



MERCY HAVEN, INC.

*Hoping against hope,
we believed.*

ANNUAL
REPORT
- 2016 -

Rough Translations

“Hoping against hope, he believed.”

— Romans 4.18a

Hope nonetheless.

Hope despite.

Hope regardless.

Hope still.

Hope where we had ceased to hope.

Hope amid what threatens hope.

Hope with those who feed our hope.

Hope beyond what we had hoped.

Hope that draws us past our limits.

Hope that defies expectations.

Hope that questions what we have known.

Hope that makes a way where there is none.

Hope that takes us past our fear.

Hope that calls us into life.

Hope that holds us beyond death.

Hope that blesses those to come.

— Jan Richardson

A MESSAGE FROM OUR EXECUTIVE DIRECTOR *and* BOARD CHAIR

Dear Friends,



We've chosen a specific poem to be our theme in this Annual Report. You can read the full poem to the left of this page. It seems to us that **HOPE** is a very appropriate focus from this past year. Each year we learn more, change more and listen more to find what it is our participants most desire.



In these challenging times when some are worried about their health care or ability to provide for themselves and their families, Mercy Haven needs to be realistic about how we can assist our community. You'll see in the rest of this report the successful work of our Board and staff and our commitment to our core values.

Through compassion, collaboration and creativity, we are centered in providing not only stable housing and services but bringing justice and mercy to the conversations and advocacy that is so necessary for these times. We are committed, with your ongoing support, to enkindling the spirit of **HOPE** and expectation of a full life for our participants and our world.

We are proud to share this report with you knowing what we have accomplished, and what we still are to become, is possible because of your support.

Thanks for taking this journey with us.

Sincerely,

A handwritten signature in dark ink, appearing to read "S. Pat".

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

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

Dorothy Overton
Board Chair

Hope beyond what we had hoped.

OUR HOUSING



Community Residences

Between 1989 and 1990 the first of Mercy Haven's housing was opened; three Community Residences (CRs), two of which are in Suffolk County and one in Nassau County. These 3 sites are licensed by the New York State Office of Mental Health and serve a total of up to 34 people living with mental illness. Many of these residents are transitioning from psychiatric care into the community with the help of Mercy Haven. The goal for those living in the Community Residence program is to develop the life skills needed to live independently within two years.

All of our community residences are staffed 24 hours per day, 7 days per week. These dedicated staff members work with each resident on developing a personalized care plan that will assist the participant on their journey to independent living. Care plans include medication management, socialization, cooking, cleaning, and budgeting. Familiarity with public transportation, writing employment assessments and the ability to access community resources such as support groups and day programs are also a part of their structured day. Staff also routinely respond to unforeseen emergent needs of residents with flexibility and professionalism.

Participants residing in our CR's enjoy full access to all of Mercy Haven's activities, programs and support services.

2016 - Highlights

- 43 adult residents participated
- 21 months was average length of stay (24 month program)
- 96% of respondents reported Mercy Haven programs help them to live more independently
- 92% of respondents reported being satisfied or very satisfied with the quality of Mercy Haven's services



Hope amid what threatens hope.

STORIES OF HOPE...

From the Heart of a Resident



Khashif has been a resident in one of Mercy Haven's Community Residences since March of 2016, and he is working hard to reach his full potential. He started attending Phoenix House and is currently taking steps to improve himself and his future. Khashif recently completed Mercy Haven's Supported Employment Program. He says "this program has helped teach me skills such as resumé writing and interviewing skills," and he's grateful to have been offered a paid internship with Mercy Haven. However, after

giving it careful thought and contemplation, Khashif spoke with the administrator of his program and treatment team and decided to turn down the internship to pursue his GED and attend his program on a full time basis.

Khashif is taking many steps to move toward independent living and using all available resources to make his future bright and sustainable. He recently took the equivalency exam to start the process of obtaining his GED. He is hoping to eventually move out of the Community Residence and move into a position of employment. He is certain that having his GED will help. "I chose to go for my GED because I want to better myself, and I think that doing this will make it happen. It will help me to get a job, and possibly go to college. I really believe that the programs Mercy Haven has offered, like the Supported Employment Program, helped me make this decision and I cannot wait to begin."

A Day in the Life of an Administrator



(l.) Heather Gill, Senior Admin. of Congregate Care and
(r.) Lorrie Oricoli, Director of Behavioral Health Services

Each one of us on a daily basis has the opportunity to affect change if we are willing to do so. As the Director of Behavioral Health Services, I have been very fortunate on many occasions to witness how each of the Administrators at Mercy Haven have affected the lives of our residents. Whether it is in our Community Residence, Adult Home or our Supportive Housing

program, the Administrators care for and manage the various needs of our residents. On a daily basis the Administrators are faced with many challenges and never is there a "hold button" where they can say they will get to it later. They understand that their actions need to be immediate. The Administrators provide behavioral interventions, counseling crisis management. They oversee medications as well as ensure that each facility/home is kept clean and safe. Not only do they do all of these tasks 24 hours 7 days a week, they do it with compassion, professionalism and respect.

It may appear at times a thankless job, but when you see the results of their efforts on our residents it becomes apparent that it truly is the most rewarding profession. So for all you do each day, on behalf of myself and the agency I thank you for your selfless and untiring commitment for Hope and Change to each of our residents!

Hope where we had ceased to hope.



OUR HOUSING



Supportive Housing

Mercy Haven's Supportive Housing Program (known as HEARTH - Healed, Encouraged and Renewed through Housing) provides permanent housing for families and individuals living with mental illness and/or who have struggled with homelessness. This year, more than half of the 40 new people we welcomed into Supportive Housing were living in shelters or on the street prior to finding Mercy Haven. Staff work with participants to develop an initial Support Plan that identifies goals, desires and needs. Through the formulation of individualized Support Plans, residents work on goals like accessing community resources, improving health and wellness, seeking educational and vocational training, obtaining advocacy for their civil legal emergencies, as well as strengthening budgeting knowledge and gaining life skills development.

All of our participants are assigned a Supportive Housing staff person who will provide face-to-face individual meetings within the resident's home at a minimum of once a month, but as frequently as needed. With staff assistance, residents can access a variety of services in order to stabilize and maintain their housing. Staff working with individuals within our OMH program average 14-26 individuals on their caseload and are required to have weekly contact. Our Homeless Housing family program is comprised of 28 families with 68 children whose care is divided between 2 staff members.

Through support and guidance, Mercy Haven provides hope to those in our care, and the opportunity for them to live fuller lives.

2016 - Highlights

- 250 residents
- 28 families with 68 children
- 30% have maintained stable housing for over 7 years
- 94% satisfied or very satisfied with Mercy Haven staff
- 93% satisfied or very satisfied with the quality of Mercy Haven's services

Hope despite. Hope still.



OUR HOUSING

Pleasant Gardens Adult Home



Pleasant Gardens is a New York State Department of Health licensed adult home providing professional care including medication management, social programs, housekeeping and laundry services. Private and semi-private rooms with centralized dining are provided. Participants who live at Pleasant Gardens may be living with a mental health diagnosis or be persons in need of daily care.

Every day, the staff at Pleasant Gardens manage complex symptoms and behaviors. We provide staff on site 24 hours a day, 7 days a week. The high staff to resident ratio is key to providing the level of care Mercy Haven provides.

Pleasant Gardens program goal is to provide permanent housing, improve social engagement and provide holistic care for the 26 individuals who need our help and are not able to live on their own.



2016 - Highlights

- 26 adults in our care
- 91% of respondents reported being 'satisfied' or 'very satisfied' with services received

Hope regardless.



Visit us online at www.mercyhaven.org

hope

MERCY ADVOCACY PROGRAM



It was a wonderful experience and honor to represent Mercy Haven in Albany to support community residences, particularly for the mentally ill and homeless. New initiatives for housing and funding were discussed with the emphasis on establishing better communication and relationships at the state level. Residents from our community homes and staff were in attendance to help support all current and future endeavors.



Erin O.,
Community
Residence
Administrator

MAP

The Mercy Advocacy Program exists to ensure that our participants receive all of the income support for which they are eligible from the local, state and federal government, as well as ensuring their access to healthcare and basic nutrition. We accomplish this by providing free advocacy and legal assistance to our participants ranging from advice, to letter writing, representation before government agencies, administrative appeals and litigation, including class actions to fight for systemic change. MAP promotes the advocacy role of staff by providing education and daily consultation on legal issues pertaining to our participants' receipt of income and food stamps, access to healthcare, avoidance of homelessness and utilization of work incentive programs to develop their financial independence. We strive to listen to our participants' stories, which can include stress, panic, despair, anger, confusion, isolation and/or hopelessness upon their encountering denials, reductions or losses of their benefits. Having listened, and with

our participant's consent, we offer the next step of legal intervention to resolve these obstacles.



The law firm of Meyer, Suozzi, English and Klein continued its collaboration with Mercy Haven. Meyer, Souzzi partner Donnalyne Darling served as pro bono trial counsel in one of MAP's class

actions. The case was brought in federal court on behalf of Medicaid applicants across New York to correct the systemic failure of the state to conduct fair hearings and to render fair hearing decisions in accordance with federal law.

MAP also supported the pro bono work of Meyer, Suozzi by providing legal consultation to Donnalyne on one of her food stamp cases, which resulted in her client's securing a substantial increase in his monthly food stamp benefits.



90 Cases Opened in 2016

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

2697 Cases Opened since 1997

Hope that draws us past our limits.

MERCY ADVOCACY PROGRAM



John Castellano, standing with Emily Franchina from the Nassau County Bar Association.

Working collaboratively with fellow legal advocates in the community, MAP helps to identify systemic issues in the administration of assistance programs, which adversely affect not only our participants, but also hundreds, or thousands or hundreds of thousands of similarly situated low income persons across our county, our region and/or our State. Some highlights for 2016 include:

- In November, the Davis v. Proud and Vilsack class action suit resulted in \$815,000 in retroactive Food Stamps being paid to roughly 7,000 people, including approximately: \$16,460 to Nassau recipients and \$33,724 to Suffolk recipients, for a total of \$50,184.
- Three MAP clients were able to protect their full entitlement to Social Security Disability back payments for a total amount of over \$100,000 after qualifying for disability benefits from the Social Security Administration.
- Upon receiving approval of Home Energy Assistance Program benefits, Food Stamp recipients are able to substantially increase their monthly food stamp allocations. One client with HEAP had her Food Stamps increased by \$146 monthly, which will go a long way in providing healthy food options in her home. A second participant, on her own, successfully appealed a Food Stamp reduction, which increased her monthly benefit by \$178.
- MAP secured the reversal of a Nassau County Department of Social Services denial of Emergency Assistance, which subsequently paid eight months of rent arrears for a total of \$1,056, and \$132 in public assistance.
- A resident was able to fulfill her rent arrears of \$2,440 after securing Emergency Assistance from the Suffolk County Department of Social Services.
- 20 staff meetings, 4 Breakthrough seminars and 2 In-Services were provided.

SUPPORTED EMPLOYMENT

The Supported Employment Program was developed to recognize the employment goals of people who have a history of chronic homelessness and/or severe and persistent mental illness by facilitating the training and assistance necessary to secure and sustain part-time employment. The core principles of the Supported Employment Program are that each person, regardless of diagnosis or co-occurring issues, is eligible for employment. Competitive employment is the goal. Recipients receive personalized benefits counseling, an integrated support team, including housing and treatment teams, and participant's preferences are first priority.



Gary W., Supported Employment participant, at work in the Main Office.

My involvement in the Supported Employment Program offered by Mercy Haven was extremely empowering and filled with encouragement and hope. The program is designed to refresh or educate members in our community on the essential skills needed to return or begin employment in today's job market. I urge members of the Mercy Haven community to consider enrolling.

Best Wishes!

Karen K.

Supported Employment Participant

2016 - Highlights

- 20 Residents participated in the program
- 13 Residents completed the program
- 7 successful placements into part-time competitive employment

Hope that questions what we have known.



LIFE SKILLS DEVELOPMENT



RESIDENT EMPOWERMENT *and* ACHIEVEMENT PROGRAM (REAP)

Recovery within mental illness and homelessness comes through a variety of venues and is different for everyone. Mercy Haven provides numerous events and activities in order to meet the individual needs of those residing with us. Through individualized skill development and socialization, residents can achieve self-sufficiency and recovery at their own pace. These activities also assist in providing necessary hope and peer support to our participants.



The National Alliance on Mental Illness Walk, 2016 - Jones Beach

2016 - REAP ACTIVITIES

Recreational

Holiday Parties, Parades, Book Club, Movie Time, Bronx Zoo, Mini-golf, Baking

Creative Arts

Float Decorating, Ceramics, Painting, Adult Coloring

Advocacy

Legislation Day, NAMI Walk, Self-Advocacy Conference

Wellness/Fitness Activities

Zumba, Hope Fitness, Healthy Life and Mind, Flu Shots, Stroke Prevention

Occupational

Current Events, Job Readiness, Financial Wellness, Benefits Awareness, Meal Preparation

2016 - Highlights

- 35 REAP activities offered with a total of 352 sessions
- 86% of the participants are satisfied or very satisfied with the events and activities available
- 91% of the participants are satisfied or very satisfied that they have increased their independent living skills
- 90% of the participants are satisfied or very satisfied that they have increased their job readiness skills

PEER SUPPORT GROUPS

Specialized peer support groups such as our new Women's Group, remain an important part of REAP services. Peer Support groups provide residents with a venue to talk, listen, support and problem solve together, helping to break that feeling of being alone in their recovery.

PEER GROUPS

Men of Mercy
Women's Groups
Welcoming Committee
Mercy's Angels
Food Pantry

Hope that calls us into life.

GROWING TOGETHER COMMUNITY GARDEN



The garden, located at the Mercy Enrichment site, brings our residents and community members together to grow fresh, healthy foods. In the garden's 5th season, growers and volunteers throughout the season tended to sixteen 100-square foot beds. The garden feeds both body and spirit as gardening has been shown to stimulate thought, provide physical exercise and encourage an awareness of natural surroundings. Participants have identified the community garden as a symbol of hope for goodness, growth and renewal.

Hope - it's what every individual clings to; without hope what's left? My hope was redefined, rekindled when Mercy Haven provided me with housing and so much more. For this, I am forever grateful. I believe an angel touched me when Mercy Haven and I were united.

They provide many programs to attend at the Mercy Haven Enrichment Center. That is exactly what the enrichment center does it enriches one's life. A program of great interest to me was Mercy's Garden. There I found fulfillment in tending the garden areas. Planting seeds, weeding, watering watching vegetables, flowers and at times an abundance of weeds grow. It was at the garden I felt the most at peace ... serene.

Tom E. - Mercy Haven Resident

2016 - Highlights

- 4044 lbs. of produce harvested since 2012
- Approx. 10% of harvested produce donated to local food pantries
- 10 Garden volunteers donated 57 hours in 2016

BREAKTHROUGH

Breakthrough is a 12-week, 24-session program providing education, tools, strategies, and mentoring to homeless individuals in Long Island communities, enabling them to make the changes necessary in their lives to move toward a path of self-sufficiency and permanent housing. Over the course of the program, a mentor assists participants with goal setting and strategies that will prevent these patterns in the future. The program cycle runs 3 times a year.



2016 - Highlights

- 226 persons have graduated to date

Hope with those who feed our hope.





**In 2016, 174 Volunteers
Donated 1,641 Hours
Thank You!**



VOLUNTEERS

Gifts of time and talent are truly genuine and necessary for this agency to thrive. Activities such as cooking a meal, painting a wall, or spreading mulch are all important tasks that make such a difference when performed by our volunteers. In 2016 Mercy Haven was the privileged recipient of hundreds of volunteer hours over a wide variety of programs. Some were part of corporate groups like Liberty Mutual Insurance, who worked on several projects during their 2-week "Serve with Liberty" campaign. Others were individuals who just wanted to lend some of their time and talent. This year, Mercy Haven reaped the benefits of a Boy Scout Eagle Award and a Girl Scout Gold Award, a brother and sister team who created 4 wooden benches and planted a perennial garden at our site in Brentwood. All of our volunteers this year made a great difference in the lives of our residents and staff, and we are grateful.

If you would like information on volunteering at Mercy Haven, please call 631-277-8300 and ask for Pat Spiegel.

STAFF EDUCATION AND QUALITY ASSURANCE

Our Staff is comprised of persons with a wide variety of interests, talents and education who come together with resolve and enthusiasm to set Mercy Haven's mission into action. The energy required to maintain this level of performance is accomplished through professional and personal growth opportunities offered by the agency. We believe that by supporting staff members in their professional growth we improve job performance as well as increase levels of personal satisfaction. Staff members are asked to participate in specific essential training programs on a yearly basis. Mandatory all staff in-service classes included trainings on HIPAA, OSHA, Mercy Haven's Compliance Program and sexual harassment in the work-place.



In 2016, staff received education in a variety of areas. Some training topics included:

- Mindfulness
- CPR and First Aid Training
- Developing Conflict Resolution Skills
- Methods of Advocacy & Entitlements
- The Essentials of Good Communication
- Mental Health Symptoms & Strategies
- Creating a Fair and Positive Workplace

AUDITS

- Community Residences restorative services (Medicaid)
- Employee timesheets compared to dates of services
- Employee credentials to meet Qualified Mental Health Service Professional (QMHSPP) status
- Health Insurance Portability and Accountability Act (HIPAA)

These regular training opportunities motivate employees to excel in their position while allowing the Mercy Haven community to benefit from each employee's skills, abilities, and dedication. We thank our Community Partner, Northwell Health, for their participation in staff trainings. We are happy to report that a majority of employees not only meet, but exceed the requirement of this training curriculum.

Hope nonetheless.

FROM OUR ASSOCIATE EXECUTIVE

Joseph Mercurio



As we complete the 2016 year, as part of our 2015-2017 Strategic Plan, we continue to engage staff and our Board to work together to identify unique challenges and potential opportunities for the future of the agency.

The three year plan focuses our efforts on leadership, advocacy, quality and growth. Assessing our performance along the way is critical to the process. A review of our progress reveals significant accomplishments this past year, including:

- Partnerships with similar agencies have been expanded to increase revenues and better utilize agency assets.
- Quality Assurance oversight has been expanded over all programs to improve our quality of service and exceed regulatory requirements.
- Operational costs have been reduced by expanding our vendor base and re-negotiating contracts and existing vendor pricing.
- Expanded education opportunities and benefits package for our employees.
- Established the use of 'Timeworks', an electronic time and attendance program for all employees to improve tracking efficiency.
- Improved overall cash flow by significantly reducing accounts receivable.
- Implemented succession planning.
- Implemented green initiatives, including the use of solar power at five of our sites, with plans in the works for more to come.
- Identified and implemented measureable outcomes for all Mercy Haven programs.

Our planning going into the future must be dynamic, purposeful and integrated with Board members, staff and participants throughout the rest of this year. With this in mind, topics for the Board to consider were presented at the Board retreat in January 2017. Much of this discussion concerned changes in government leadership and what effect this will have on our participants including entitlements and services as well as the overall impact to nonprofits. The Board will continue to monitor and prepare for any changes.

Mercy Haven, Inc. has always been an agency that adjusts well to change, thanks to the creative thinking and diversity of our Board and staff. We intend to end this year strongly and look forward to the many discussions, meetings and collaborations to come, in planning the next three years.

BOARD OF DIRECTORS



Overseeing with foresight, oversight, and insight, our Board of Directors are responsible for the ethical leadership of the agency. Our Board is made up of volunteers from a variety of professions and experiences. From banking and accounting to health care, education, legal and mental health advocacy, our Board members know from personal experience the many challenges our participants encounter. We are grateful for their guidance, their dedication to our participants and their roles as advocates.



Board Member Joe Singleton passed away in November of 2016 after serving on the Board for 8 years. He brought his steadfast commitment, intelligence, generosity and humor to all of our gatherings. We will miss him dearly.



Hope that takes us past our fear.



hope

SUPPORTERS

With an uncertain economy and government support hanging in the balance, the consistent and vital support our donors provide cannot be overstated. Our 2016 fundraising events proved profitable with our Golf Outing and Fall Cocktail Party exceeding desired goals. Our Business Partnership Program, which was first offered in 2014, remained a viable option this year with continued support from our corporate donors, listed above. In addition to attending or sponsoring our events, donors found many other ways to give, including enrolling in our monthly giving program, contributing shares of appreciated stock, or simply responding to our direct-mail appeals, to name a few. No matter the method of giving, every gift made a difference in the lives of our residents. *Thank you!*

- *Thank you* -

**2016 MERCY
BUSINESS PARTNERS**

- **GOLD** -

Empire National Bank

- **BRONZE** -

**New York Community Bank
Farrell Fritz, PC**



*Hope that makes a way
where there is none.*

AWARDS AND RECOGNITIONS



Mercy Haven received the prestigious Business Achievement Award from HIA-LI in September for being the Best in the Not-for-Profit Category

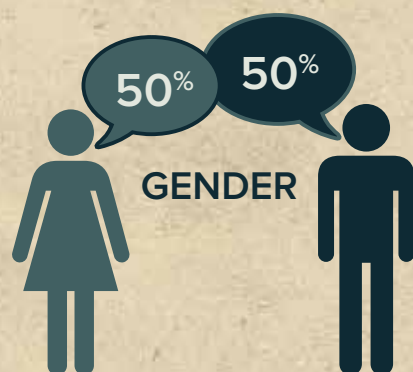
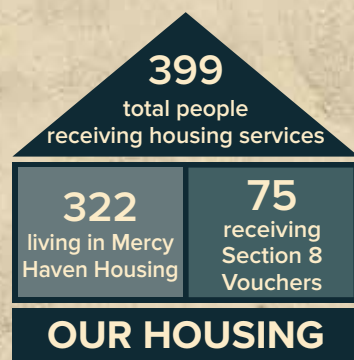
Serving as a guest panelist at the Hauppauge Industrial Association – Long Island's "Get Inside the Head of a CEO" executive panel in November



November appearance on the 103.9 FM LI News "Radio Jobline" discussing the organization and the work we've been doing in the community since 1985



BY THE NUMBERS IN 2016



HOUSING STABILITY

Residents have lived with Mercy Haven:	
15 years or more	8%
10 - 14 years	10%
7 - 9 years	12%
3 - 6 years	31%
1 - 2 years	23%
Less than 1 year	16%



POPULATION

Age	% of Population
0-5 yrs	9%
6-10 yrs	5%
11-17 yrs.	8%
18-35 yrs.	15%
36-64 yrs.	54%
65+ yrs.	9%

2016 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	\$ 3,505,281
Resident Services	2,667,864
Contribution and Fundraising Income	364,504
Grant Income	896,171
Investment Income	50,660
Net Assets Released From Restrictions	0
Other Income Net	274,779
Total Income Sources	\$ 7,759,259

Program Expenses

Program Services	\$ 6,737,755
Supporting Services	718,387
Fundraising and Development	200,042
Total Program Expenses	\$ 7,656,184

Change in Temporarily Restricted Net Assets 0

Change in Net Assets 103,075

Beginning Net Assets 1,442,567

Ending Net Assets 1,545,642

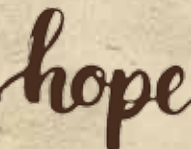
Total Liabilities 10, 414,791

Total Assets \$ 11,960,433

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

Hope that holds us beyond death.





MERCY HAVEN THANKS OUR CORPORATE *and* INDIVIDUAL SUPPORTERS

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Liberty Mutual Insurance
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Lobo & Petrocine Marketing
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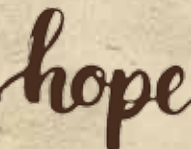
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If we've misspelled or omitted your name, please accept our apologies and let us know so we can make it right!



A full-page background image of a sunset over a beach. The sun is a bright yellow orb on the horizon, casting a long, shimmering reflection across the wet sand in the foreground. The sky is filled with dramatic, layered clouds in shades of orange, red, and grey. Gentle waves with white foam are visible in the middle ground, meeting the shore.

*Hope that defies
expectations.*



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Save the Dates!



*Hope that blesses
those to come.*

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.