

ANNUAL REPORT 2015

Compassion

Community



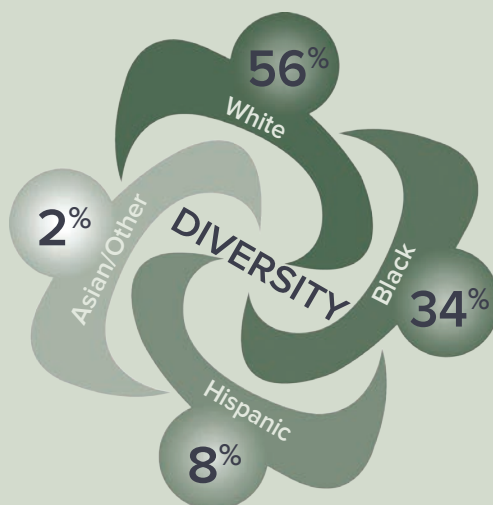
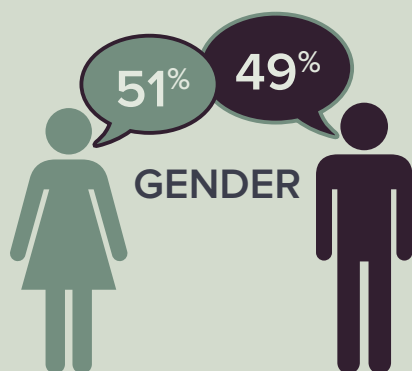
Recovery

*"Without a sense of caring,
there can be no sense of community."*

- Anthony J. D'Angelo



MERCY HAVEN BY THE NUMBERS IN 2015 ...



POPULATION

Age	% of Population
0-5 yrs	9%
6-10 yrs	6%
11-17 yrs.	7%
18-35 yrs.	15%
36-64 yrs.	58%
65+ yrs.	5%

HOUSING STABILITY

Residents have lived
with Mercy Haven:

15 years or more	11%
10 - 14 years	12%
7 - 9 years	9%
3 - 6 years	37%
1 - 2 years	21%
Less than 1 year	10%

MERCY ADVOCACY PROGRAM (MAP)



110 Cases Opened in 2015

\$99,835 in income was
preserved or recovered
for our residents

2606 Cases Opened since 1997

A MESSAGE FROM OUR EXECUTIVE DIRECTOR AND BOARD CHAIR



Dear Friends,

It's hard to believe we have completed our 30th year! What a journey it has been! We are delighted to once again create this document so that you can get a sense

of what opportunities for change you have helped us create. We do so much more, intentionally, than just housing. Although safe and affordable housing is a very important part, staff's commitment to creating, with our participants, a community of support and ongoing recovery is evident and measureable.

Our commitment to compassion, collaboration, justice, respect, integrity, mercy and creativity centers us. Rooted in these values we are determined to create a community of support where each person, residents, staff and volunteers, can experience themselves as alive with great potential for personal change.

We have not yet finished the journey to recovery. So much more needs to change. A lot of that change is within each individual while much also has to change within our systems as a society. We are proud to share another year with you knowing none of this is, or will be, possible without each one of us.

Thank you for being part of this great Mercy Haven Community.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Patricia Griffith".

S. Patricia Griffith, D.Min, LMSW
Executive Director

A handwritten signature in black ink, appearing to read "Dorothy Overton".

Dorothy Overton
Board Chair

"I now see how owning our story and loving ourselves through that process is the bravest thing that we will ever do."

- Brené Brown





The Joy of Being, Doing and Giving

Crocheting blankets is a hobby of mine that I enjoy very much. I think Mercy Haven's residents should all get together and make a blanket, because Mercy Haven is not about just one person, it's about everyone.

- Janice S. - Contributor - "Through Their Eyes"

OUR HOUSING

Community Residences...

Mercy Haven began in 1985 with the hope of managing the Baybright Hotel in Bay Shore, which had become home to many individuals who had been released from near-by psychiatric hospitals. Though the Baybright project never came to fruition, it set the stage for Mercy Haven's first housing: our Community Residences (CR's). Between 1989 and 1990 we opened the 3 CR's, one in Nassau County and two in Suffolk. These 3 sites are licensed by the New York State Office of Mental Health and serve a total of 34 people who are living with mental illness. These homes have become the cornerstone of our continuum of therapeutic housing as many of these residents are transitioning from psychiatric care into the community.

Each CR has staff present 24 hours a day, 7 days a week to work with each resident on developing a personalized care plan that will lead to independent living. These restorative services include medication management, socialization, cooking, cleaning, budgeting, using public transportation, employment assessments and accessing community resources like support groups and day programs. Residents at our CR's have access to all of Mercy Haven's activities and programs. The goal for those living in CR's is to develop the skills needed to live independently in approximately two years.



Feeling Accomplished

When I first moved into CR705, I was nervous. I had to go to the hospital a couple of times, but staying here changed a few things in my life – like making me feel at home. They worked with me to remember my medication, and made me feel more comfortable. It made me feel proud of myself like I accomplished something. Also they are teaching me how to cook, making me feel like I can do something. They also teach me about my illness, making me smarter about myself. I appreciate all the support they've given me.

- Bill C. - Contributor - "Through Their Eyes"



2015 Highlights

- 47 people served
- 18 people discharged with 15 moving to more independent living or other housing of their choice
- 23 attended REAP/Therapeutic Programs
- 3 in our Supported Employment Program
- 96% satisfied or very satisfied that they were gaining independent living skills



*“People, even more than things, have to be restored,
renewed, revived, reclaimed, and redeemed;
never throw out anyone.”*

- Audrey Hepburn

SUPPORTED HOUSING



Mercy Haven's Supported Housing Program was established in 1991. Known as HEARTH (Healed, Encouraged and Renewed, through Housing), this permanent housing is offered to families and individuals who are living with mental illness and/or have been in Suffolk County homeless shelters. Residents in Supported Housing have access to a wide variety of support services that help them meet their independent living goals and maintain their stable housing. Mercy Haven Housing Specialists visit with residents frequently to provide guidance and support in areas such as money management, connecting with community resources, and vocational training. We also have a part-time LPN on staff to help residents manage their chronic health issues, like diabetes and high blood pressure.

Our Supported Housing program continues to grow as we added 3 new homes with a total of 5 units of housing. With these new homes, we were able to welcome 24 additional people into Mercy Haven. These new residents include 10 children and 7 veterans. One family had been homeless since Hurricane Sandy.



2015 Highlights

- 215 residents in Supported Housing
- 27 families with 67 children
- 97% have maintained stable housing for 1 year or more
- 91% satisfied or very satisfied with Mercy Haven's staff
- 91% satisfied or very satisfied with the quality of Mercy Haven's services



"THROUGH THEIR EYES"



In 2015, Mercy Haven celebrated 30 years of service to the community by offering a compilation of prose, poetry and art to our friends and supporters. Visiting with 50 residents over a span of several months, Sister Pat rejoiced in their willingness and openness to share their journey through life with mental illness. "...I learned so much from their generosity of time, of heart, of truthfulness and humor. You'll find in their work an invitation to visit some of the hidden parts in your own heart, as I did, and to see life 'Through Their Eyes'..." - Sister Pat



PLEASANT GARDENS ADULT HOME

Mercy Haven continued to develop throughout the years with the addition of different types of housing. In 1998, Mercy Haven purchased Pleasant Gardens Adult Home in Bayport (PG). This historic home dates back to the mid-1800's when it had been a restaurant and hotel before becoming a family-run adult home in the 1950's.

Today, Mercy Haven serves older adults who are unable to live independently. PG is licensed by the NY State Department of Health and can provide a home for as many as 26 adults. Our Personal Care Aides are present 24 hours a day, 7 days a week to provide cooking, cleaning and laundry service as well as medication management. There are also a number of service providers who make regular visits to residents at Pleasant Gardens including medical doctors, a psychiatrist and a podiatrist to meet our residents' physical and mental health needs. In addition, a wide-variety of social and recreational therapies are available on-site and through our REAP activities.

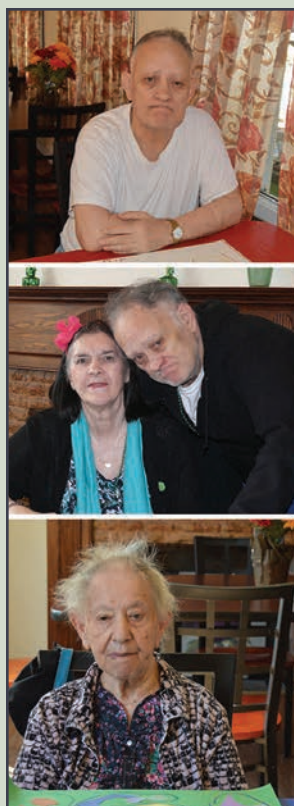
2015 Highlights

- Served 34 Adults
- Residents attend 32 different activities
- 85% were were satisfied or very satisfied with the quality of services they receive

Feeling Safe at 76

My life has changed being part of the Mercy Haven community. I've been part of Mercy Haven for approximately eleven years. I feel safe being in Pleasant Gardens. I hope to be able to live in Pleasant Gardens for the rest of my life. I am now 76 years old.

- Jean T. - Contributor - "Through Their Eyes"



THE MERCY ADVOCACY PROGRAM (MAP)

For those who are homeless, living in poverty or living with mental illness, the systems that our government created for their care are threatened regularly. Fortunately, the Mercy Advocacy Program (MAP) stands ready to represent our residents when their access to housing, basic nutrition or health care are threatened and challenges the government when injustice in these systems comes to light.

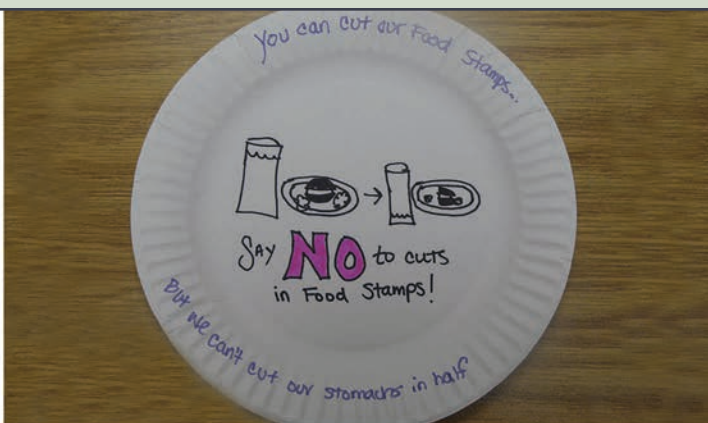
My Life Has Purpose

I received many blessings from Mercy Haven and the advocacy of staff. I received my Medicaid and am in the buy-in program which continues to help me keep my Medicaid. I received a monthly check from the Medicare premium that Medicaid paid back to me. I hope the buy-in program continues for us. Having Medicaid is critical. I can only see dentists and vision care with Medicaid. Medicare only covers 80% of my basic medical care.

- Madeline R. - Contributor - "Through Their Eyes"



Mercy Advocacy Program -
Founded in 1997



*"Communication leads to community, that is,
to understanding, intimacy and mutual valuing."*

- Rollo May

MAP

Established in 1997, MAP provides legal advocacy to residents on their “civil legal emergencies.” These emergencies may include threats to a residents’ income through public assistance or Social Security, receipt of Medicare and Medicaid, or access to Food Stamps. Our residents are benefited by the assistance of our MAP attorney to help them navigate the complex systems that govern these benefits.

In addition, our MAP attorney provided nearly 2 dozen trainings to Mercy Haven staff enabling them to identify and address challenges residents are facing with their income sources, health care or food stamps.

Through participation in several class action law suits, MAP also works to address systemic change on behalf of persons living with mental illness or in poverty. One suit that came to a successful conclusion in 2015 was *Baker v. Proud*. After successfully defending against the state’s motion to dismiss, this food stamp class action was settled. As a result New York State has agreed to improve its written notices sent to food stamp recipients to provide clear and appropriate legal and budgetary information.

Other pending suits with which MAP is involved include:

- *Cavetti v. Berlin* seeks to have retroactive Food Stamp benefits granted to a class of 344,000
- *Davis v. Proud* seeks an award of up to \$815 million in retroactive food stamps for approximately 6,600 residents of group homes across New York State, whose retroactive awards under our landmark food stamp class action in *Graves v. Doar* were underpaid by approximately \$90 per class member.
- *Lisnitzer v. Shah* seeks to remedy the systemic problem of illegal and protracted delays within the statewide fair hearing system for Medicaid applicants and recipients and enforce federal law and New York State law that requires a decision within 90 days of the fair hearing request.
- The *Warren v. Roberts* class action began in October 2015 in federal court in Manhattan and consists of recipients of SSI disability benefits. We argue that the written authorizations utilized by each County Department of Social Services across New York State to recover public assistance payments from a person’s retroactive SSI are legally insufficient and in violation of federal law and regulation.

2015 Highlights

- Opened 110 cases
- 2,606 cases opened since program inception in 1997
- Won or preserved \$99,835 of income for our residents
- Won an additional \$3,044 in Food Stamp benefits for our residents
- Held 22 Staff Trainings



Mercy Haven's 30th Anniversary Gala



The pearl is a traditional symbol of a celebration of 30 years, which is why it was chosen to be the theme for our 30th Anniversary Gala. On October 24, we celebrated our 30th Anniversary at Bellport Country Club in Bellport, NY. This wonderful celebration was attended by over 230 people and raised more than \$140,000 for our programs and services.



Reflecting on the past 30 years, Sister Pat remarked:



"A mere grain of sand causes the oyster to protect itself against its 'new irritant' that gives us the gift of a pearl. I think that's a great image for Mercy Haven for we have been both irritant and cultivator of many pearls... It all started with a small group of people standing up for something, some persons that allowed this pearl to be born. This group knew grace was available to make things right but that they had to activate this gift in what they were willing to risk, to learn, and to lose - in other words to be the irritant. For each of these people we are forever grateful."



As we celebrated our first 30 years, we also turned our gaze forward to the future. We know there are many more people in our community who need our help and we know that the same willingness to risk, learn, and possibly lose will sustain us as we change and grow. We look forward to doing it together!



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S. Pat Griffith,
Executive Director

Our Honorees



The pearl is a symbol of loyalty and friendship, which is exhibited by our supporters, Board, staff and our three honorees:

*Rich D'Andrea,
Donnalynn Darling
and Justine Kaplar.*



Rich D'Andrea
Owner and Operator
Raynor & D'Andrea Funeral Homes
West Sayville, New York



Donnalynn Darling, Esq.
Meyer, Suozzi, English & Klein, P.C.
Garden City, New York



Justine Kaplar
Mercy Haven Volunteer
Bayport, New York



*Our "pearls" have come in
the gifts of so many of you...
our founding group, volunteers,
staff, supporters and residents.*

— Sister Pat

A Year of Honors

Our 30 years of accomplishments were recognized by a number of organizations throughout the year:

MAY - Sisters Pat Griffith and Kathy Nolan were honored by the Sisters of Mercy for their work in establishing Mercy Haven.

SEPTEMBER - Mercy Haven was chosen by HIA-LI (Hauppauge Industrial Association of Long Island) for its annual Business Achievement awards as one of the top five businesses in the non-profits category.

OCTOBER - Sister Pat was chosen as one of Long Island Business News' Top 50 Most Influential Women in Business.

NOVEMBER - Mercy Haven was chosen by Bank of America as one of its recipients of the Neighborhood Builders Awards. This award includes \$200,000 in flexible funding over 2 years and training for the Executive Director and an Emerging Leader.

RESIDENT EMPOWERMENT *and* ACHIEVEMENT PROGRAM (REAP)

Through our years of experience working with individuals living with mental illness and homelessness we know that housing alone is not the answer to ending homelessness or maintaining stability. Skill development and socialization are essential to improving our residents' ability to maintain stable housing and good mental health. Mercy Haven's REAP program provides exactly these types of activities.



2015 REAP ACTIVITIES

RECREATIONAL THERAPY

Book Club
Movie Club
Resident BBQ's
Holiday Parties
Spring Dance

WELLNESS/FITNESS ACTIVITIES

Healthy Life & Mind Class
Understanding the Risks
of Diabetes
Stroke Prevention Workshop
Managing Medications

CREATIVE ARTS THERAPY

Ceramics
Painting
Journal/Poetry Writing
Crochet Class
Model Building

OCCUPATIONAL THERAPY

Money Management
Night-time Safety
Extreme Couponing
Benefits Workshop

2015 Highlights

- 168 residents participated in REAP activities
- 42 REAP activities offered with a total of 302 sessions
- 54 residents in Supported Employment for 2015
- 11 completed the first 3 units of our Supported Employment Program

Peer Support Groups

Peer support is also an important part of our activities and recovery services in REAP. Who better to help someone who is living with mental illness than someone who has walked the same path? Peer groups include Mercy's Angels, a group that started a food pantry to help residents who struggle with food insecurity. A men's discussion group meets to talk about issues they face and support one another through challenging times.

PEER GROUPS

Mercy's Angels
Food Pantry Group
Men of Mercy
Welcome Committee



"I am a member of Mercy's Angels, which is a group of my peers who also live in Mercy Haven and have been blessed by [the agency] as I have. We pay it forward by giving back. We have started a food pantry, a welcoming committee and we have a REAP calendar full of great activities for the residents to take part in and enjoy."

- Marlena B.

BREAKTHROUGH

The programs we provide to prevent the recurrence of homelessness are varied. One that is available to both residents and people in the community is Breakthrough. Breakthrough is our 12-week, 24-session education program for people who are currently homeless or who have had a history of homelessness. During the program, participants have the opportunity to identify factors that led to their homelessness and, with the help of a mentor, work toward goals to prevent these patterns from repeating themselves.

2015 Highlights

- 3 Sessions
- 39 Volunteers donated 526 hours
- 24 graduates in 2015
- 213 graduates since 1997



Looking Forward With Gratitude

As a person, I feel that I now have the resources to become the person I am meant to be. Slowly but surely I am becoming whole. The past is still there but I'm thinking about the future more. I am hoping to drive again. I am hoping to get more involved with Mercy Haven's programs. I would also like to find a part-time job. I am looking forward to the continuous changes taking place in my life.

- Kelly L. - Contributor - "Through Their Eyes"



*“The flower that blooms in adversity is the
rarest and most beautiful of all.”*

—Walt Disney Company, *Mulan*



"Growing Together" COMMUNITY GARDEN

Our "Growing Together" Community Garden's 4th season brought together a myriad of groups from the Brentwood and Bay Shore communities. Weekly classes were held with Elizabeth Takakjian, a Master Gardener from Cornell Cooperative Extension who worked with our gardeners as part of a grant from the NYS Department of Health entitled *Creating Healthy Places in Suffolk County*. Garden members received guidance on caring for the 16 100-square foot garden beds. Classes covered a number of topics from weed and disease identification to harmful and helpful insects in the garden.

For the first time there was one bed dedicated entirely to growing flowers, adding beauty to the garden.

2015 Highlights

- 568 pounds of produce harvested
- 10% of total harvest was donated to local food pantries
- 51 Garden Members/Volunteers donated 107 hours of service

2015 Members

Broadway Senior Center
 Boy Scouts
 Girl Scout Troop 930
 Girl Scout Troop 971
 Bay Shore Lions
 Local Resident-B Miller
 Brentwood Rotary
 Mercy Haven Staff
 Mercy Haven Residents
 Brentwood High School
 Head Injury Association



SUPPORTED EMPLOYMENT PROGRAM

An exciting expansion in our Supported Employment program in 2015 included the implementation of a new, formalized training program for those seeking competitive employment in the community. This more formal program includes training on resume writing, interview skills and computer skills as well as hands-on training as maintenance workers, cleaning crews, and clerical assistants. Participants then completed a 6-week paid internship and are supported as they now seek competitive employment in the community.

"Mercy Haven was able to expand the Supported Employment Program to give us the tools to return to the workforce: how to fill out job applications put together a resume and learn the do's and don'ts when you go on a job interview."

- Marlena B.



OUR BOARD OF DIRECTORS

"Never give up on someone with mental illness. When 'I' is replaced by 'WE', Illness becomes Wellness."
- S. Alder



Our Board of Directors is made up of volunteers from a variety of professional backgrounds. They are bankers, accountants, financial managers, lawyers, quality assurance officers, education administrators, psychologists and mental health advocates. Members of our board volunteer countless hours to guiding the organization and advocating for our participants. We are grateful for their time, talent and support of the agency.



OUR STAFF

Our Staff is a diverse cross-section of interests, education and talents from a wide-variety of professions who come together with determination and passion to set Mercy Haven's mission into action.

2015 Highlights

- Mercy Haven employed 132 people. This includes 54 residents employed in our Supported Employment Program
- 21 inservice training seminars offered to staff
- 40% of our staff have been employed with Mercy Haven for 5 years or longer
- County of residence of our employees: Nassau = 17%; Queens = 5%; Suffolk = 78%
- Age breakdown of our employees: 21-30=24%; 31-50=40%; greater than 50=36%

OUR VOLUNTEERS

In 2015, we welcomed the gifts, talents, and diversity of the many volunteers who chose to give of their time. Hundreds of hours of donated time were offered over our many programs - from event planning to mentoring and from home beautification to office/clerical work. All aspects of this agency benefitted from the help of our caring volunteers. Thank you to everyone who helped make a difference!

*In 2015
233 Volunteers
Donated 1,889 Hours
Thank You!*



and SUPPORTERS...

This year we celebrated our 30th Gala Anniversary with tremendous success thanks to the generosity of our supporters, donors and friends. Gifts-in-kind and gifts of time and money combined to make this past year one of the greatest yet. In addition to the Gala, funds raised at our 16th Annual Golf Outing and a summer baseball game at Ducks Stadium contributed to the success of the year. The impact of the gifts received from our supporters cannot be over-emphasized. No matter the method of giving, every contribution made a difference in the lives of our residents. We are truly grateful.

In 2015, the Mercy Business Partnership Program was introduced to our Corporate Supporters. Thank you to Gold Partner: Empire National Bank and Bronze Partners: New York Community Bank and Farrell Fritz, P.C. for their support.



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If we've misspelled or omitted your name, please accept our apologies and let us know so we can make it right!

MERCY HAVEN'S 2015 FINANCIAL REPORT

The following information is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2015, as audited by Cullen & Danowski, LLP, CPA.

Income Sources

Government Contracts and Grants	\$ 3,335,219
Resident Services	2,509,601
Contribution and Fundraising Income	431,692
Grant Income	864,481
Investment Income	(3,505)
Net Assets Released From Restrictions	710
Other Income Net	105,430
Total Income Sources	\$ 7,243,628

Program Expenses

Program Services	\$ 6,412,256
Supporting Services	777,343
Fundraising and Development	227,779
Total Program Expenses	\$ 7,417,378

Change in Temporarily Restricted Net Assets (710)

Change in Net Assets (174,460)

Beginning Net Assets 1,617,027

Ending Net Assets 1,442,567

Total Liabilities 9,170,043

Total Assets \$ 10,612,610

Mercy Haven, Inc. is committed to responsible and transparent stewardship of the funds we receive from our supporters, both public and private.



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Save the Dates!

**Mercy Haven's
17th Annual Golf Outing
Monday, June 6, 2016**
Hamlet Golf & Country Club
Commack, NY

**Mercy Haven's
Fall Cocktail Party
Sunday, November 6, 2016**
Southward Ho Country Club
Bay Shore, NY

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*"The road to recovery will not always be easy,
but I will take it one day at a time, focusing on
the moments I've dreamed about for so long."*

- Amanda Lindhout

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Mercy Haven's mission is to acknowledge the dignity and potential of people who are homeless, living with mental illness or living in poverty by providing housing, advocacy, education and life skills development.