



ANNUAL REPORT
10/01/2018 - 9/30/2019
OVERVIEW

The Marjaree Mason Center (MMC) provides emergency and longer-term safe housing, along with a wide variety of supportive services to victims of domestic violence in Fresno County. Over the past fiscal year, MMC provided services to over 7,000 adults and children impacted by domestic violence. Comprehensive supportive services include 24/7 hotline, crisis support and shelter, legal assistance, counseling, case management, safety planning and education/outreach. Major components of these service departments include a 24/7 agency staffed emergency hotline, walk-in crisis intervention, safety planning and shelter operation, as well as community-based housing assistance, food/clothing, psychological support, individual and group counseling and a broad range of children's services through the enrichment center. Legal services include a free weekly legal-options class providing assistance with restraining orders, court accompaniment, divorce, child support and custody. Throughout the year, Marjaree Mason Center worked intentionally to provide services driven by the 5 year Strategic Plan. This report highlights several of MMC's programs including Family Stabilization Program (FSP), Reedley Community Resource Center, Coordinated Entry, Education and Prevention, Batterer's Intervention Program (BIP) and 3 areas of the Strategic Plan directly related to client services and community engagement for FY 2018-2019.

In partnership with County of Fresno Department of Social Services (DSS), MMC has operated the FSP program for 5 years. This program provides comprehensive domestic violence services including case management, legal assistance, clinical services, children's services, and domestic violence classes (safe group, healthy lifestyles, parenting, art groups, etc.) tailored to the specific needs of the CalWORKs program participants. The FSP program has a dedicated MMC staff, which includes case managers, clinicians, family skills specialists and class facilitators, providing services in the Fresno Metro area as well as rural communities such as Reedley, Selma, Kerman and Coalinga. In FY 2018-2019 FSP assisted 187 total households (187 adults and 377 children).

Clients enrolled in FSP have either unresolved trauma from domestic violence experienced in the past or are currently experiencing domestic violence. This program provides a safe place for them to process trauma and work toward healing and recovery with the ultimate goal of increasing their ability to become self-sufficient. Participants can work with the entire FSP team and the DSS job specialist liaison for a period of up to 6 months. Each enrolled client is assigned a case manager who partners with them to develop a set of goals tailored to their unique and specific needs. Goals can include securing safe/stable housing, employment, school enrollment, overall safety or simply regaining self-esteem and confidence. Depending on individual needs, clients can be seen multiple times per week. In the past year there were approximately 2,347 case management sessions provided.

Often times, clients seeking services through FSP are attempting to flee their current abusive situation ultimately leading to placement into MMC's emergency safe house. All clients identified as experiencing a "crisis" complete a risk assessment upon program enrollment. This assessment gauges their risk of lethality, the highest score being 15. FSP clients have an average risk assessment score of 9. Since many clients experiencing domestic violence are not "ready" to leave their relationship or environment, this program allows MMC to continue working with them while they remain in their home, in order to provide services like safety planning, support and education to empower them with the strength they need to lead healthy and safe lives.

While most of MMC's clients reside in the Fresno Metro area, we recognize that access to services in rural communities is critical. Victims in rural areas can face multiple barriers including limited access to support services, distance, transportation barriers and lack of safe affordable housing. In order to eliminate those barriers, MMC operates a Community Resource Center in Reedley. This center is a hybrid facility offering both the Family Stabilization and CalOES Housing First programs. Available services include crisis intervention and safety planning, case management, housing services, counseling, children enrichment, legal support and video conferencing (to courthouse if needed).

Through partnership with the Fresno Madera Continuum of Care, MMC was able to create and launch a parallel coordinated entry system for victims of domestic violence. With the addition of client service navigators and community case managers, this parallel system ensures that clients seeking services are effectively streamlined and connected to services whether or not those services are specific to MMC. Intense coordination and collaboration between MMC and community service providers is crucial to effectively supply clients with resources that best fit their individual needs.

Domestic violence awareness, prevention and education are high priorities and it is with that aim that MMC conducts hundreds of community training presentations each year. In general, these presentations include information about domestic violence, as well as what to do if you suspect someone you know is a victim. Through the kNOw More program, MMC has partnered with 14 high schools in 5 school districts (Fresno Unified, Clovis Unified, Central Unified, Sanger Unified and Kings Canyon Unified) to provide education and intervention techniques to teens, advisors, teachers and parents.

In the effort to become a community free from domestic violence, MMC also provides services to domestic violence offenders. The goal is to prevent future domestic violence acts and encourage positive parenting and strong families. Batterer's Intervention Program (BIP) is facilitated at MMC's Life Transition Program (LTP) office located in central Fresno. Clients are referred to LTP geographically based on their zip code, however, we often receive referrals from outside our regular boundaries. Our LTP facility provides education and training for individuals post-conviction of domestic violence or by referral from another agency. In coordination with Probation, AB109 and CPS, LTP programs include a 52 week BIP course, parenting program, anger management program, ACE's evaluations and child abuse intervention program. Over the last FY, the Life Transition Program provided services to nearly 800 clients.

In 2017-2018 MMC developed and approved a 5 year Strategic Plan with the goal of enhancing client services, strengthening community partnerships and broadening outreach and education services. Below are some of the highlights for 2019:

- **Goal 1: Crisis Intervention Services- Provide emergency services that effectively meet the crisis intervention and safety needs of adults and children experiencing domestic violence.**
 - Strategically increased victims' crisis access and entry points to domestic violence services geographically throughout Fresno County.
 - ✚ Reviewed and modified data capture procedures to better identify how clients are accessing services and where they are geographically coming from.

- ✚ Established community partnerships with focus on potential/alternate “access” points for clients seeking domestic violence services.
 - ✚ Added over the phone client assessments to streamline shelter admittance procedures.
 - ✚ Enhanced communication and streamlined referral procedures with law enforcement including Reedley PD to strengthen existing collaboration.
- Developed and implemented a plan to provide uninterrupted crisis services 24/7/365.
 - ✚ Increased staff and management to separate the hotline and crisis response services from residential.
 - ✚ Implemented client navigators to respond directly to clients in the community specifically county hospitals.
- Enhanced services to reduce/eliminate barriers to access
 - ✚ Developed partnerships with Lyft to aid in client transportation, and SHARP to provide safe shelter for pets of clients seeking emergency shelter and services.
- **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 the multifaceted needs of survivors.**
 - Developed a collaborative approach to ensure clients have access to safe housing.
 - ✚ Partnered with other local shelters to increase client’s access to safe housing if they experience domestic violence.
 - ✚ Collaborated with local, state and federal officials to advocate for increased housing services for survivors.
 - ✚ Recruited a “housing locator” through coordinated entry, and created a by-name list to ensure clients experiencing housing crisis due to domestic violence are streamlined appropriately.
 - Increased culturally responsive care through partnership and linkages, increasing access to diverse populations in Fresno County.
 - ✚ Worked with the Fresno Center to facilitate training of their mental health clinicians through 40-Hour domestic violence training.
 - ✚ Partnered with community resources to develop and complete quarterly cultural responsive training at all staff meetings.
 - Enhanced community case management and services to non-residential clients.
 - ✚ Developed a comprehensive assessment to identify service needs and gaps in current operations.
 - ✚ Implemented a Community Case Manager to work directly with emergency clients housed in motels to improve quality of service.
- **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.**
 - Incorporated awareness of domestic violence risk, impact, interventions and services into standard mainstream community activities and culturally diverse settings and organizations.
 - ✚ Maintained significant media presence throughout Domestic Violence Awareness Month.
 - ✚ Delivered presentations to local service organizations including Rotary, Lions Club and Kiwanis Club.
 - ✚ Led training presentations and/or outreach booths for 96 community events.
 - ✚ Conducted training for faith-based organizations in Fresno, Merced, Visalia and Bakersfield with over 155 participants.

- Promoted early intervention through increased delivery of a healthy lifestyles curriculum.
 - ✦ Led a presentation for the Boys and Girls Clubs Central Valley Conference with 150 attendees.
 - ✦ Facilitated Healthy Lifestyles classes for 172 clients from April to September.
 - ✦ Developed partnerships to increase the delivery of adolescent dating violence prevention education and activities.
 - ✦ Facilitated kNOw More and SAFE Dates training and curriculum in 5 school districts including: Fresno Unified, Clovis Unified, Sanger Unified, Central Unified and Kings Canyon Unified.
 - ✦ Partnered with schools to promote awareness of domestic violence during Teen Dating Violence Awareness Month

Marjaree Mason Center

Annual Report

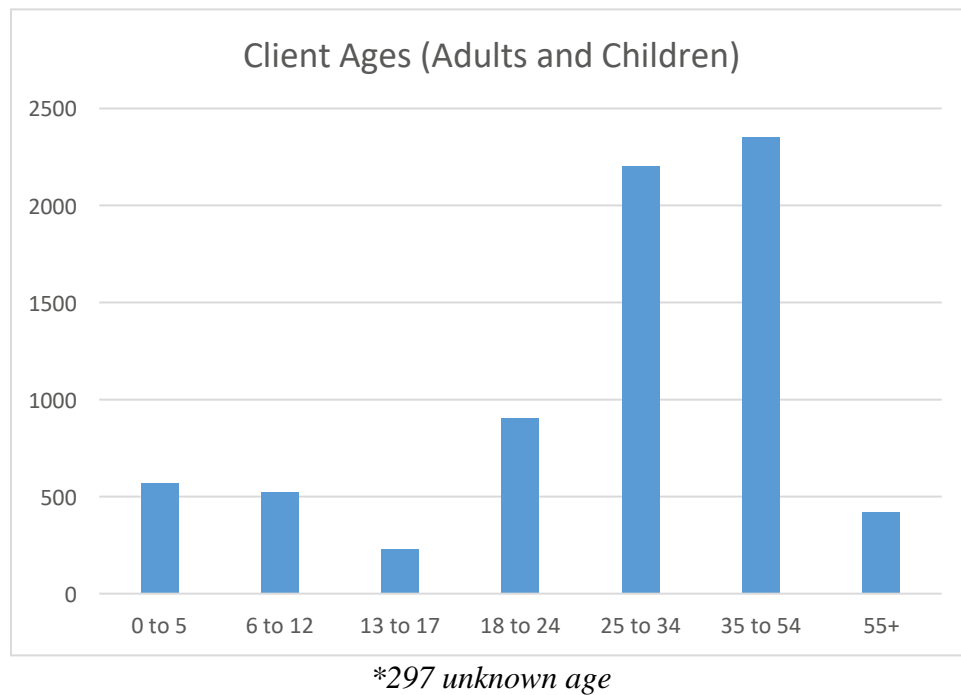
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AGENCY WIDE – DEMOGRAPHICS

Agency wide, the Marjaree Mason Center served 7,499 unduplicated adults and children. A total 6,180 adults and 1,319 children received direct services. (These figures do not include our outreach, education and prevention or BIP programs.)

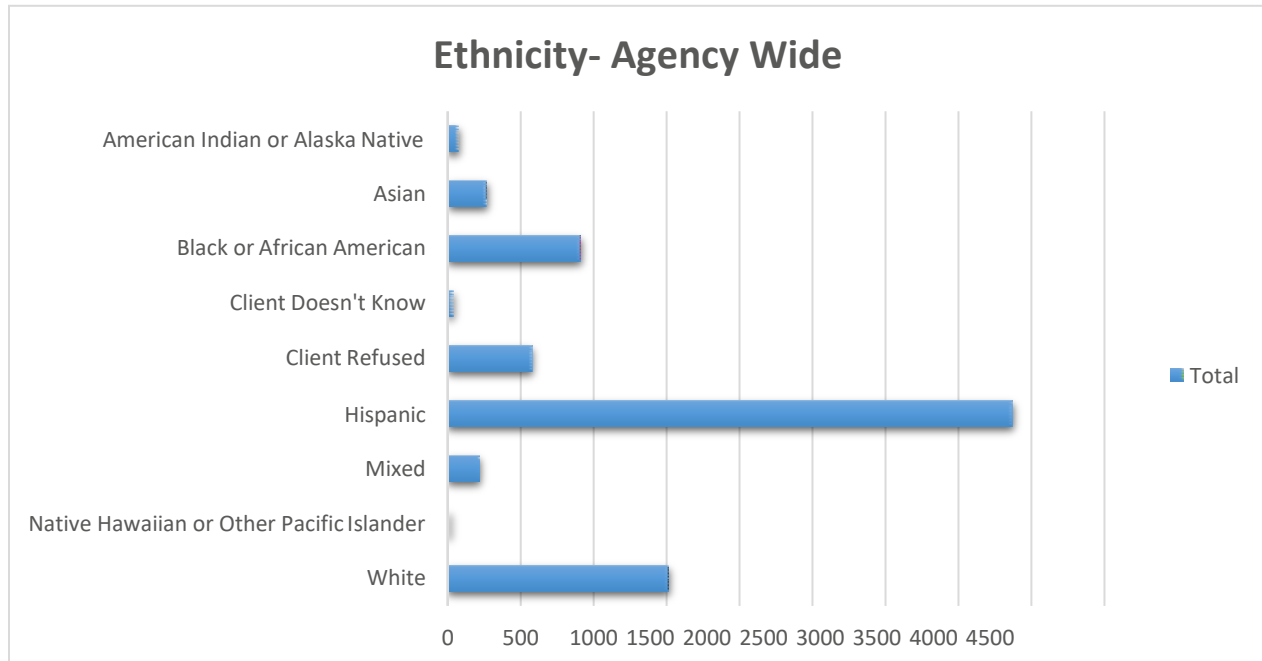
Client Ages:

Agency wide, 82% of clients were adults and 18% were children between the ages of 0 to 17.



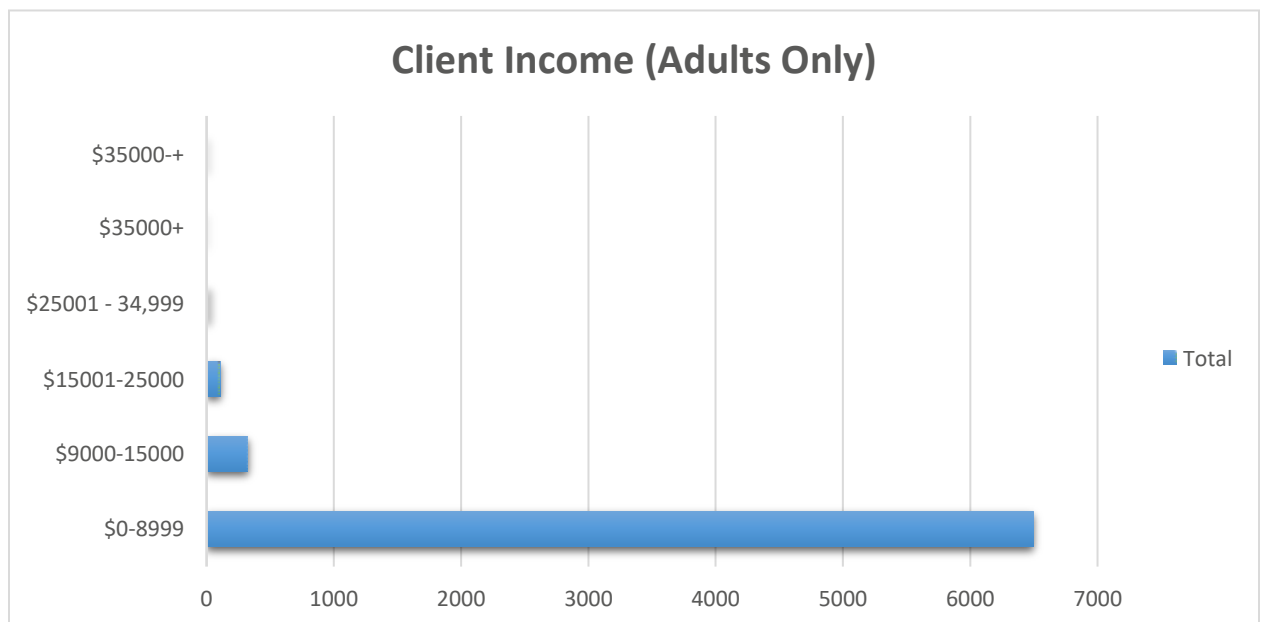
Client Ethnicity:

The majority of clients served were either Hispanic (51%), Caucasian (20%) or African American (12%).



Client Income:

The majority of clients served had no income of their own (84%). Of the households that reported income (1,058 adults) 85% made less than \$15,000 per year.



Geographical Origin

Below is a table with Fresno County cities/towns that reflect the majority of our client's geographical origin. There are a total of 7,097 recorded zip codes (402 unknown zip codes).

	City/Town	Count
West Fresno County	Kerman	48
	Firebaugh	24
	Caruthers	25
	Coalinga	81
	Mendota	62
	Riverdale	25
	San Joaquin	19
	Laton	6
	Raisin City	6
	Biola	7
	Cantua Creek	4
Fresno County Foothills	Tollhouse	8
	Friant	8
South and East Fresno County	Reedley	132
	Sanger	99
	Selma	160
	Parlier	79
	Orange Cove	35
	Fowler	35
	Kingsburg	44
	Del Rey	9
Fresno /Clovis Metro	Fresno	5462
	Clovis	350

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)
Transitional	18,205	65	116	181	100
Emergency Housing	35,037	552	729	1281	27
Housing First - Emergency	768	18	21	39	20
Permanent Housing	47,584	237	430	667	71
Grand Total	101,594	872	1,296	2,168	

SUPPORTIVE SERVICES

Department	Service	Number/Count*
Crisis Services/Hotline Support	Hotline Calls Received	3,110
	Crisis Intake Assessments Administered	1,733
	Safety Plans Created	5,954
	Referrals to Other Agencies	2,657
	Referrals to MMC from Law Enforcement	3,214
Counseling	Individual Adult Counseling Sessions	2,317
	Individual Child Counseling Sessions	187
	Group Counseling Adult Attendees	2770
Legal	Legal Options Class - Adult Attendees	308
	Restraining Orders Filed	133
	Advocate Court Accompaniment Sessions	588

**duplicated number*