

2019-2020 ANNUAL REPORT





OUR
Mission

Marjaree Mason Center supports and empowers adults and children affected by domestic violence, while striving to prevent and end the cycle of abuse through education and advocacy.



Resilience is defined as:

“an ability to recover from or adjust easily to misfortune or change.”

I have gained a renewed understanding of resilience after personally witnessing our staff, clients and their children navigate the many twists and turns of the COVID-19 pandemic this past year. For more than 42 years, Marjaree Mason Center has provided critical services to adults and children experiencing the trauma of domestic violence. Although they looked much different, our 24-hour services and programs served more than 9,600 adults and children across all program platforms in this past year.

In an effort to prevent the spread of the COVID-19 virus, clients and their families were temporarily moved into isolation-friendly safe housing. Other adjustments included the majority of our staff members working from home, providing everything

from telehealth services for counseling to virtual classes for clients required to complete the 52-week Batterers Intervention Program. While the format of our services changed, our passion for supporting survivors did not falter.

Additionally, we saw you, our faithful and generous donors, stand shoulder to shoulder with us to ensure that the most vulnerable in our community had access to resources for a future free of violence.

The COVID-19 pandemic may have kept us physically apart, but together, WE accomplished much to prevent and end domestic violence. Thank you does not begin to adequately express my deep gratitude for your support during such an uncertain time.

NICOLE LINDER



Michael Carr
KFSN-TV/ABC30



Giatri Dave, MD
Fresno Cancer Center



**Deputy Police Chief
Patrick Farmer**
*Fresno Police
Department*



D. Casey Gray, MD
*Board Secretary
Kaiser Permanente*



**Lauren
Garabedian Ruff**
*The Garabedian
Group, Inc.*



Bonnie Her, MD
*President-Elect
Community Medical
Providers*



Kerri Horn
*Central Valley
Community Foundation*



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County of Fresno



Lisa Nichols
*Fresno Unified School
District*



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*Community Medical
Centers*



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Sethi Management



**District Attorney
Lisa Smittcamp**
County of Fresno



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*Sutton Hague
Law Corporation*



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Healthcare*



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Attorney at Law*



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Executive Director



Leticia Campos
Deputy Director



Marcus Martin
Director of Finance



Charity Susnick
*Director of Development
and Communications*



**Jessica
Bloom-Welford**
*Clinical Services
Manager*



Brian Cleland
Facilities Manager



Laura López
*Housing Services
Manager*



Karmen Motley
*Children Services
Manager*



Beverly Novella
*Life Transitions
Program Manager*



Morgan Ogletree
*Crisis Response
Team Manager*



**Chelsey Ramirez-
Hernandez**
*Regional Resources
Manager*



Cheryl Nichols
Executive Assistant



strategic PLAN

DID YOU KNOW?

Marjaree Mason Center is **Fresno County's only dedicated provider** of comprehensive domestic violence shelter and support services, including education for victims, offenders and youth.

GOAL 1



Crisis Intervention Services

Provide emergency services that effectively meet the crisis intervention and safety needs of adults and children experiencing domestic violence.

OBJECTIVES

- ✓ Strategically increase victims' crisis access and entry points to domestic violence services geographically throughout Fresno County.
- ✓ Develop and execute a plan to provide uninterrupted crisis intervention services 24/7/365.
- ✓ Develop a culturally diverse referral base and culturally appropriate access to emergency services in Fresno County.
- ✓ Enhance services to reduce/eliminate barriers to access.

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.

OBJECTIVES

- ✓ Develop a collaborative approach to ensure clients have access to safe housing.
- ✓ Increase culturally responsive care through partnership and linkages, thereby increasing access to the diverse populations in Fresno County.
- ✓ Enhanced community-based services to non-residential clients.
- ✓ Implement service interventions designed for whole families.

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.

OBJECTIVES

- ✓ Incorporate awareness of domestic violence risk, impact, interventions and services into standard mainstream community activities and culturally diverse settings and organizations.
- ✓ Promote early intervention through increased delivery of a healthy lifestyles curriculum.
- ✓ Develop and execute a plan for Marjaree Mason Center to assist partner agencies in building their capacity to assist survivors of domestic violence directly or through referrals.
- ✓ Explore and develop partnerships to increase the delivery of adolescent dating violence prevention education and activities that promote healthy relationships.

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.

OBJECTIVES

- ✓ Implement a Quality Review Plan incorporating data collection to ensure optimal program operations and evaluate and achieve annual metrics each year after:
 - ✓ To meet current and future needs of clients.
 - ✓ Implement a comprehensive staff training plan to meet service delivery essentials.
 - ✓ Ensure contract compliance and funding accountability.
 - ✓ To provide transparency in service goal attainment for stakeholders and clients.
- ✓ Complete a wage/benefits analysis to maintain area competitiveness that will be annually reviewed and adjusted as necessary.
- ✓ Establish a professional development and succession plan that increases staff attraction and retention, and decreases agency risk.
- ✓ Identify and implement a plan of technological infrastructure to promote agency connectivity and safety.
- ✓ Provide a welcoming environment and ensure Marjaree Mason Center facilities are accessible, promote efficiency and staff safety and reduce agency risk.

GOAL 5



Financial Health and Stability

Develop and execute a financial plan that supports the long-term financial health and stability of Marjaree Mason Center's ability to sustain its mission and goals.

OBJECTIVES

- ✓ Develop a 5-year operating and capital financial forecast with Board approved and adopted financial metrics and achieve annual metrics each year after.
- ✓ Develop an endowment to provide permanent supportive resources for the agency operations with a minimum balance of \$250,000.
- ✓ Develop and implement a fund development and stewardship plan to meet agency-approved financial metrics.



For help please call: 24/7 HOTLINE **559.233.HELP** (4357) or email: **HELP@mmcenter.org**

Survivor

SUPPORT SERVICES



CRISIS SUPPORT



CLIENT NAVIGATION



SAFE HOUSING



LEGAL ADVOCACY



COUNSELING



CHILDREN'S ENRICHMENT



CRISIS SUPPORT

Crisis Response Team

The MMC Crisis Response Team is comprised of:

- Client Advocates who answer the 24/7 hotline and complete assessments
- Victim Advocates who specialize in restraining orders and are stationed within local law enforcement sites
- Navigators who provide mobile advocacy, support and assessments to clients who cannot travel to the MMC administration site

Due to the nature of the pandemic and all that accompanied it, MMC had to alter operations within our Crisis Response Team and the way in which assessments were conducted. During the COVID-19 pandemic, the Crisis Response Team continued domestic violence assessments via phone or virtual format. While it proved to be challenging at times, this did not hinder the MMC Crisis Team from ensuring those fleeing domestic violence found safety.

24-Hour Crisis Intake

Victims of domestic violence seeking to flee their abusive relationship and seeking safe housing or, are in need of support in determining their options visit the MMC's Administration building located at 1600 M Street, or by calling the 24/7 hotline at (559) 233-HELP (4357), or by email to help@mmcenter.org. A Crisis Response Team member is on-site and able to respond

to connect clients to MMC internal services and external community-based resources. All MMC services, including the hotline, are confidential and safe.

Safety Planning

Any time clients present themselves to MMC's Crisis Response Team (via hotline or in-person), a safety plan is conducted. Safety plans are critical for any client experiencing domestic violence and seeking support services. The MMC Crisis Response Team educates victims on the importance of safety, while providing tips and a plan in the event a volatile and unsafe situation presents itself. Part of a safety plan may include the client's need to relocate out of the county to reunite with family, and the MMC Crisis Response Team have been able to support these efforts.

Crisis Response/ Emergency Services	Number of Services*
Hotline Calls	4,081
Crisis Intake Assessment	1,707
Safety Plans	4,669
Transportation	407
Referrals to Community Agencies	2,480

*Duplicated Figure



MEETING CLIENTS
where
THEY ARE



CLIENT NAVIGATION

Most often, due to the multitude of barriers that clients face, it is an additional challenge for them to visit the MMC administration site. Additionally, many clients experiencing domestic violence will first present themselves at other external social service sites. For this reason, MMC has specialized Client Navigators to “meet the client where they are” by providing mobile advocacy. Navigators are able to conduct assessments and safety plans with victims. Linkage to emergency housing and safety is always at the forefront of these assessments.

MMC has been intentional about making connections to hospitals within Fresno County. Navigators respond to these

hospitals should a victim request the support and assistance of a Victim Advocate. Navigators can be contacted through our 24/7 hotline, where any external agency such as the hospitals, local law enforcement, or additional social services can request for a Navigator to respond to the victim.



SAFE HOUSING

The Marjaree Mason Center operates two confidentially located safe houses in Fresno County. MMC ensures that victims of domestic violence, regardless of gender or sexual orientation, are provided a safe place to reside while their safety needs are addressed. During this time, MMC provides the support needed to eventually return to the community safely. MMC Safe Houses ensure that each family has its own private bedroom so families are not separated during their stay.

All MMC Safe Houses feature large, communal kitchens, living rooms and play areas for children. Families with children receive assistance in school-services coordination, positive play strategies, respite and parenting classes. For clients with pets,

MMC partners with S.H.A.R.P. (Safe Haven for At-Risk Pets) with the Central California Animal Disaster Team to provide temporary assistance for pets of clients.

Due to the COVID-19 pandemic, clients were relocated to individual alternative safe housing units throughout Fresno County in order to quarantine safely. As a result, the MMC residential team visited clients daily and provided a multitude of resources including meals and educational materials.

Case Management and Residential Client Advocates

- Assist families in accessing needed safe long-term housing, available resources, social and victim services
- Support clients in overcoming barriers in their efforts toward living in a domestic violence-free environment
- Offer peer counseling and help clients develop a plan to promote their family's safety once they return to the community
- Transport clients to appointments, including court

Groups and Classes

- Life skills
- Parenting
- Expressions Through Art group activities
- Enrichment Center activities
- Job search/interview preparedness and educational support
- Other wellness activities

Non-Residential Housing

For survivors who have experienced significant trauma and those whose lifestyle and financial choices have been controlled by someone else, a 30-90 day stay in our MMC emergency program is not long enough.

Through our rapid rehousing programs, we are able to use government resources to place clients in their own family unit for up to 12 months. These programs pay for a case manager to help them secure outside housing, reimbursement to MMC for rental payments and ongoing supportive services.

These programs are a key linkage to help individuals and families gain long-term household health and not just a temporary escape from an unsafe situation.



134 beds at two safe houses

89,478 nights of safe housing provided to adults and their children

EMERGENCY SHELTER

changed

HER LIFE

The father of Alicia's children was a drug addict. The family feared him. At first, Alicia experienced financial abuse, verbal abuse and intimidation. Sometimes he would sharpen knives while he spoke to her. The abuse got progressively worse and he became physically aggressive. He started pushing her, pulling her hair and bruising her legs by poking them. Although Alicia experienced abuse, she did not think of it as abuse.

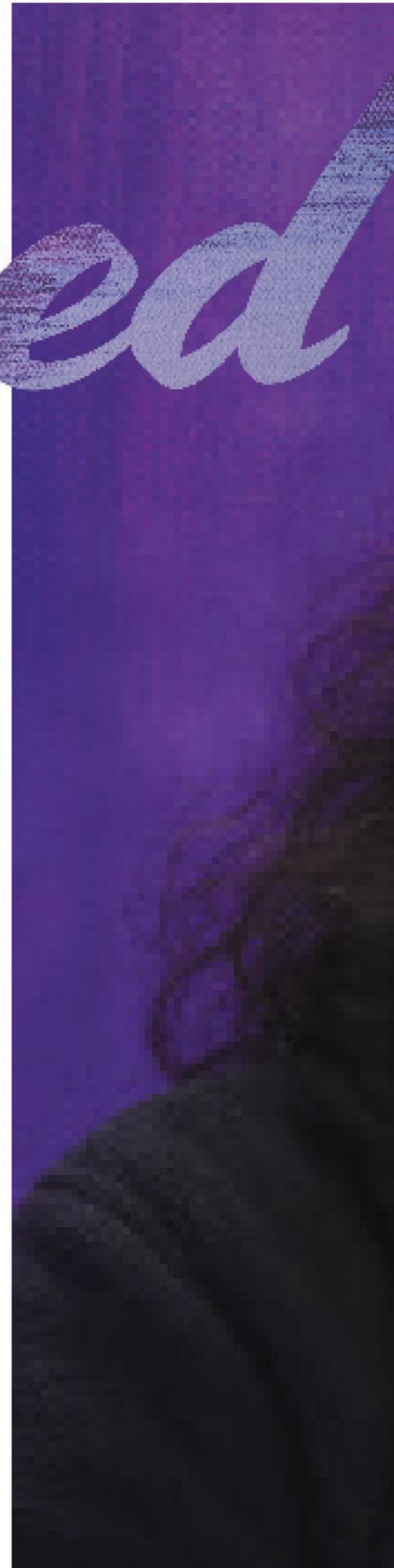
When she started to worry that her offender might try to hurt the kids, she started realizing the danger she was in. He would often go on drug binges and leave home for 2-3 days at a time. He always returned in a bad mood.

The last time he left home for a binge, Alicia took her kids and called 411 to find a safe place. The shelters she contacted would not allow her to bring her son, who was older than the maximum age for boys in the shelters. When she was referred to Marjaree Mason Center, she met with MMC staff. The first thing she asked the case manager was, "Do you accept boys? Because everywhere I've turned to does not want to take my son. I can't leave my son." Our staff member assured Alicia that we would not bring her in without her son.

Having access to emergency shelter when Alicia needed it saved and changed her life. She had nowhere else to go. Without our emergency shelter and support services, she and most of our clients would have had to go back to their offender.

After Alicia and her family settled into our safe house, she was given a list of resources to support her and her children. We connected her to immigration services and counseling services. Alicia worked with her case manager to receive the assistance she needed to get back on her feet. After staying at the safe house, she moved into transitional housing, which gave her the time to get everything she needed to support her family before moving into permanent housing. When she moved into permanent housing, MMC continued to financially support her housing until she was fully able to support her family on her own.

Today, Alicia is now a U.S. Citizen, received her Associate's degree, works for an international company and her kids are doing very well in school. She is thankful for the staff who guided her throughout the healing process and helped her get back on her feet. She attributes her family's accomplishments to MMC.







LEGAL ADVOCACY

MMC provides a variety of services including advocacy regarding domestic violence restraining orders, court accompaniment, education and an array of additional services for victims of domestic violence.

Advocacy

MMC has Victim Advocates that can provide clients with crisis intervention, education and support surrounding the criminal justice system, advocacy with restraining orders, domestic violence court accompaniment, safety planning and connections to the necessary community resources. Victim advocates are also co-located at the Fresno Sheriff's Office and the Fresno Police Department, where they work with detectives and officers in offering advocacy and support to victims soon after a domestic violence incident is reported and responded to by law enforcement. Additionally, MMC ensures to connect and offer support to additional local law enforcement departments where advocates are able to make contact with victims that have reported a domestic violence incident.

Legal Options

Before the COVID-19 pandemic, MMC offered a legal options restraining order class to the community, free of charge, for those seeking to file a restraining order. The first portion of the class was informational and provided an overview of various types of restraining orders, the restraining order process, the criminal justice system, safety planning and additional MMC services available. The second portion of the class would assist and support clients with completing a request for a Temporary Domestic Violence Restraining Order and support in submitting the restraining order to the court.

During the COVID-19 Pandemic, clients in Fresno County could access the legal options class virtually. Through this, clients could access and meet with an MMC advocate virtually and can complete a restraining order.

As we were faced with the pandemic, MMC, like so many, had to alter operations for the health and well-being of both clients and MMC staff. With that, MMC had to discontinue the legal options class, however, quickly began offering individualized appointments for those seeking to file a restraining order. Clients are able to connect with a Crisis Response Team member via our hotline and a referral for a restraining order will/can be placed. From there, a Victim Advocate is able to connect with the client and begin the restraining order filing process. This continues to involve the education regarding restraining orders, steps in filing and information as it pertains to the court process. Victim Advocates continue to remain in contact with the clients through the duration of this process.

The pandemic did not allow us to continue our in-person legal options class, however, today, we offer virtual domestic violence restraining order classes on Tuesdays at 10am. Those interested in attending may sign up to attend the next session by calling our hotline at 559.233.HELP (4357) or by emailing HELP@mmcenter.org.

HELP FOR
*every
step*
OF THE PROCESS

Court Accompaniment

The court process can be overwhelming for those seeking a restraining order, especially when so many offenders are able to obtain attorney representation, and often times continue to attempt every effort in maintaining control of the client and situation. For this reason, MMC Victim Advocates will attend restraining order hearings with clients for overall support and to ensure that clients are informed and educated on their options through the domestic violence restraining order court process. Additionally, MMC Victim Advocates are scheduled and assigned on a weekly basis to domestic violence restraining order court hearings in order to provide an overall presence to victims seeking a restraining order. By being present, MMC Victim Advocates are able to connect and provide advocacy and support to those not yet connected to a Victim Advocate; just as they would to those already connected.

Due to the pandemic, this process was also altered. The courts soon began offering restraining order hearings via zoom. Although offered through zoom, MMC advocates continued accompanying clients just as they would in person. The same support and advocacy was provided, regardless of the way in which court hearings were conducted.

Project First Step

For clients seeking restraining orders with more complicated legal issues, clients may be referred to Project First Step through Central California Legal Services. Project First Step is a program where attorneys represent clients pro bono at their restraining order hearings.

Legal Services	Number of Services*
Legal Advocacy	3,343
Restraining Orders Filed	177
Court Accompaniment	356
Legal Options Class	81

*Duplicated Figure





COUNSELING

Marjaree Mason Center offers trauma-focused, short term individual and group therapy for adults and children affected by domestic violence. Services are in-person and/or via telehealth at all MMC locations.

Individual Counseling

Marjaree Mason Center has Licensed Marriage and Family Therapists, and non-licensed clinicians under the supervision of LMFTs and a psychologist, offering individual therapy to help provide support in reducing symptoms impacted by domestic violence and achieving optimum mental health. Sessions are offered at all MMC sites and are available to both survivors and their children, as well as those who have harmed another person.

Group Therapy

Sessions designed for more than one person allow for collective sharing and processing. MMC runs open and closed groups that are sometimes topic-specific but all designed to address the impact the domestic violence has had on survivors and their multifaceted challenges.

Domestic Violence Support Group

Prior to the COVID-19 pandemic, MMC offered this in-person group that provided processing and support for survivors of domestic violence. However, during the course of the pandemic the support group was temporarily paused.

Kid's Group

Kid's groups support children in identifying feelings and building tools to express themselves appropriately. Ages are separated into 5-7 and 8-12.

S.A.F.E. Group

S.A.F.E. Group, which stands for Survivors of Abuse: Free and Empowered, is a 12-week course covering domestic violence, with topics including (but not limited to) defining domestic violence, understanding healthy relationships and the effects of domestic violence on children. This course meets court requirements to consider modifying a restraining order. It is deployed in most MMC sites and other community-based organizations. It can be delivered in groups or 1:1 with an individual both in-person and via telehealth.

Counseling Services	Number of Services*
Individual Counseling Session (Adult)	1,641
Individual Counseling Session (Child)	222
Group Counseling Attendees	2,054

*Duplicated Figure

*free and
empowered*



GROWING confidence, BUILDING HOPE

Jane moved to our emergency shelter. She brought her children to play in the Enrichment Center (EC). Jane and her two children, Dylan and Briana, were quiet and kept to themselves, however, when EC staff introduced themselves, they were receptive. Dylan was non-verbal, however, after two days in the EC, he began to babble. The EC did not have physical contact with Dylan because he did not like being away from Jane and felt uneasy about others. To work on this, the team walked alongside Jane's kids and waved and smiled from afar. A week later, Dylan was comfortable with the staff and even allowed some physical contact from them when playing.

Dylan could not take direction when he arrived at the EC. He would scribble all over the floors and walls. Jane and the team would redirect Dylan to write or draw on paper when they noticed him move to the floor. He ignored them and cried when moved. Staff gave him lots of attention and sat with him at the table. This one-on-one attention and praise motivated Dylan to draw with crayons and paper. He also began recognizing different words.

Family Skills Specialist (FSS) I & II enunciated when speaking to Dylan and labeled his surroundings. They taught Jane to do the same to increase his language exposure and to encourage him to speak. Today, he can express what he needs and can regulate his emotions. He can now say "up, eat and mama." These emotion regulation skills also help Briana.

Briana had intense physical expressions of frustration. She would kick, punch and slap other children and family members. She would cry and or scream if mom would not do what she wanted. She would also rush after her brother to attack him when she was upset. Mom would have to physically restrain Briana to prevent

her from punching Dylan. EC Staff helped Jane praise Briana's positive behaviors by saying things like "Thank you for picking up toys," etc. The team ignored negative expressions of emotions and moved her away from people or objects where she could become violent. Now, Briana has fewer tantrums and continues to struggle with denied access, but no longer looks for her brother to hurt him when she's upset. The team uses token economies and princess stickers to motivate Briana to continue her positive behaviors. She receives praise and a sticker when she displays a positive reaction/behavior.

She loves to play dress up. Her favorite characters are Disney princesses and Violet from The Incredibles. The team uses these characters as motivation for Briana. Briana needs to have a calm day in the EC before she can earn a princess or Violet figurine.

Briana is now becoming open with the children's team and verbally expressing how she feels about herself. It is negative self-talk, but it shows why she becomes emotional and violent. Staff asks open-ended questions and reaffirms how special and wonderful she is.

This family has made huge strides in overcoming their trauma. In just a few months, Jane and her children were able to diffuse conflict without violence and achieve developmental milestones. Jane has seen huge improvements in her children's behaviors at home and in public. Briana no longer lashes out at Dylan. Dylan is working on expressing his innate desires like hunger.

Jane's confidence is seen and felt by her and others. She is comfortable following through with a demand or denied access to a preferred tangible object such as a toy. The EC team encouraged Jane to continue everything she is doing and to let them know what she needs.



CHILDREN'S ENRICHMENT

The Children's Enrichment Center at MMC provides support to residential children and collaborates with multiple agencies in Fresno to offer assistance and resources to children. Support is provided through schools, accessing mental health services and assessing 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. Adjacent to the Enrichment Center is a large outdoor play area that children can enjoy. Child supervision is provided while parents attend on-site counseling, legal classes or groups. Supervision is provided by highly skilled staff, dedicated volunteers and with the loving and supportive help of our MMC "foster grandparent" volunteers.

Since March of 2020, MMC Children's Enrichment services were dramatically impacted by school closures due to the COVID-19 pandemic. In order to ensure the health and safety of MMC clients and staff, most in-person services and programs were moved to remote platforms and all clients were being housed off-site in alternative safe housing. Though there was a shift in the method for providing services, domestic violence remained prevalent and MMC worked diligently to develop and implement safe practices to continue providing critical services to those in need.

The Children's Enrichment Center experienced many changes in daily operations and service delivery. In March of 2020, all children's groups and child advocacy programs were put on hold. However, the Enrichment Center team responded quickly to recreate programs and engage with client families one at a time, to provide case management services, parent coaching and children's enrichment activities. Additionally, individual and group counseling services were conducted virtually.

The Children's Team completed regular assessments, observations and provided parent coaching by phone or in-person while maintaining 6ft. of physical distance. Developmental activity packages were delivered to families three days per week. These activity packages were intended to provide families with hands-on activities for children during isolation. Activity bags included copy and pasting materials, coloring books, reading materials, toys, along with board games and personal care items (diapers, wipes, shoes, clothes, toothbrush, toothpaste, etc.).

Programs and Services

- Appointment-based and respite childcare
- Child developmental and enrichment activities
- Developmental assessments (ASQs)
- Parent-child bonding, parent coaching and Family Play Groups
- Identifying and learning to process emotions in Kid's Group
- School district connections (FUSD Project Access and CUSD KIT Program)
- Talk Team Speech Therapy consultation services
- Referrals to services for children (CVRC, EPU, CYS)

A close-up photograph of two women with dark hair, smiling warmly at the camera. The woman on the left is slightly in front of the woman on the right. They are both wearing light-colored tops. The background is a soft, out-of-focus purple and blue.

Community

PROGRAMS



FAMILY STABILIZATION PROGRAM



LIFE TRANSITION PROGRAM



PREVENTION & EDUCATION



FAMILY STABILIZATION PROGRAM

The Family Stabilization Program (FSP) is a partnership between the Marjaree Mason Center and the County of Fresno Department of Social Services. FSP works with families that receive CalWORKs and have experienced domestic violence in the past or are currently fleeing from it. FSP provides a 6-month program that consists of supportive services and case management services that are customized to meet the needs of families that have been impacted by intimate partner violence. During the COVID-19 pandemic, FSP groups, clinical services, and case management sessions transitioned to a virtual format.

The specific activities offered through this program are:

- Parenting classes
- S.A.F.E. Group
- Healthy Lifestyles Group
- Expressions Through Art Group
- Intensive Case Management Sessions
- Clinical services
- Children's Enrichment services

FSP Case Managers work to connect clients to additional MMC services that they may need, such as restraining order advocacy and access to emergency safe housing if fleeing a domestic violence situation. The goal of this program is for MMC to assist in the stabilization of the family unit and focus on the well-being of clients to eliminate emotional and safety barriers in preparation of entering the workforce. Job Specialists at DSS or MMC Case Managers can refer families to our program. Through FSP, our Case Managers service families not only in the Fresno Metro area, but also in the following rural cities: Selma, Reedley, Kerman and Coalinga. Those within and near the Reedley area are able to receive the same services at our MMC Reedley Center, as they would in Fresno.

Family Stabilization Program Clients and Services	Number of Services*
Households	138
Adult Clients	144
Child Clients	316
Case Management Sessions Adult	1,672*
Case Management Sessions Child	386*
Counseling Adult	1,221*
Counseling Child	99*
Children's Enrichment Center	1,841*

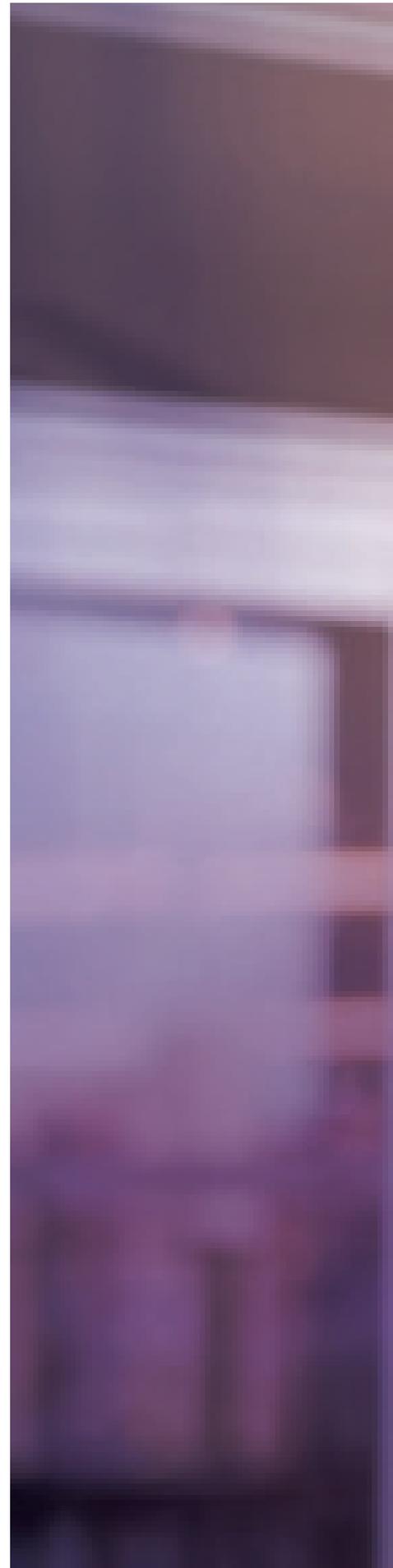
*Duplicated Figure

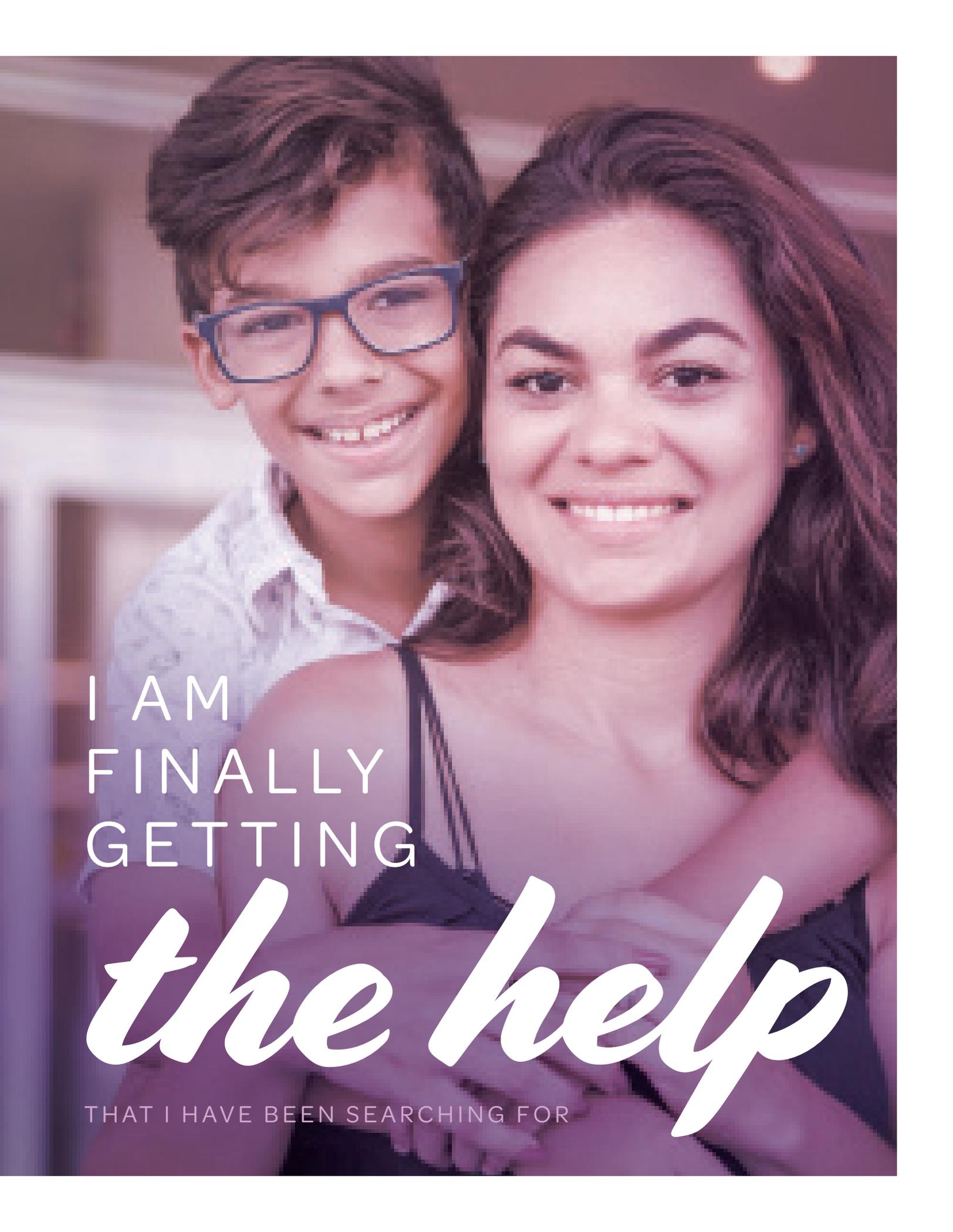
Michelle and her son were connected to the Marjaree Mason Center to participate in the agency's Family Stabilization Program (FSP). This program, facilitated by Marjaree Mason Center in collaboration with Fresno County Department of Social Services, assists CalWorks recipients impacted by domestic violence in overcoming trauma while they work toward stability. Michelle had a history of domestic violence but was determined to leave that behind in order to focus on herself and her son. During her enrollment in the FSP, Michelle shared that her 6-year-old son Andrew struggled with Attention Deficit Hyperactivity Disorder (ADHD) and had behavioral concerns that would result with him being sent home from school.

While enrolled in the Family Stabilization Program, Michelle completed classes, such as the Nurturing Parenting class, Expressions Through Art class and S.A.F.E. Group. When not in school, Andrew would occasionally utilize the Children's Enrichment Center (CEC). Michelle often spoke with the Family Skills Specialists in the CEC to ask for advice and guidance with her son Andrew and his behavior. She was offered the opportunity to participate in the Child Advocacy program but ultimately did not follow through with the enrollment process. Michelle was going through a very rough time and was overwhelmed but she managed to successfully complete the Family Stabilization Program.

After Michelle completed the Family Stabilization Program, an incident occurred in her home that led her to seek emergency housing services with Marjaree Mason Center. She wanted an Individualized Education Plan (IEP) with Andrew's school and help in creating and maintaining a daily schedule. During her transition into stable housing, Andrew began having more issues at school. As a result, Michelle contemplated quitting her job and putting her own education on hold so she could focus more on him. She spoke with her case manager about her concerns and expressed that she could not quit her job because it was her only source of income. With no family support Michelle was unsure how she could help Andrew. Michelle's case manager once again suggested the Child Advocacy Program and this time she completed the enrollment process.

While enrolled in the Child Advocacy Program, Michelle wanted to focus on helping Andrew express his feelings in more appropriate ways and to work on his speech and communication. She wanted to attain an Individualized Education Plan (IEP) with Andrew's school and wanted help in creating and maintaining a daily schedule. Upon discovery that the Child Advocacy Program would help her reach all of her goals, she asked, "Where has this program been this whole time? I am finally getting the help that I have been searching for!" According to Michelle, Andrew is doing a better job at expressing his emotions at home. They are also in the process of submitting paperwork to his school for an IEP assessment. They are currently working toward other goals and making great strides. Michelle no longer feels overwhelmed and she has shared that Andrew looks forward to working with his case manager. Michelle and Andrew continue to work with their case manager and participate in the Child Advocacy Program while they work toward safe and healthy lives free from fear or violence.



A young man with dark hair and blue-rimmed glasses is smiling and looking towards the camera. He is wearing a light-colored, patterned button-down shirt. A young woman with long, dark, wavy hair is smiling and looking towards the camera. She is wearing a dark-colored top. They are both smiling warmly. The background is a soft-focus indoor setting with warm lighting.

I AM
FINALLY
GETTING

the help

THAT I HAVE BEEN SEARCHING FOR

I FEEL *stronger* EVERY DAY

In 2018, Ben was arrested for domestic violence and the Court ordered him to attend the 52-week CHANGES: Batterers Intervention Program (BIP) at the MMC Life Transition Program. In addition to working on his alcoholism, he self-enrolled into our CHOICES: Health Communication Program for anger management. Each participant in the CHANGES program must write an accountability letter. Included in the accountability letter is a summary of what he learned at MMC. Here is what he wrote:

"I have learned that I have many character flaws. I process anger in a destructive way with bursts of rage. My thoughts dwell and obsess in a way that is common to the alcoholic's way of thinking. I have never had a truly healthy relationship in my entire life. I carry scars from my childhood. I have also learned that all of these things are absolutely no excuse at all for my behavior. There is simply never an excuse to be physically abusive to you or any human. I have learned that I may be predisposed to alcoholism and rage, but ultimately I still have free will and so these actions were my choices. To know that I chose to act the way I did, is all the more painful.

In my BIP, I have learned tools I can use to address my flaws. I am finding success. I am using mindful thoughts to govern my emotions during intense moments. I am using well-defined and well-timed, timeouts to reduce the tension between us. I am using positive self-talk. I am becoming consciously aware of how my body reacts to stress and anger. I am recalling consequences of the past to deter me from repeating my mistakes. I am letting go of worry and concern about things I cannot change or control. I have developed a conscious contact with a higher power of my own understanding. I have become spiritually fit through meditation and prayer. I am growing and

learning. I am determined to actively live the life of the good person that truly exists within me. I am determined to see you in the light that you deserve as the amazing wife and woman you are. I will no longer see you for what you lack, but instead for the unique and wonderful person that you are.

I feel so fortunate to be here right now reading this letter to you. I have come a long way. I am growing every day. But I still have a long way to go. It's a journey with no end. I hope I never lose the feeling of urgency that is within me now. I will never stop working on my anger for the rest of my life, but I am optimistic that I can successfully govern my emotions with the tools I have acquired here. I know I love you and I know you love me. I hope we can continue to heal individually and together. I will respect your decision to stay with me or to go. I pledge that I will never touch you again when I am upset for any reason. I also pledge to never drink alcohol again.

I am seeing the benefits of the Batterers Intervention Program, anger management, the 12-Step Program of Alcoholics Anonymous and seeing my family counselor. I am hopeful for our marriage and life together. I feel stronger every day. I feel better every day.

It has been an honor to participate in the Saturday BIP class where I have learned from Val, my classmates, and friends there how to share my truths. I have discovered serenity, peace, and a new way of life.

Thank you for believing in me and loving me through this dark time. I would say I look forward to better days ahead, but they are already here."



LIFE TRANSITION PROGRAM

The Life Transition Program (LTP) provides psychoeducation and cognitive behavioral techniques to assist post-conviction individuals involved in domestic violence or child abuse incidences. These individuals are referred by Fresno County Probation, Fresno County Superior Court, Fresno County Department of Social Services and other networking agencies.

CHANGES: Batterers Intervention Program

A 52-week group for individuals' post-conviction of a domestic violence-related situation. A court order or referral are required to pre-register for this group. Self-referrals are not permissible.

Child Abuse Intervention Program

A 52-week group for individuals' post-conviction. A court order or referral are required to pre-register for this group. Self-referrals for this group are not permissible.

CHOICES: The Anger Management Program

A 12-week group that provides individuals with tools for healthy thinking and communication. Self-referrals for this group are permissible.

Nurturing Parent Program

A 12-week group. Self-referrals for this group are permissible.

Phoenix Family Violence Program

A 26-week group that explains how to live and love without violence. This program integrates accountability, responsibility, compassion, empathy, self-care, healthy communication and relationship-building.

Teen Batterers Intervention Program

A court-ordered program that can be ordered for either 26 weeks or 52 weeks and assists individuals post-conviction of a domestic violence-related situation.

Additional Services Include:

- Individual counseling for adults and their children
- Domestic Violence Inventory (DVI) assessment
- ACEs evaluation (Adverse Childhood Experiences)

1,148 LTP clients served in 2019-2020



PREVENTION & EDUCATION

Marjaree Mason Center conducts numerous community training presentations every year. These presentations include general information about domestic violence, as well as what to do if you suspect someone you know is a victim. Many schools, day-care facilities, healthcare providers, faith-based organizations and other agencies have received training. The largest training programs are the Life Transition Program and Youth Education.

40-Hour Domestic Violence Counselor Training

Meets the requirements set by California Evidence Code 1037.1. Training provides a basic understanding of domestic violence including resources available to those affected by domestic violence. A certificate of completion is given at the end of the training which allows the individual to work or volunteer for a domestic violence victim service organization.

Domestic Violence (DV) 101

The course outlines the dynamics and complexity of intimate partner violence including the cycle of violence, warning signs of an unhealthy relationship, how to support a friend or family member and resources available for someone experiencing domestic violence.

YOUTH EDUCATION

KNOW MORE[®]

KNOW MORE[®]

Marjaree Mason Center's KNOW MORE program was created as a forum for teens to speak to other teens, utilizing drama, music, real-life situations and statistics of abuse in teen relationships to demonstrate the seriousness of abuse and long-term effects of domestic violence. MMC's approach to youth prevention and education utilizes a "peer-to-peer" model with a primary focus to empower youth to become advocates and leaders. Students are encouraged to be creative, think outside of the box and develop activities that will teach and engage their peers in learning about healthy and unhealthy relationships. The primary audience of KNOW MORE presentations is high school-aged youth, however, Marjaree Mason Center also facilitates presentations for teachers, parents and other adults aimed at increasing awareness of teen dating violence, recognizing red flags and what to do when a teenager they know is facing this difficult issue.

In response to the COVID-19 pandemic, several options were created to augment the KNOW MORE curriculum since the Education/Prevention staff were unable to be on-site at these schools. The KNOW MORE script is a series of small vignettes that communicate various red flags in teen dating relationships. "Beyond the Script" was a booklet of complimentary materials for advisors and students to discuss the content in greater depth. Teen Talk is geared towards students and occurs monthly, topics covered are featured in the KNOW MORE curriculum. Community Corner occurs monthly, and caters to educators and parents, where guest speakers share their insight on domestic violence-related topics. The MMC Prevention & Education team creates the content, recruits speakers for these forums and facilitates the presentations.

During the 2019-2020 school year, the following Fresno County unified school districts participated in the KNOW MORE program:

- Central
- Clovis
- Fresno
- Kings Canyon
- Sanger

Safe Dates

In partnership with California Office of Emergency Services (CalOES), Marjaree Mason Center's Safe Dates program is a teen dating abuse prevention program which includes a ten-session module that is taught in middle school classrooms. Safe Dates helps to raise students' awareness of teen dating abuse and its causes and consequences. It also educates on what a healthy relationship looks like. The Safe Dates program provides students with the resources and skills they need to develop and maintain healthy relationships.

MMC provides site-specific, tailored trainings to teachers throughout the school year to teach them about dating abuse and how to best help their students. Overall, the Safe Dates and KNOW MORE programs are focused on building a culture of trust and support on campus, as well as empowering youth to build healthy relationships and a strong community.

Just prior to school closures due to the COVID-19 pandemic, Fresno County schools participating in the KNOW MORE and Safe Dates programs held activities for Teen Dating Violence Awareness Month (TDVAM) in February of 2020.



2019-2020 VICTIM SERVICES STATISTICS

OUR CLIENTS

8,500 adults and children served in fiscal year 2019-2020*

7,238 adults **1,262** children

SHELTER

134 beds at two safe houses

89,478 nights of emergency shelter provided to adults and their children

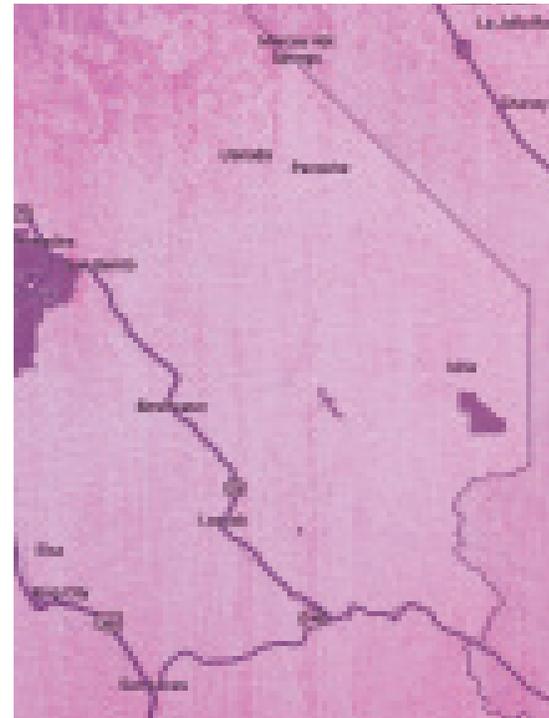
EXPENSES

\$20,793 per day to keep Center operational

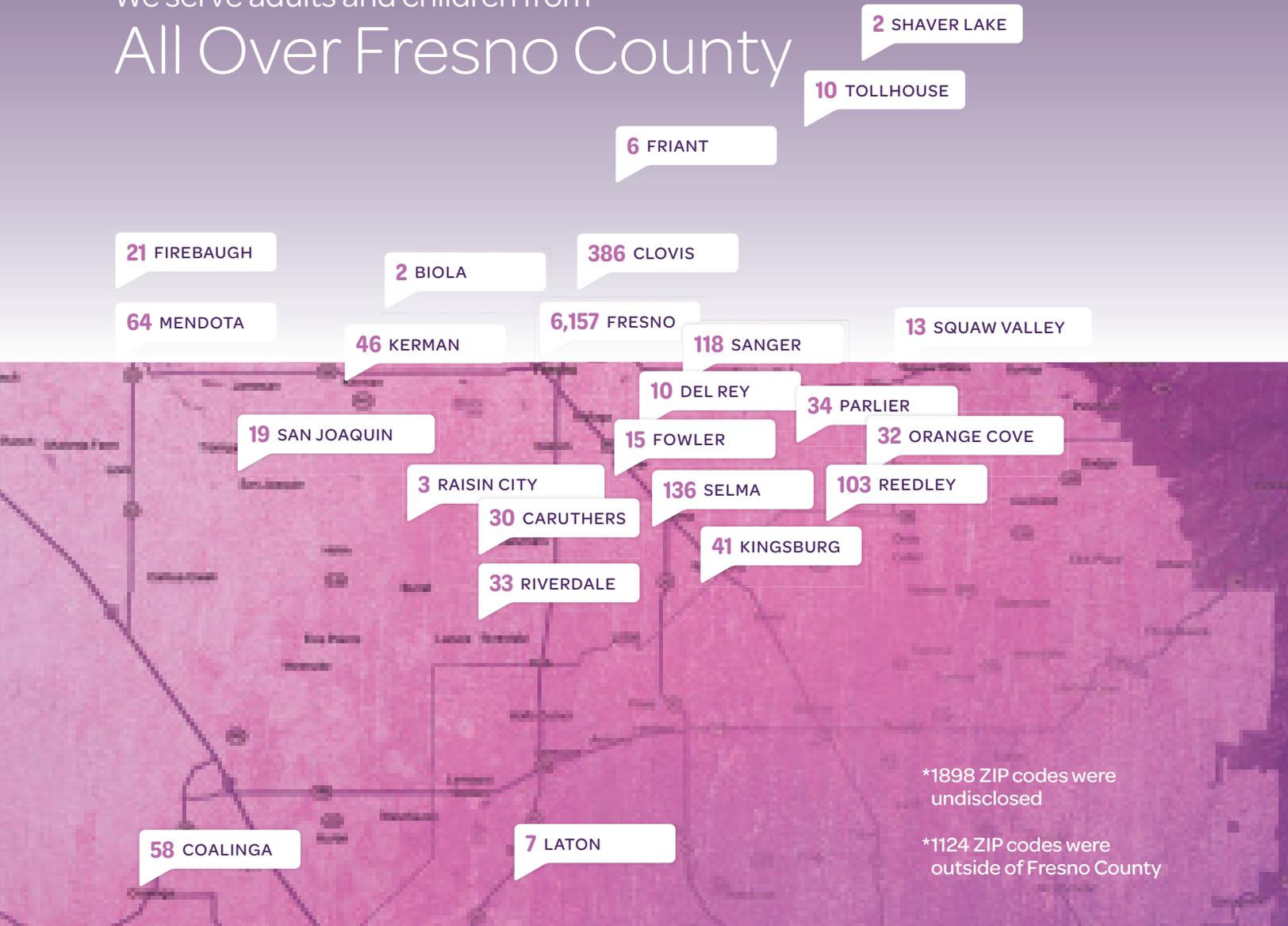
\$107 provides one person 24 hours of safe housing and comprehensive support services

\$9,630 provides a family of three 30 days of safe housing and comprehensive support services

\$69 pays for a one-night stay in an alternative safe housing unit when the safe house is at capacity



We serve adults and children from All Over Fresno County



MAJOR PUBLIC FUNDERS

Marjaree Mason Center was a beneficiary of COVID-19-specific funding through both the County of Fresno and the City of Fresno during 2020. We are indebted for their support during such an unusual and challenging time to ensure that adults and children affected by the trauma of domestic violence had critical services and shelter to access when home was not safe. Please reach out and thank members of the Fresno County Board of Supervisors and Fresno City Council in your respective area to show your gratitude on behalf of survivors.

California Office of Emergency Services

County of Fresno

- Board of Supervisors
- Department of Social Services
- Probation
- Superintendent of Schools
- Superior Court

City of Fresno

- City Council
- Fresno Police Department
- Housing and Community Development Division

Mayor of Fresno

2019-2020
FINANCIALS

Fiscal Year October 1, 2019 – September 30, 2020

ASSETS

Cash and Cash Equivalents	\$ 1,787,819.00
Short-Term Investments	\$ 1,448,091.00
Account Receivables	\$ 942,767.00
Other Current Assets	\$ 127,675.00
Long-Term Assets	\$ 3,225,506.00
Total Assets	\$ 7,531,858.00

LIABILITIES & ASSETS

Accounts Payable	\$ 404,117.00
Accrued Expenses	\$ 315,689.00
Deferred Revenue	\$ 88,900.00
Forgivable EHAPCD Loan	\$ 1,000,000.00
Net Assets	\$ 5,723,152.00
Total Liabilities and Net Assets	\$ 7,531,858.00

SUPPORT & REVENUE

Grants and Contracts	\$ 4,134,787.00
Contributions	\$ 2,478,344.00
Paycheck Protection Program	\$ 795,000.00
Program Fees	\$ 258,062.00
Special Events	\$ 264,361.00
Donated Services & Supplies	\$ 191,681.00
Investment Income	\$ 81,973.00
Total Revenue	\$ 8,204,208.00

EXPENSES

Program Expenses	\$ 6,180,745.00
Supporting Expenses	\$ 1,000,002.00
Fundraising Expenses	\$ 429,490.00
Total Expenses	\$ 7,610,237.00
Revenue Over Expenses	\$ 593,971.00

CALVIVA HEALTH

A Donor Story

CalViva Health's mission is "to provide access to quality cost-effective healthcare and promote the health and wellbeing of the communities served in partnership with health care providers and community partners." They pride themselves on providing the right care at the right place and the right time. Led by CEO, Greg Hund, CalViva is committed to collaborate with hospitals, physicians, County health departments, health plans, school districts and community partners.

Since 2016, CalViva Health has been an active partner with Marjaree Mason Center to prevent and end domestic violence in Fresno County. Initially, their partnership began as sponsorships to support MMC's two annual events - Top Ten Professional Women and Leading Business Awards and Marjaree's Birthday Soirée - serving as the Presenting Sponsor of Top Ten for the past four years.

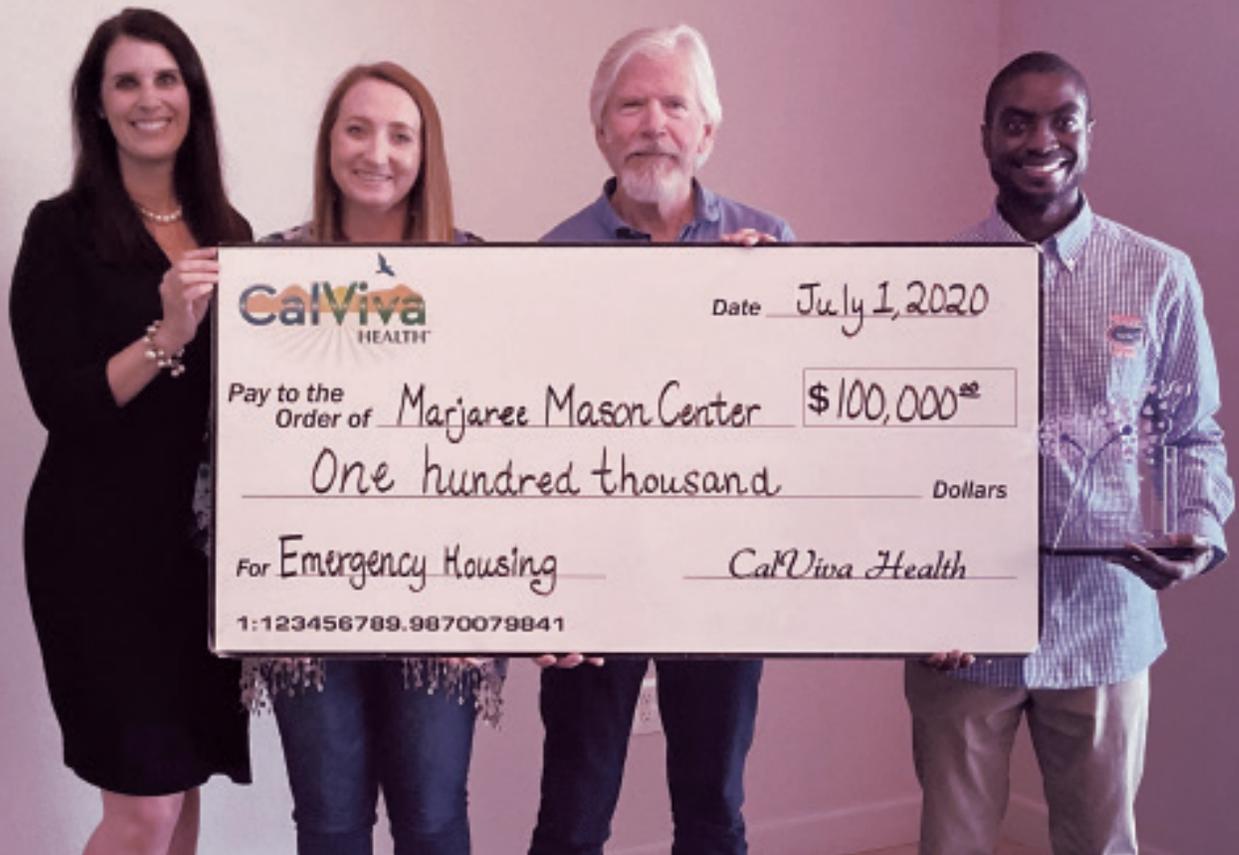
When protocols related to the COVID-19 pandemic greatly affected daily operations in March 2020, Marjaree Mason Center, along with many other essential social service providers in our community, quickly pivoted to providing virtual programs to ensure the most vulnerable adults and children in our community had access to resources. Without fully knowing that MMC would have the funding necessary to continue to provide

uninterrupted 24/7 crisis response and emergency shelter services, we had faith that our incredible community partners would continue to be generous.

In early April, CalViva invited MMC to provide a proposal for funding needed to provide domestic violence shelter and services to adults and children in Fresno County. The result was a charitable donation of \$100,000 to support Emergency Safe Housing and ongoing counseling services via tele-health for clients and their children. Additionally, CalViva supported food banks, temporary housing for the homeless, children's services and more.

"Supporting local community benefit organizations and their program services is a promise we make every year to help strengthen the communities we serve," said Greg Hund, chief executive officer of CalViva Health. "You take a year like 2020, and the tragic effects of COVID-19, and our board expressed an unwavering commitment to do more. To give more. Refusing the notion that basic health needs like food, shelter and safety would be sacrificed during this moment in time."

We are grateful to CalViva Health for their active partnership to building healthier individuals and families and a more vibrant community!



2020 DONORS

January 1, 2020 – December 31, 2020

\$25,000 AND ABOVE

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Ultra Beauty Distribution Center
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Valley Future Foundation
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\$10,000 – \$24,999

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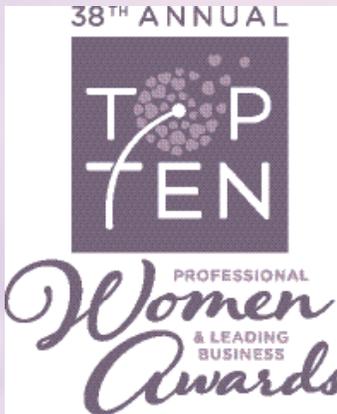
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SAVE THE DATE



for Marjaree Mason Center's 38th annual

TOP TEN EVENT

Thursday, October 14th

11:15am – 1:00pm*

LOCATION TBD

* Time Subject to Change

2021 Keynote Speaker

APRIL HERNANDEZ-
CASTILLO

PRESENTED BY:



The 38th Annual Top Ten Professional Women and Leading Business Awards, a prestigious awards ceremony honoring local professionals, will bring together over 1,500 attendees with the goal of honoring outstanding individuals in our community while also raising awareness for domestic violence.

HOW TO HELP

Your Impact

You have the power to play a part in ending domestic violence and creating a safer community for our kids. At the Marjaree Mason Center, your donations and support provide so much more than a safe place to stay for families escaping dangerous situations. Your tax-deductible gift allows us to provide invaluable resources to survivors and their children like counseling, legal advocacy, education and more. You can give the gift of healing, hope and a chance at a brighter tomorrow.

Many Ways to Give

The Marjaree Mason Center also receives much of its financial support from private and public grants as well as from family foundations. Additionally, the Center accepts gifts of stock, IRA and many other forms of donations. If you wish to learn more about how to establish such a relationship with Marjaree Mason Center, please contact MMC's Director of Development **Charity Susnick** at charity@mmcenter.org or (559) 487-1313.

Donate by Mail

Please Mail Donations to:
Marjaree Mason Center
1600 M Street Fresno, CA 93721

Donate Online

Scan the QR code below to donate directly to MMC.





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Fresno, CA 93721

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