



**ANNUAL REPORT
10/1/2023 - 9/30/2024**

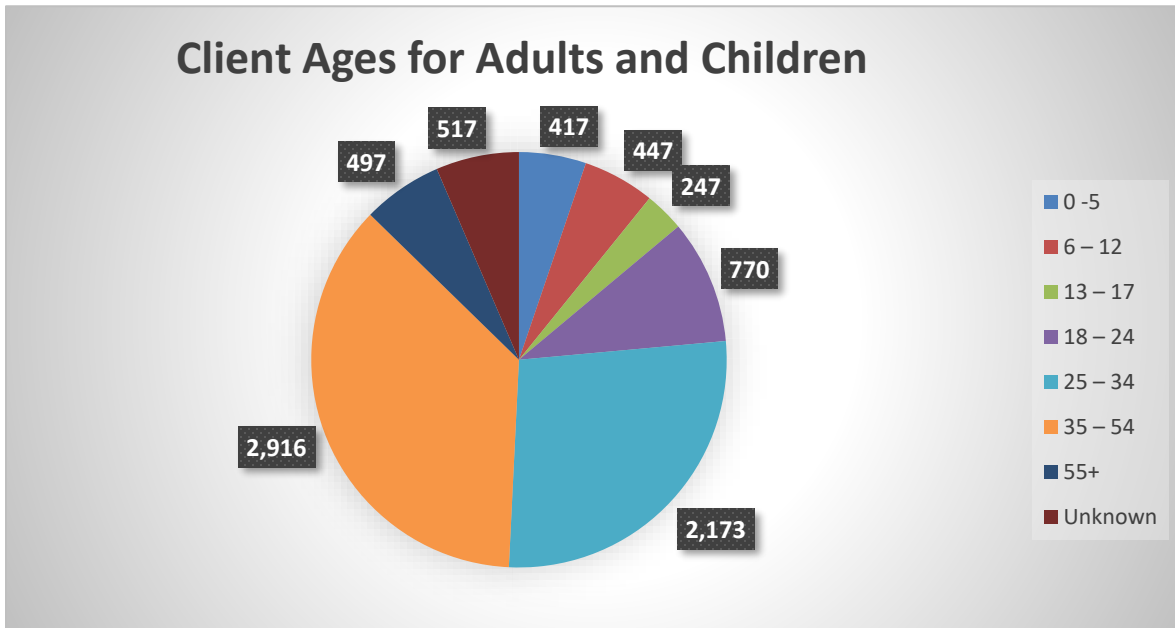
OVERVIEW

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.

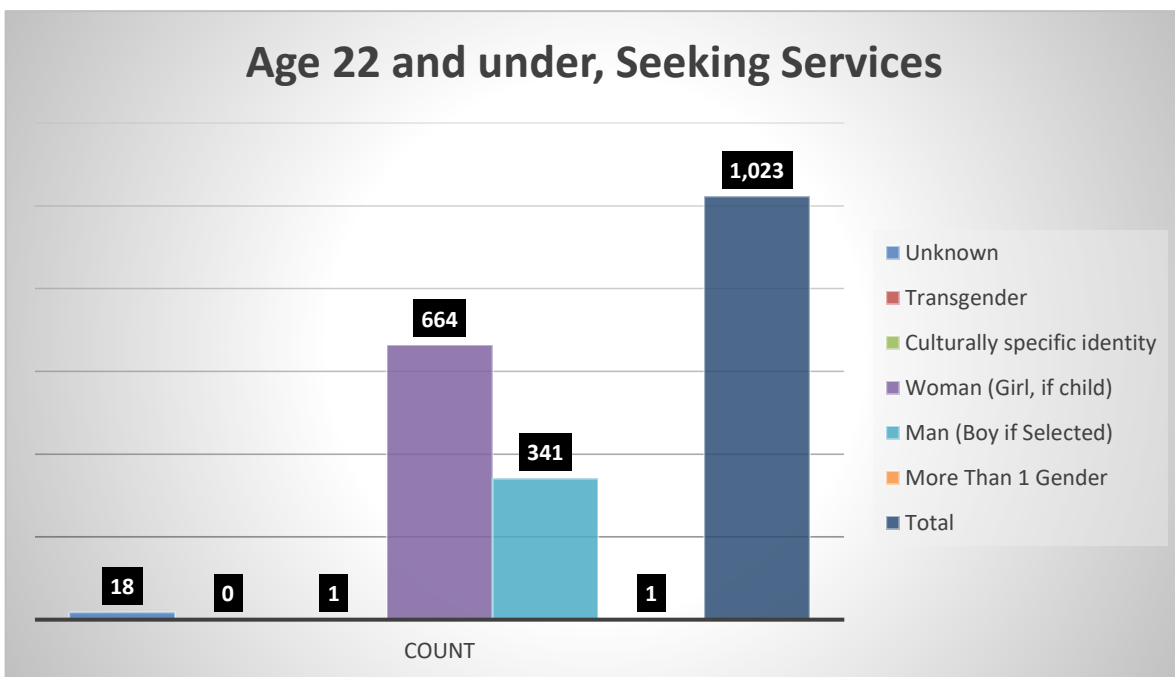
Over 40 years later, MMC continues to honor this legacy by providing a wide variety of diverse and comprehensive support services designed to meet the complex needs of all individuals affected by domestic violence, regardless of race, religion, sexuality, gender, age or socio-economic status. These services 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. Over the last year, Marjaree Mason Center provided supportive services to 8,482 individuals including 7,353 adults and 1,129 children; these figures are only slightly higher than last year. Additionally, MMC provided 87,270 nights of emergency and longer-term safe shelter which reflects a 16% increase in the length of stay compared to last year.

Marjaree Mason Center is the only dedicated provider of safe and confidential emergency shelter and comprehensive domestic violence support services in Fresno County. According to the Department of Justice, Fresno County consistently has one of the highest per capita rates of reported domestic violence calls to law enforcement in the state. Last year, Fresno County law enforcement agencies collectively responded to 13,348 calls reporting domestic violence; this reflects an 18% increase compared to the previous year and a **61% increase over the last two-years**. Sadly, the severity of physical abuse leading to injury is also increasing, and law enforcement officers reported that 1,973 of all domestic violence related calls included a weapon. What's more, the rate of domestic violence homicides in our state continues to increase as well and nearly 11% of all homicides annually are the result of domestic violence and occurring in 1 out of 5 domestic violence incidents.

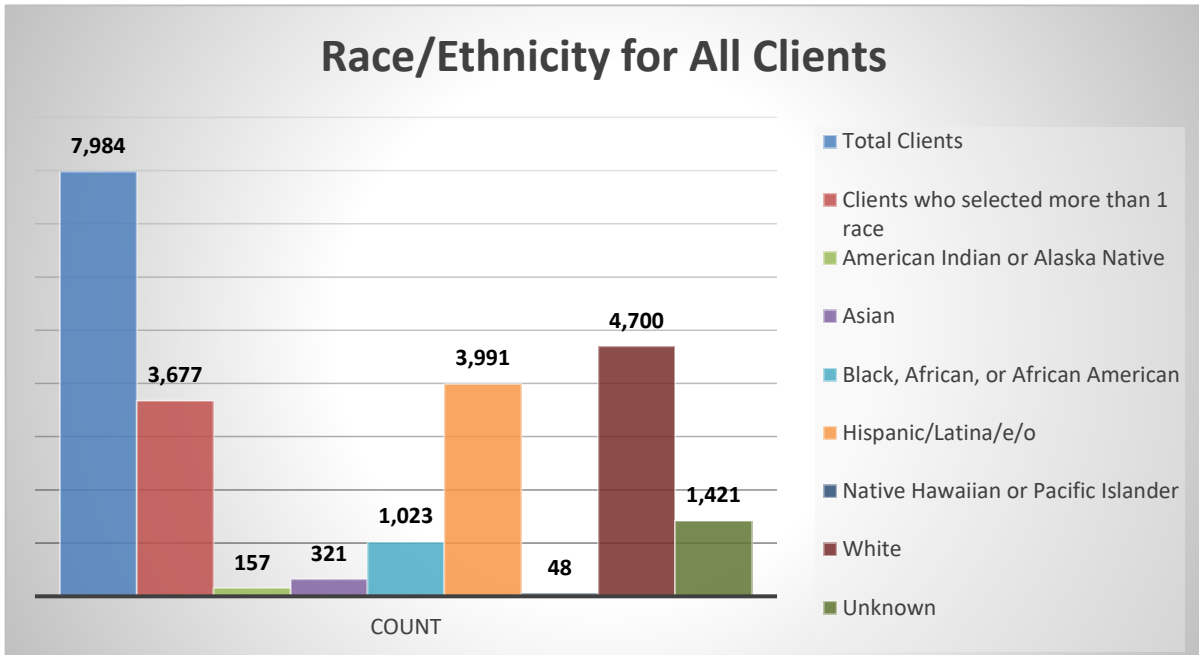
Client Ages: Agency wide, 83% (6,597) of clients were adults and 14% (1,111) were children between the ages of 0 to 17. 6% (450) of clients did not report an age. The average age of an adult client is 37 years old and the average child age is 8 years old.



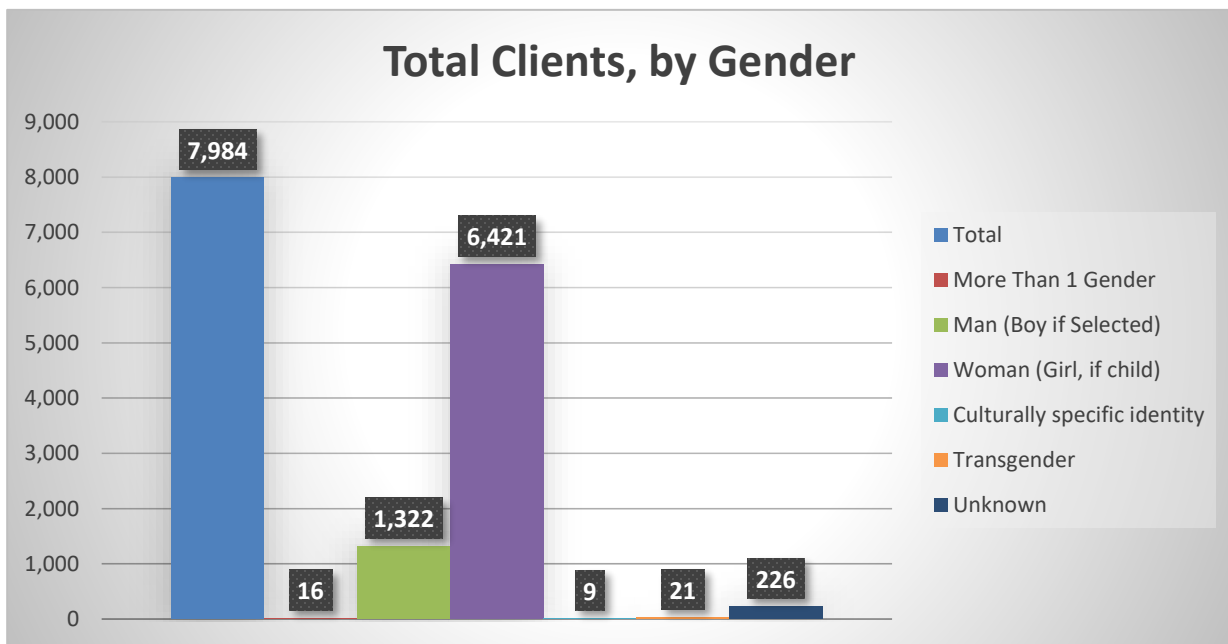
During the last year, MMC noticed an increase in the number of youth (aged 22 and under) seeking services; primary victims who fall into a youth age bracket are included in an additional diagram below. It is notable that 32% of youth seeking services identify as male vs just 7% who identified as male for all age brackets seeking services.

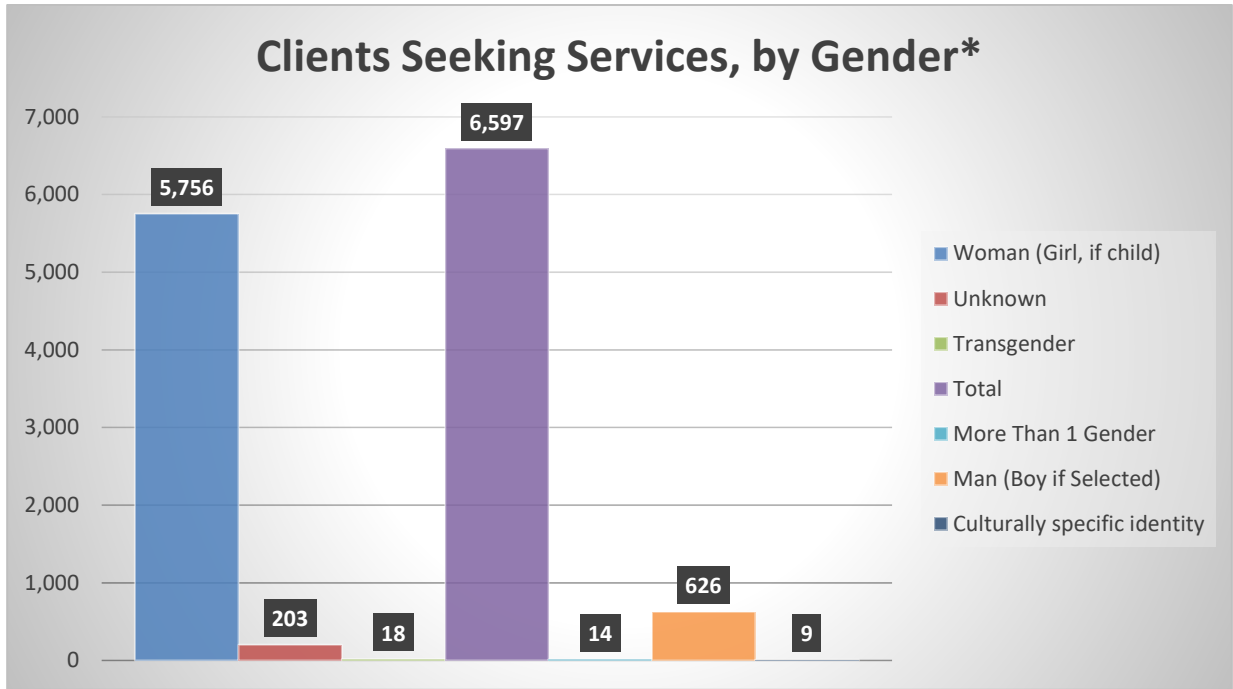


Client Ethnicity: The majority of clients served were identified as some combination of Hispanic (50%); White (16%); Black, African, or African American (13%); or Asian (4%); with 3,677 clients (46%) identifying as more than 1 race/ethnicity including white.



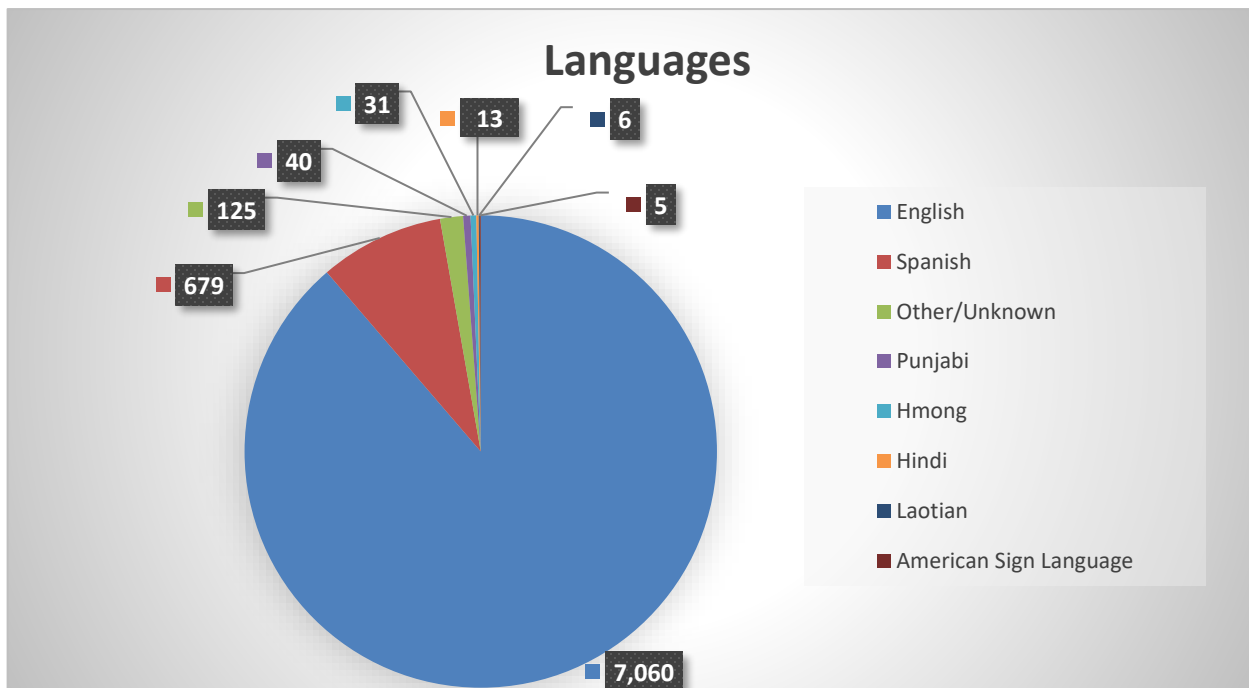
Client Gender: The majority of clients 80% (including adults and children) who received services and participated in supportive programs agency wide last year were female.



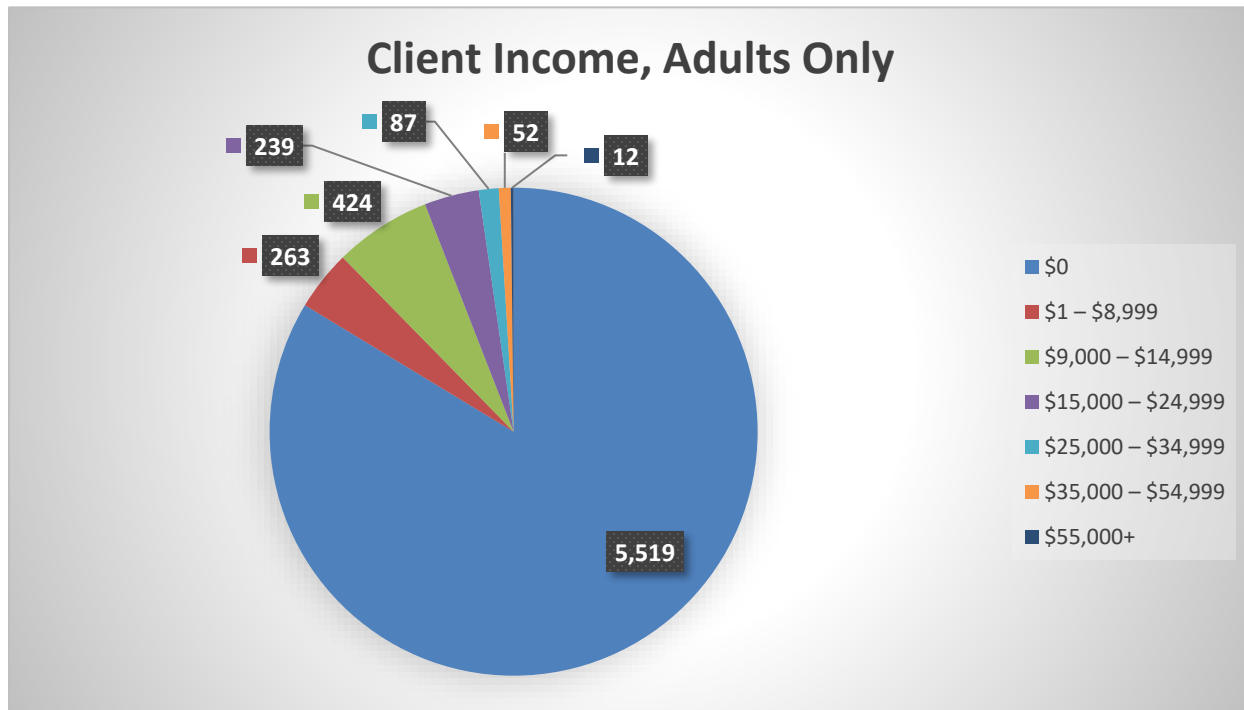


*Primary Victim

Client Languages: While the majority of clients speak either English (88%) or Spanish (9%), 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: 84% of adult clients served last year reported earning no income of their own. Of the households that did report an income (1,077 adults), 64%, reported making less than \$15,000 per year. This means that 94% of MMC’s clients were considered low-moderate income and lived below the poverty line. *This data does not include LTP or Outreach Programs.



Each year Marjaree Mason Center provides thousands of individuals and families impacted by domestic violence with critical and often lifesaving supportive services. In order to meet our communities growing needs, and increase access to vital support programs, MMC currently operates 7 sites located strategically throughout the County and maintains extensive partnerships with other community organizations. This not only keeps agency costs down by reducing the duplication of support services between local organizations, 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. *Last year, the number of hotline calls increased by over 60%.*

Crisis Response/Emergency Services	Number of Services*
Hotline Calls (clients/law enforcement)	9,797/1,520*
Crisis Drop In	2,630
Safety Plans	3,272
Referrals to Community Agencies	6,728
Risk Assessment	1,637

**Data only tracked since April 2024*

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 severely high risk for lethality. During the last year, the median score for MMC's clients was **10**.

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 a significant increase in the number hotline calls received.

In August, several local law enforcement agencies launched lethality assessments; officers facilitate these with survivors each time they respond to a call reporting domestic violence. If the individual involved answers yes to the first three questions, the responding law enforcement officer now calls the Marjaree Mason Center to receive additional support. This new practice has significantly increased hotline call volume. Additionally, MMC community navigators, provide immediate follow-up with the survivor either over the phone or in-person when it is safe.

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.

Transportation	
Number of Individuals	282
Number of Services	541

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.

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. 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 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 577 households (253 single person households and 324 families). 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 was 44,484.

Emergency Housing	Nights of Shelter	# of Adults	# of Children	Total Households	Total Individuals	Avg. length of stay (nights)
MMC Safe House	34,807	577	570	577	1,147	28
Motels	7,105	103	68	103	171	38
Housing First (Rural)	2,572	36	65	101	101	25

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. MMC uses the Housing First Model, which uses housing as a tool for recovery rather than 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 113 households (299 individuals) including 30 single person households and 83 families; this reflects a 27% increase compared to last year.

Longer-Term Housing	Nights of Shelter	# of Adults	# of Children	Total Households	Total Individuals	Avg. length of stay (nights)
Transitional	11,042	48	68	48	116	150
Permanent	34,316	65	88	65	153	481

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, 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.

Counseling	Total Served*
Individual Adults	493
Individual Counseling Sessions (Adult)	2,580*
S.A.F.E. Group Sessions	1,446*
Support Group Sessions	461*
Peer Counseling Adult Sessions	2,124*

**Duplicated Figure*

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 and a community-based Child Advocacy Program, which provides home visitation services to families residing in the community. The Children’s 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 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.

Children’s Counseling	Number Served*
Individual	53
Individual Counseling Sessions	571*
Kids Group Sessions	217*

**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 the 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 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 immediately with survivors to provide crisis intervention, emotional support, and education on the criminal justice system, safety planning and additional linkages to appropriate community resources as necessary.

Referrals to MMC by local Law Enforcement agencies increased nearly 39% last year.

Law Enforcement	Number of Services*
Referrals to MMC from Law Enforcement	1,779
Advocates Response Initial Contact Scene	136

**Duplicated Figure*

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 will enable us to identify local trends so that we can strengthen outreach and prevention efforts and to provide enhanced communication about alternative solutions to violence. All data is exported quarterly and provide to the Center directly by Fresno County Sheriff's Office, City of Fresno Police Department, Clovis Police Department and Fresno State Police Department. Homicide data is also supplied by the Fresno County District Attorney's Office. 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.

Fresno County Law Enforcement Data	Service/Incident
Domestic Violence Reports	8,184 (unique reports)
Incidents Including a Weapon	18,666 (total incidents)
Lethality Assessment	6,722 (unique assessments)
Domestic Violence Homicide	3 (total victims)
Incidents Including a Firearm	123*
Strangulation	592*

**DOJ Data*

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, restraining order assistance, education and support to survivors of domestic violence. Free Legal Options classes are facilitated weekly in 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 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
Legal Advocacy	2,371*
Restraining Order Completed/In Progress	495
Court Accompaniment	786*
Referral to Central California Legal Services (CCLS)	290*

**Duplicated Figure*

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 individual affected by domestic violence. These collaborative efforts focus on providing survivors and their families with the support necessary to overcoming 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
Households	86
Adult Clients	86
Children Clients	216
Case Management Sessions Adult	904*
Case Management Sessions Children	64*
Individual Counseling Adults	623*
Individual Counseling Children	166*
Children’s Enrichment Center	1,455*

**Duplicated Figure*

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	1,212
Child Protective Services (CPS)	22
Medical Facility/Clinic	45
Crime Victim Assistance Center (CVAC)	6
National DV Hotline	21
Internet	63
Community Organization	39
Other Local Shelter	42
Department of Social Services (DSS)	82
Court	128
Counselor	21

Clients Referred by MMC to	Total Number of Individuals
Crime Victim Assistance Center (CVAC)	1,176
Alcohol and Drug Intervention	22
Exceptional Parents Unlimited (EPU)	22
Employment Agency	92
FUSD Project Access	77
Legal Assistance Referral	699
Multi-Agency Access Program (MAP)	42
Public Health Nurse	22
MMC Maternal Health Program	37

Other Homeless Shelter or DV Shelter	1,191
Other Local Social Service Agency	441
Central California Legal Services	302
Rape Counseling Services (RCS)	80

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. 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 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 7,984 clients (5,844 with a recorded zip code and 2,140 with an unknown zip code), of those 7,478 came from Fresno County residents. The majority of the remaining clients (506) 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	44	75
	Firebaugh	23	38
	Caruthers	22	31
	Coalinga	27	66
	Mendota	39	75
	Riverdale	21	26
	San Joaquin	23	33
	Laton	6	16
	Raisin City	9	13
	Biola	3	0
Fresno County Foothills	Auberry	16	12
	Tollhouse	9	21
	Friant	4	21
South and East Fresno County	Reedley	157	142
	Squaw Valley	7	14
	Sanger	131	216
	Selma	169	141

	Parlier	72	115
	Orange Cove	39	75
	Fowler	22	42
	Kingsburg	39	74
	Del Rey	7	13
Fresno /Clovis Metro	Fresno	6,163	9,285
	Clovis	426	973

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 generational cycles of abuse. With that in mind, MMC is actively involved in hundreds of community engagement activities each year. This includes facilitating domestic violence trainings, providing presentations, participating in local community events and coordinating with local school districts to provide prevention education programs to youth. Domestic violence trainings teach 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.

Community Outreach	Total
Community Presentations/Trainings	598
Number of Event Booths	196

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 out for and how to have difficult conversations about relationships with their teens.

Prevention and Education	Total
School Districts	6

School Sites	37
High Schools with the kNOw MORE Program	27
Intermediate Schools with the kNOw MORE Program	10

Life Transitions Program

Services for offenders of domestic violence are provided through MMC’s Life Transitions Program (LTP). In coordination with Probation, AB109 and CPS services offered through LTP include a 52-week Batterer’s Intervention Program (BIP), Anger Management and Parenting Classes, ACE’s evaluations and child abuse intervention program. Further, LTP provides education and training for individuals post-conviction of domestic violence or by referral from another community agency. During the last year, LTP provided services to 466 unduplicated clients.

Life Transitions Program	Total Clients
Clients	378
Batterer’s Intervention Program	259*
Anger Management	62*
Child Abuse	54*
Parenting Class	10*
Successfully Completed Program	147*

**Duplicated Figure*

Future Plans

For over 45 years, the Marjaree Mason Center has offered safe housing and support services to adults and their children affected by domestic violence in Fresno County. As the only comprehensive domestic violence agency in Fresno County, which has the highest per capita calls to law enforcement in the State of California, the Marjaree Mason Center provides safe housing, legal services, counseling and education to survivors and youth. The Center was founded in 1979 after the murder of Marjaree Mason, at the hands of her ex-boyfriend, a Fresno County Sheriff’s deputy. A graduate of Washington High School and Reedley College, Marjaree lived in Fresno for 31 years and was well known in the community.

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 physical distance spread across multiple sites, and unable to provide clients with the privacy and security they truly deserve while they recover from the trauma of abuse.

In December 2022, the Marjaree Mason Center purchased a 5.5- acre property in Fresno with an existing 37,680 sq. ft. building. In its 60-year history, the building was home to several educational organizations including Queen of the Valley, New Life Christian School, Heald College and The Milan Institute. For the past two years, a fundraising campaign has been

underway to raise the funds needed to modernize the facility to meet today's building and operational standards and transform it into a physically and emotionally safe space that will double the physical service capacity of the Marjaree Mason Center. Including both building acquisition and remodel, the total cost of the project is \$21 million.

We are excited to report that MMC is nearing completion of the Isnardi Foundation Building; home of the agency's new Community Resource Center. Construction is set to be complete by the end of December and services will begin to be offered in this new location mid-January. A project that began in 2018, the Marjaree Mason Center's new Isnardi Foundation Building will house their 24/7 trauma-informed crisis drop-in center, as well as all of their non-residential survivor services including 24/7 hotline, individual counseling and group therapy, legal advocacy and children's services, as well as all prevention and early intervention efforts.