. Major components of these departments include 24/7 agency staffed hotline, 24/7 walk-in crisis intervention, safety planning, 24/7 shelter operations, community-based housing assistance, food/clothing, psychological support, peer counseling, assistance with restraining orders, court accompaniment, support groups, and a range of children's services. Select highlights from the 2017-18 fiscal year include:

- ✓ The MMC board spent time evaluating progress of our last 5 year strategic plan and collaborated with executive leadership, staff, and the community to develop an appropriate 5 year strategic plan (2018 to 2023). This approved plan will guide MMC in fulfilling our mission with maximum efficiency and impact.
 - Goal 1: Crisis Intervention Service – Provide emergency services that effectively meet the crisis intervention and safety needs of adults and children experiencing domestic violence
 - Goal 2: Transitional, Long-Term and Collaborative Services – Promote ongoing safety and stability of adults and children impacted by domestic violence, and reduce occurrences of domestic violence, through direct services and strategic collaborations designed to address multifaceted needs of survivors
 - Goal 3: Community Awareness, Education and Training – Lead the region in education and training to increase awareness, recognition, and community response to domestic violence, and to strengthen the intervention strategies and capacities of our neighboring and partnering agencies
 - Goal 4: Organizational Quality and Impact – Establish and maintain the human, physical and technological infrastructure necessary to promote optimal efficiency and productivity of the agency
 - Goal 5: Financial Health and Stability – Develop and execute a financial plan that supports the long-term financial health and stability of the Marjaree Mason Center's ability to sustain its mission and goals
- ✓ Safe House/Crisis Support Services
 - Due to a loss in funding for transitional housing, the Marjaree Mason Center had to close our Fresno transitional housing program (4 units – 16 beds).

Unfortunately, this was after a 2016 loss of our Reedley transitional safe house. Thankfully, we are receiving continued federal support for our Clovis transitional housing program (6 units – 18 beds). We are rallying around our Clovis transitional housing program, considering this is now the only dedicated long-term domestic violence shelter in the Fresno/Clovis metro area.

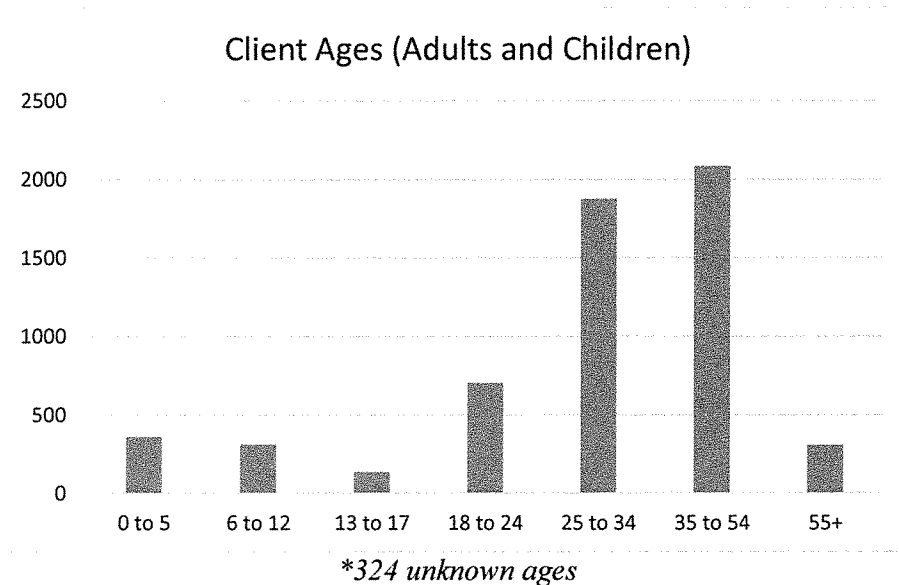
- Our two safe houses (total of 155 beds) have been at full capacity throughout the 2017-18 fiscal year. We have partnerships with local urban and rural hotels/motels to temporarily house individuals and families until a bedroom at one of our safe houses is available.
- Translated select housing forms to different languages including Hmong and Punjabi (which reflects the diverse populations we serve)
- Expanded children enrichment services to provide more support for children impacted by domestic violence. This includes working with speech pathologists, engaging parents in child's healing process, individual case plans for children, and a partnership with Fresno Unified School District Project ACCESS (social work and academic tutoring).
- ✓ Legal Assistance:
 - Our grant collaboration with Fresno Superior Court (through the Department of Justice) has been extend for another 3 years. We have successfully operated video-conferencing (to help with filling out a restraining order) in Reedley and Firebaugh and will be expanding video-conferencing capabilities to Coalinga. This will help survivors who lack or have limited access to transportation.
 - Two additional Victim Advocates are housed at Fresno Police Department to respond to with officers when domestic violence calls/reports are made. These advocates respond to calls during the late night to early morning hours.
- ✓ Counseling (for survivors and batterers):
 - Developed a diverse team that can offer counseling in 4 languages (English, Spanish, Hmong and Punjabi)
 - Clinicians facilitate 9 psychoeducational/support groups a week, in English and Spanish, which are open to the public and serve both adults and children
- ✓ Education/Outreach:
 - Our Education and Outreach department has put tremendous focus ending the cycle of abuse through education for youth about unhealthy and healthy relationship. Our **KNOW MORE** program (youth education prevention program) had the opportunity to create fun, engaging campaigns on-campus and in the community. One event was in partnership with the Fresno Girls World Expo and the other were week-long on-campus campaigns during teen dating violence awareness month (February).

AGENCY WIDE – DEMOGRAPHICS

Agency wide, the Marjaree Mason Center served 6,098 unduplicated adults and children. A total of 5,274 adults and 824 children received direct services.

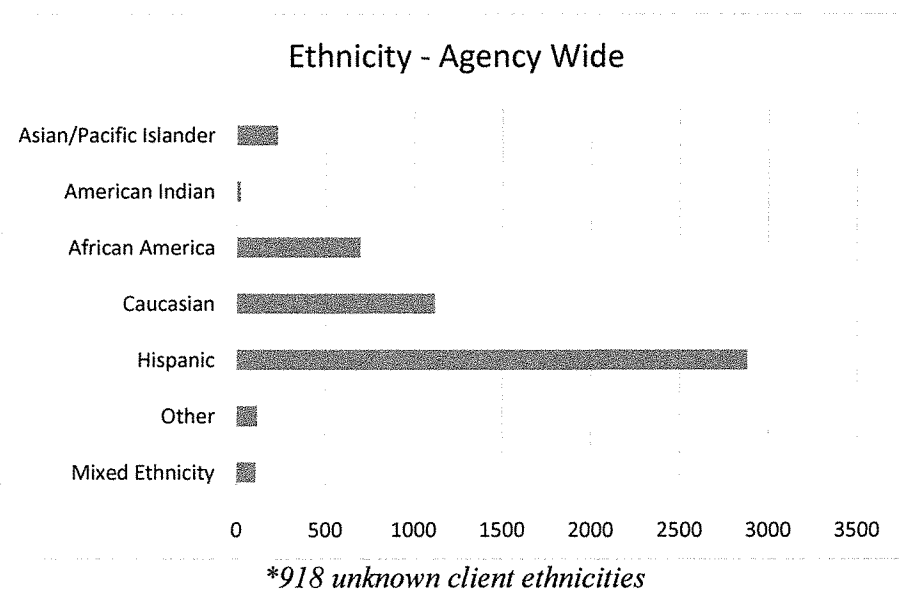
Client Ages:

Agency wide, 81% of clients were adults and 19% were children between the ages of 0 to 17.



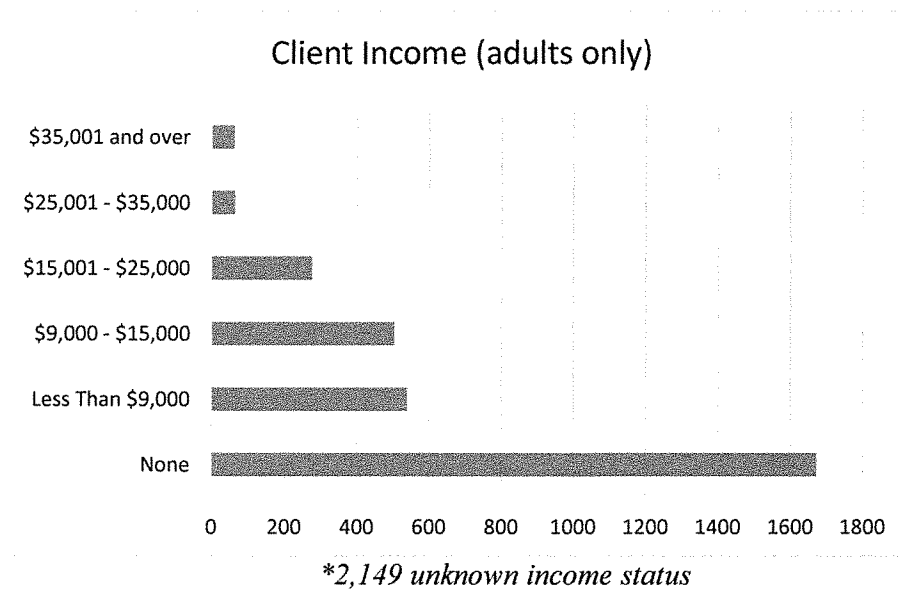
Client Ethnicity:

The majority of clients served were either Hispanic (47%), Caucasian (18%) or African American (11%).



Client Income:

The majority of clients served had no income of their own (32%). Of the households that reported income (1,451 adults) 72% made less than \$15,000 per year.



Geographical Origin

Below is a table with Fresno county cities/towns that reflect the majority of our clients geographical origin. There are a total of 2,347 recorded zip codes (3,571 unknown zip codes).

	City/Town	Count
West Fresno County	Kerman	19
	Firebaugh	5
	Caruthers	13
	Coalinga	24
	Mendota	24
	Riverdale	7
	San Joaquin	8
	Laton	2
	Raisin City	3
	Biola	2
	Cantua Creek	1
Fresno County Foothills	Tollhouse	2
	Fraint	2
South and East Fresno County	Reedley	51
	Sanger	52
	Selma	57
	Parlier	19
	Orange Cove	24
	Fowler	3
	Kingsburg	14
	Del Rey	5
Fresno /Clovis Metro	Fresno	1,804
	Clovis	84

HOUSING SERVICES

Across all Marjaree Mason Center housing services, a total of 1,507 duplicated adults and children were served. Housing programs include emergency, transitional, rapid rehousing and permanent housing.

Housing Program	Nights of Shelter	# of Adults	# of Children	Total Duplicated Individuals	Avg. length of stay (nights)
Clovis Transitional	5,385	18	33	51	106
Downtown Transition	3,453	15	8	23	150
Emergency Safe House	27,699	311	518	829	33
Housing First - Emergency	3,722	18	36	54	69
Housing First-Residential	20,307	19	53	72	282
Rapid Rehousing	7,867	52	97	149	53
Welcome Home 1	9,694	14	25	39	249
Welcome Home 2	18,299	21	42	63	290
Welcome Home 2a	2,847	4	11	15	190
Welcome Home 3	27,988	31	70	101	277
FSP Transitional	15,973	41	70	111	144
Grand Total	143,234	544	963	1,507	

SUPPORTIVE SERVICES

Department	Service	Number/Count*
Crisis Services/Hotline Support	Hotline Calls Received	2,170
	Crisis Intake Assessments Administered	1,400
	Safety Plans Created	5,348
	Referrals to Other Agencies	4,458
	Referrals to MMC from Law Enforcement	1,403
Counseling	Individual Adult Counseling Sessions	2,539
	Individual Child Counseling Sessions	275
	Group Counseling Adult Attendees	2,910
Legal	Legal Options Class - Adult Attendees	281
	Restraining Orders Filed	223
	Advocate Court Accompaniment Sessions	489

**duplicated number*