It starts with a dream.



It starts with a dream. Add faith, and it becomes a belief. Add action, and it becomes a part of life. Add perseverance, and it becomes a goal in sight. Add patience and time, and it ends with a dream come true.

- DOE ZANTAMATA

A MESSAGE FROM OUR EXECUTIVE DIRECTOR and BOARD CHAIR



Dear Friends,

As you know, we have been working diligently to be present to persons in our communities who need assistance with housing, legal advocacy and the support they need to live responsibly. It has been our privilege to be part of staffs' and participants' lives and to be gifted with watching their lives unfold. We're sure we are not the only non-profit that seeks your help. Know that we are truly thankful for any assistance you

are able to give whether it be financial support, volunteering within the agency, or your commitment as staff.

At present we live in a confusing time of change within our government. Their priorities not only affect our funding through reductions in our contracts, but also the ability of our participants to understand these complex changes enough to continue to be able to advocate for the assistance to which they are entitled. And so we continue to do what we can, what we must do, knowing we cannot do this without you.

We remember this quotation from Chief Seattle, especially in times like these. He said:

"We did not weave the web of life. We are merely a strand in it. Whatever we do to the web, we do to ourselves."



We have been blessed to have many people in our lives, in the life of this agency, who know this to be true. We are deeply grateful for your ongoing support.

Sincerely,

Afax

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

Drocky Oxurton

Dorothy Overton Board Chair

OUR HOUSING

Community Residences

Our Community Residences are licensed by the New York State Office of Mental Health and provide a home with round the clock supervised care with supportive and restorative services. Mercy Haven has three of these residences, totaling a maximum of thirty-four participants. The goal for each participant is to become self-sufficient and transition into permanent housing, either with Mercy Haven or elsewhere, within two years.

2017 - Satisfaction Survey

- 97% of respondents reported Mercy Haven's program methods helped them to live more independently
- 97% were satisfied or very satisfied with the kinds of services they received at Mercy Haven
- 94% were satisfied or very satisfied with the professionalism and courtesy of Mercy Haven staff
- 100% were satisfied or very satisfied with the overall quality of Mercy Haven services.



Community Residences (CR) Meetings: All three residences meet monthly, participants and staff, to discuss issues related to living within the CR. Topics include day to day issues, grievance procedures, upcoming social events, meal planning and house rules etc. Staff also educate the participants on the various housing models that are available. This meeting is another way for participants to interact and voice their concerns.







Add faith,



OUR HOUSING

May

Peace Prevail On

NLULL

12.4

U

11.11

ו Earth

Que La Paz Prevalezca

Pleasant Gardens

Pleasant Gardens Adult Home is a New York State Department of Health licensed permanent home for 26 individuals who require on-site staffing and personal care aides. Acquired by Mercy Haven in 1998, the adult home provides 24-hour staffing. In addition to housekeeping and laundry services, personal care aides provide the participants with nutritious meals, scheduled trips, recreation and supervision of medication. The emphasis at PG is on providing a safe, supportive environment for its participants who are not able to live independently.

2017 - Satisfaction Survey

- 69% of respondents reported Mercy Haven's program methods helped them to live more independently
- 94% were satisfied or very satisfied with the kinds of services they received at Mercy Haven
- 95% were satisfied or very satisfied with the professionalism and courtesy of Mercy Haven staff
- 88% were satisfied or very satisfied with the overall quality of Mercy Haven services.

Section 8

Mercy Haven obtained 75 Section 8 vouchers that are available to incomeeligible disabled applicants through the Mainstream Program for Persons with Disabilities. These vouchers enable the elderly and persons with disabilities to rent affordable housing and live independently in the community. The vouchers are administered by the Community Development Corp. of Long Island and are being used throughout Suffolk County.

and it becomes a belief.



OUR HOUSING

Supportive Housing

Our Supportive Housing Program offers permanent housing in the community to single adults and families who are able to live with minimal supports. These housing opportunities are offered to those diagnosed with mental illness and families who are coming from homeless shelters. Referrals come from the Single Point of Access or through homeless shelters. Various types of housing are available in this program including multi-family and single-family homes and one, two and three bedroom apartments in various Long Island communities. Participants within the Supportive Housing Program can choose to live in our housing for as long as they are physically able to, with minimum supports, and adhere to their rent agreement responsibility.



Individualized Support Plans are created for participants who then work on goals such as improving health and wellness, seeking education and/or vocational training, obtaining legal advocacy and benefits and accessing community resources, as well as strengthening budgeting knowledge and hands-on skills development. With the assistance of their Housing Specialist, participants can access a variety of services in order to stabilize and maintain their housing. Many of their supports are offered by Mercy Haven through our other programs.





In 2017, our Supportive Housing Program housed 252 residents, including 28 families with 67 children. Sixty-four percent of those admitted into the Supportive Housing Program were homeless and living in shelters. Of those served, the following accomplishments were achieved:

- 93% have maintained stable housing for a year or more
- 42% have maintained housing for over seven years
- 99% reported being 'satisfied or very satisfied' with the programs offered to help them lead more independent lives
- 97% reported being 'satisfied or very satisfied' with Mercy Haven staff
- 95% reported being 'satisfied or very satisfied' with the quality of Mercy Haven's services.

Add action,



MERCY ADVOCACY PROGRAM

Mercy Advocacy Program

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 since 1997 we have stood ready to represent our participants when their access to housing, basic nutrition or healthcare are threatened and to challenge the government when injustice in these systems comes to light. These "civil legal emergencies" may include threats to a participant's income through public assistance or Social Security, receipt of Medicare and Medicaid, or access to Food Stamps. Our participants are benefited by the assistance of their housing specialist, and our attorney to help them navigate these complex systems.



In addition, the resourcefulness of this program allows for monthly training of staff in addition to the availability of consultation on a daily basis. These trainings help staff to identify and address challenges participants are facing with their income sources, healthcare or food stamps. When an issue is revealed that affects the lives of more than one participant we are often able to participate in a class action lawsuit which addresses a particular systemic problem. When this occurs we seek the partnership, or partnership is sought from us, from our litigation team which has included Gene Doyle, LMSW, Peter Vollmer, Esq. and/or Donna Darling, Esq.

The participants themselves have formed an Advocacy group that is open to the general public as well as all participants of Mercy Haven. They have been successful in bringing their concerns to elected officials to influence political, social and institutional decisions.

2017 - Highlights

- Since October 1997 MAP has opened 2,788 cases. We opened 90 new cases and carried 246 cases from 2016
- Suffolk County can no longer refuse to provide emergency assistance to pay for rent arrears to prevent evictions from NYS Office of Mental Health community residences
- The county will also no longer be able to refuse to provide food stamps to participants of our Pleasant Gardens adult home based on the erroneous characterization that it was a "boarding house"

We protected and secured:

- \$71,234 in retroactive Social Security disability benefits
- \$522/mo. disability benefits
- \$5,435 retroactive disability benefits
- Increases in food stamps for 10 households
- An increase in monthly shelter grant for a family of five
- Retroactive food stamps for 6 households
- \$4,005 in Medicaid benefits for 2 participants
- Reversal of a false interruption of a family's shelter grant

and it becomes a part of life.



Resident Empowerment & Achievement Program

Our Resident Empowerment & Achievement Program (REAP) is filled with the programs and services that enhance our participants' lives. The program is always growing and changing based on the needs and recommendations of our participants. The goal is to reduce the habit of social isolation while also encouraging self-sufficiency by providing a variety of opportunities for recreation, peer support, self-advocacy, relationship building and life skills development.

HOUSING 🖻



ADVOCACY @ SUPPORTIVE SERVICES

n's mission is to acknowledge the dignity and potential of people who are homeless, li s, or living in poverty by providing housing, advocacy, education and life skills deve etquot Avenue, Suite 10, Islip Terrace, New York 11752 요 (631) 277-8300 요 Fax: (631) 27

2017 - Highlights

- 99% of the participants are satisfied or very satisfied with the events and activities available
- 100% of the participants are satisfied or very satisfied that they have increased their independent living skills
- 95% of the participants are satisfied or very satisfied that they have increased their job readiness skills
- 37 REAP activities were offered with a total of 269 sessions.





Peer Support Groups

A key component to living with mental illness is the support and encouragement of others in the same situation. Mercy Haven has three peer support groups.

The Men of Mercy

The Men of Mercy peer group began with one participant asking for help with a problem that many other men were experiencing. The group meets monthly and provides men a venue to discuss problems they face and solutions to navigate their day-to-day challenges with their peers.

The Women's Support Group

The Women's Support Group is a way for participants to get together and discuss pertinent topics for them while offering the support and friendship of others.

Resident Advocacy Group

Participants and staff have created the Resident Advocacy Group; a group in which participants can come together and promote advocacy. Whether that is through advocating in the community and/or the government (local and federal), they believe they have a voice that ought to be heard. Work is done through flyers, emails, letter writing, legislator office visits, networking, trips to Albany and participation in community awareness events. In building relationships through visits and letter writing, a bond of understanding can be built with local, state and federal elected officials. Once again this year we made our annual trip to Albany to help government officials understand the real life challenges from the perspective of someone relying on their assistance.

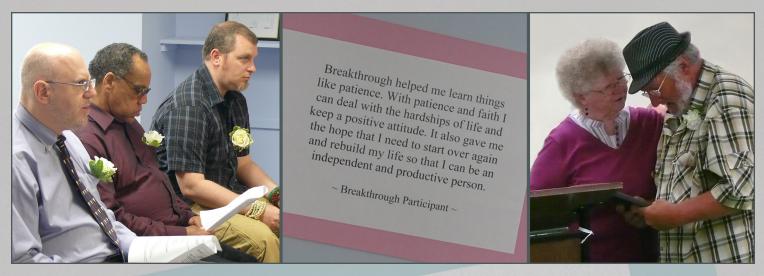






Breakthrough

Breakthrough is an educational program for those who are currently homeless and those at-risk of homelessness. The program is offered to persons in the community as well as Mercy Haven participants as a means of helping them identify the factors that have led to their history of homelessness. During the 12-week, 24-session course, Breakthrough provides education, tools, strategies, and mentoring to participants enabling them to make the changes necessary in their lives to move toward a path of self-sufficiency and permanent housing. The program helps with strategies that will prevent patterns of behavior that lead to homelessness in the future.



When they have completed the program, participants usually feel that Breakthrough has helped them make positive improvement in their own personal growth. One 2017 graduate put it this way: "Breakthrough was for me a place to listen, to learn, and to know more about my life. I feel I have better guidance for living my future one day at a time."

Breakthrough has helped me get out of my fear of leaving the house. It also gave me the chance to meet many nice people.

2017 - Highlights

We have proudly graduated 246 individuals from this program through 2017 and have received the gift of 425 hours of service from volunteers for this program.





Supported Employment Program

The Supported Employment Program is our evidence-based job readiness and workforce development program. The purpose of this program is to recognize and support the employment goals of our participants by providing the training and assistance necessary to secure and sustain part-time employment. This program includes pre-vocational, vocational and skills development plus integrated mental health services, benefits counseling, and individualized, ongoing supports. The program format includes classroom style learning, on the job training, a period of paid internship, and support during the first 6 months of part-time paid employment.

There was a time when I felt lost and weak. Today I am found and I am strong. There was a time when I felt scared. Now, today I feel safe at night. My self-confidence has been restored with my ability to persevere. Consequences never mattered to me, they certainly do today. Now my days are filled with love and laughter. There really are not words to express my gratitude towards Mercy Haven. Thank you for changing my life.



Kelly L. - Participant, Member of the Resident Advocacy Group and the Supported Employment Program



Recreational Programs

Recreational Programs are designed to encourage social development and improve pre-vocational skill sets. These programs provide participants with monthly choices of supervised and organized events, e.g., social trips, movie nights, poetry/book club, art classes, etc., that will entice them into a less isolated, more communal existence.

"My Life" Youth & Family Program

The "My Life" Youth and Family Program offers regular educational/ social/recreational activities to formerly homeless children and their families. Our goal is to provide early intervention through mentorship, behavioral and emotional health support, parent education and support, and community oriented recreation in order to stop the cycle of homelessness.



Educational Programs

In addition to Breakthrough, we offer a number of topics that are relevant to Mercy Haven participants and members of the communities in which we live. These topics include financial planning classes, debt reduction, financial literacy, and identity theft prevention. On an annual basis, Mercy Haven hosts gatherings that aim to reduce the stigma of mental illness and increase awareness about mental health issues. These have included movie screenings, discussion groups, open houses and health fairs.

Health & Wellness Programs

Health & Wellness Programs recognize the close relationship between mental health and physical health. In order to support both, we offer cooking classes, nutritional workshops, informational sessions on diabetes, stroke prevention, dental health, smoking cessation, yoga classes, fitness workshops and more.





"Growing Together" Community Garden

Another integral part of our health & wellness programming is our "Growing Together" Community Garden. The garden, established in 2012, has 16 garden beds that are tended by Mercy Haven participants, staff and various groups from the communities of Brentwood, Bay Shore, and Central Islip. The garden provides a place for people to come together, grow healthy food and enjoy the physical and mental health benefits of gardening. A requirement of garden membership is that 10% of all produce is donated to local food pantries.

2017 - Highlights

- 510 pounds of produce harvested
- Cumulative total of pounds harvested since inception in 2012 is 4,554
- 5 active volunteer groups
- 7 individual volunteers donated 115 hours

Add perseverance,



HOME and COMMUNITY BASED SERVICES



Our Home and Community-Based Services (HCBS) provide opportunities for Medicaid recipients throughout Nassau and Suffolk Counties with behavioral health conditions to receive person-centered services in their own home or community. Services can help an individual eliminate functional deficits and environmental barriers often associated with behavioral health conditions; allowing the individual to function at the highest level possible as part of a family, community, or culture. Services can help the individual develop or improve the life skills necessary for community-based living, including self-care, socialization, relationship development, and communication. HCBS services are also focused on developing and achieving goals surrounding employment, including soft skills around employability, job attainment, and job maintenance. Through Psychosocial Rehabilitation, Habilitation, Prevocational Services, Intensive Supported Employment and Ongoing Supported Employment, Mercy Haven is reaching beyond our own participants to serve more persons in need across Long Island.

AUDITS FOR 2017

Internal Audits

- 1. Community Residences Restorative Services (Medicaid)
 - Financial documentation
 - Service documentation
- 2. Employee timesheets compared to dates of services
- 3. Employee credentials to meet Qualified Mental Health Service Professional (QMHSP) status
- 4. Health Insurance Portability and Accountability Act (HIPAA)
 - Risk Assessment
 - Physical environment
 - Documentation
- 5. Agency Policies
- 6. Electronic Health Record Active Staff and Security Levels
- 7. Supportive Housing
 - Documentation

External Audits

- 1. NYS Office of Mental Health ongoing monitoring of our 3 Community Residences
- 2. NYS Office of Temporary and Disability Assistance monitoring of Homeless Housing and Assistance Corp. and NYS Supportive Housing Program contracts
- 3. NYS Office of Mental Health monitoring of supportive housing sites
- 4. NYS Department of Health monitoring of our Adult Home
- 5. NYS Workers Compensation Review
- 6. Finance Audit completed by Cullen and Danowski
- 7. HIPAA IT Risk Assessment

and it becomes a goal in sight.



HUMAN RESOURCES and STAFF EDUCATION

Many of the leaders at Mercy Haven have been promoted out to these positions. Great technical competence, the ability to do their job well, and the ability to work well as a part of a team are all attributes that have helped them earn promotions along the way. But the ability to work as part of a team doesn't always mean the ability to lead a team. We strive to make sure our Management Team is well prepared for the challenges of leadership and work hard to increase leadership capability through one-on-one coaching and mentoring in addition to in-house training. In 2017, we began a Leadership Development training series for Managers and Supervisors. This work will continue in 2018. Anticipated outcomes for this training series have increased overall work satisfaction and engagement, reduced turnover and improved interpersonal relationships.

In addition to our efforts to retain and train our current employees, we have improved and streamlined our recruitment efforts and process. In 2017, Mercy Haven began using a low-cost but highly effective Applicant Tracking System (ATS). This system allows us to measure and see improvements in our hiring metrics. The ATS allows us to advertise on major job boards including Glassdoor, Indeed, and Zip Recruiter at no cost. The analytics show us that 87.2% of the candidates who start a Mercy Haven application complete the application and submit it for consideration.



2017 - Staff Highlights

110 employees worked for us in 2017

- 27% were participants
- 5 were interns
- 17 employees have 10+ years of service
- 31 employees have 5+ years of service

12 Director-level employees:

- 6 females
- 6 males

Some of the courses for 2017:

- CPR and First Aid Training
- Effective and Audit-ready Documentation
- Overview of Narcotics: Substance
 Use Disorder
- Food and Nutrition: Healthy Choices
- Supervisory Series



A MESSAGE FROM OUR ASSOCIATE EXECUTIVE Joseph Mercurio

Approximately 4 years ago, Mercy Haven launched another ambitious Strategic Plan that encompassed the agency's values, mission, objectives, strategies, and culture. The 2015-2017 plan was developed to improve overall performance, and to address changes/ opportunities in our industry and sector.

Key accomplishments have been achieved in each of the plan's four areas of concentration: Culture, Financial Performance, Service Expansion and Increased Visibility. This is significant, as it demonstrates the collaborative efforts of all departments and the entire staff and Board in supporting the agency's vision for the future. Some achievements include:

- Overall revenue was increased by \$220,000 through a strategic collaboration and better utilization of agency assets. This has led to a significant improvement in cash flow and overall profitability. In addition cash reserves, financial oversight and workforce tracking have all been improved to meet contractual obligations.
- We have installed Photovoltaic solar panels on ten (10) of our sites to reduce electric costs while lowering greenhouse gas emissions. This coupled with several other cost saving initiatives will reduce operational spending by \$550,000 over the next 20 years.
- All desktop computers have been upgraded with the latest security features available in Window10 and all critical data will now be encrypted and stored on a secure offsite location to ensure business continuity and to improve cyber resiliency. Furthermore we have completed a HIPAA IT risk assessment to ensure all confidential patient health data is secured.
- Mercy Haven is now offering five Home and Community Based Services (HCBS) through Nassau and Suffolk Counties. In an effort to increase relationships with other providers and expand our visibility as a community based provider, Mercy Haven has joined the IPA Advanced Health Network. This partnership with similar providers will allow for the sharing of quality initiatives and prepare the agency for Value Based Payments being established through Medicaid Managed Care.
- We evaluated our employee retention rates and established a structure in which to ensure we attract new, quality employees and retain talented individuals through an appealing medical benefits package, increased direct care staff salaries and improved skills training for all staff.
- Enhanced our presence in the community through participating in eight outreach campaigns for mental health housing, conducting ten elected officials visits, increasing our corporate partnerships, and increasing our number of donors by 550 since 2015.

I am encouraged and inspired to see all the extraordinary progress we have made over the past three years. Both the Board and staff played a critical role in helping us carry out our vision. It has been my pleasure to work with everyone involved in developing our next road map for the future.



Our Staff of Directors



Thank You to OUR SUPPORTERS and VOLUNTEERS

With an uncertain economy and government support hanging in the balance, the consistent and vital support our donors provide cannot be overstated. Our 2017 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, remains a viable option this year with continued support from our corporate donors listed below. 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 participants.

We are proud that 88 cents of every donated dollar supports our programs and services!



- Thank you to our 2017 Mercy Business Partners -

- GOLD -Empire National Bank - BRONZE -Farrell Fritz, PC Harvest Power Solar - BRONZE -Meyer, Suozzi, English & Klein, PC New York Community Bank



Just as the community we serve is a diverse and varied group, our volunteers are a blend of backgrounds and talents, all working together to be part of the solution. Whether it's serving on an event committee, cooking a meal, weeding a garden or listening to a friend, these tasks make such a difference when performed selflessly by our volunteers. In 2017 Mercy Haven was the privileged recipient of hundreds of volunteer hours over a myriad of programs. Some were part of corporate groups like those from Northwell Health, Liberty Mutual Insurance, Rebuilding Together, and Bank of America. Others were individuals who wanted to lend some of their time and talent. All made a tremendous difference in the lives of our participants and staff.





BOARD OF DIRECTORS 2017-2018



Dorothy Overton Chairperson





Domenico Ciaccio







Iane Macina



Paul Conefry



Patrick T. Collins

Vice Chairperson

Thomas Quigley





Ronald J. Eagar

Treasurer



Mark Sandberg







Edward Grayson Denise Green-Jackson Patrick J. Hickey



lessica Totino

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 healthcare, 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.

AWARDS and RECOGNITION



On September 12, 2017 S. Pat was presented with the Angel Award by Equity First Foundation. The Angel Awards are given to outstanding women in the community who are recognized for their charity work and who combine work, home life, and volunteering.



S. Pat accepting the Caritas Medal on behalf of Mercy Haven during the Vincentian Convocation at St. John's University on September 21, 2017.



Mercy Haven's nurse, Linda McAuliff, receiving the Nurse Appreciation Award from Senator Tom Croci on May 18, 2017.



MERCY HAVEN THANKS OUR CORPORATE and INDIVIDUAL SUPPORTERS

FOUNDATION AND CORPORATE DONORS

ACLAIMH AFD Contract Furniture Inc. All Boro, Inc. AmazonSmile.com Anron Air Systems, Inc. Arthur J. Gallagher & Co. ASG&C Inc. Astoria Bank AVZ Wealth Management, LLC Babylon Bean Bank of America Charitable Foundation Bank of America Employee Giving Bay Shore Bean Bay Shore Lions Club Baybrent Tile Corp. Bayport Homemakers Day Unit No. 5 Bayport-Blue Pt. Chamber of Commerce BK Fire Suppression & Security Systems Blum's Of Patchogue Bohemia Garden Center **BP** Group Bridgehampton National Bank Camber Strategies, LLC Carbone & Molloy Insurance CCS Fundraising Center for Wealth Planning, Inc. CFCNYC **Cosmos Communications** Cricket's Restaurant Cullen & Danowski, LLP DiFazio Electric Doherty Enterprises, Inc. Done Right Roofing East Islip Lumber **EBC** Company EBS Commercial Corp **Empire National Bank** Equity Settlement Services Eric G. Ramsay Jr Associates Faber Bros Auto Repair Farm Family Casualty Ins. Co. Farrell Fritz, P.C.

Fidelity Charitable Gift Fund First Adjustment Group Folks Insurance Group Fumuso, Kelly, Swart, Farrell, Polin & Christesen, LLP **Fusion Architecture** Good Samaritan Hospital Grassi & Co. Hands Across Long Island (HALI) Harvest Power Solar Hendrickson Fuels Holly Hill Farm Hopefitness Interstate Glass Irish Coffee Pub Island Group Plans Jacob Marley Foundation Jade Land Development James E. Fitzgerald Inc. Jericho Brookville Lions Club JFJ Fuel, Inc./ Valley Oil Company John J. Conefry Jr., Foundation Katz, Smith & Chwat PC Kerley, Walsh, Matera & Cinquemani, PC **Knapp-Swezey Foundation** Laura B. Vogler Foundation Lawrence and Walsh, PC Leviticus 25:23 Alt. Fund, Inc. LI Charities Foundation, Inc. Liberty Mutual Liberty Mutual Foundation Match Liberty Mutual Insurance Lions Club of Patchogue Long Island Community Foundation Long Island Sports & Rehab. Center Lorraine Gregory Communications Lucille T. & George J. Stretch Foundation Marv's Pizza and Pasta McKeen Fund Meyer, Suozzi, English & Klein, PC Michael Borruto Gen. Contractor, Inc. Mohrmann Electric Co., Inc. Nardy Honda New York Community Bancorp, Inc.

Northwell Health/Southside Hospital Ocean Family Medicine **Overton Funeral Home** Pavemaster People's United Community Foundation PLASTX, LLC Portnoy, Messinger, Pearl & Assoc. R.P. McMurphys' Public House Raymond James Financial Raynor & D'Andrea Funeral Home **Regal Exterminators Ridgewood Savings Bank** Rose & Kiernan, Inc. Rotary Club of Bay Shore **RTS Family Foundation** Rudy Saviano Inc Ruskin Moscou Faltischek, P.C. Russo, Karl, Widmaier & Cordano, PLLC Sankel Skurman & McCartin Secret Celebrity Seery Systems Group, Inc. Sisters of Mercy of the Americas South Bay Energy Spies Travel Agency Suffolk Plumbing & Heating Syntax Communications **TD** Charitable Foundation **Terrace Professionals** Town of Islip CDA Triple Crown Fundraising Tristate Apartment Furnishers TSLI Inc United Way of LI Vardaro & Associates, LLP Vigorito Barker Porter and Patterson Village Idiot Pub Wantagh Inn Warren & Warren PC William J. Christie Associates, Inc. Winters Bros. Waste System of LI X-Change Financial Access Yost & O'Connell Attorneys Zaskorski & Associates Architects Zumbrunn & Hand

INDIVIDUAL DONORS

Mr & Mrs Carl Adams Mr. & Mrs. Patrick Adams Mr. & Mrs. Diron Ahlauist Imran Ahmad Mrs. Theresa Antaki Ms. Mary Armstrong Mr. & Mrs. Michael Barone Mrs. Betty Bastian Mr. & Mrs. Robert Batch Ms. Judith A. Beck Mr. & Mrs. Howard Becker Mr Kevin Beiner JoAnn Bello Mrs. Jacqueline Bendick Mr. & Mrs. Richard Benson Cindi Berdon Ms. Norah M. Bischoff Mr. Mitch Bistyga Ms. Pauline Blake Dr. & Mrs. Stanley Blyskal Mr. & Mrs. Robert Bogardt Dr. & Mrs. Richard Bonanno Ms Sharon S Boni Mr. & Mrs. Richard Borruto Mr. & Mrs. Frank Boulton Mr. & Mrs. Lawrence Boyd Mr. & Mrs. William Boyd, Jr. Ms. Diane Bradley Mr. & Mrs. James W. Brady Ms. Anita Brann Mr. & Mrs. Fred Brendel Mrs. Lynn Brooks Mr. & Mrs. Christopher Brown Mr. & Mrs. Bruce Brownyard Rebecca H. Buckley, MD Jackie Burbridge Mr. & Mrs. Robert Burke Mr. & Mrs. Terrence Burke Ms. Anita E. Burns Mr. & Mrs. Robert Burton Rosemarie Buturla Sandra Cabrera Mrs. Ninonde Cabrol

Add patience



MERCY HAVEN THANKS OUR CORPORATE and INDIVIDUAL SUPPORTERS

Mr. & Mrs. Dennis Cahill Mr. & Mrs. Douglas Cameron Mr. Dave Cangro Mrs. Irene Cardinal Marie Anne Cariello Mr. & Mrs. Michael Cassandra John Castellano & Maggie McCartin Mr. & Mrs. Lou Castellano Marie Chadyk Mr. & Mrs. Angelo Chiulli Mr. William Ciesla Diane Clark Mr. & Mrs. Stephen Cleary Mr. & Mrs. Sean Coffey Mrs. Joanne Colella Mr. & Mrs. Patrick Collins Mr. Patrick Collins Mr. Thomas Comparetta Mr. & Mrs. Paul Conefry Mr. & Mrs. Gerald Connors Mr. & Mrs. Michael Connors Mr. & Mrs. Gerard Constantine Mr. & Mrs. Thomas Costello Mr. & Mrs. Thomas Covne Mr. Eugene Cronin Ms. Lora Cusumano Mr. & Mrs. Gregory D'Abramo Mr. & Mrs. Gilbert D'Andrea Mrs. Elizabeth Darcy Mr. & Mrs. Jon Darling Dr. & Mrs. Thomas Davey Mrs. Marie Davide Mr. & Mrs. Gerald Dechayne C. Nathan Dee Mr. Donald DeKenipp Mr. & Mrs. Douglas Demarco Mr. & Mrs. Robert Demert Ms. Donna Dempsev Mr. Matthew DePace Mary Ann DeVirgilio Mr. Gilberto Diaz Mr. Alfred Dieumegard Mr. & Mrs. Frank Difazio Linda Dimitratos

and time,

Ms. Carol Dioguardi Mr. & Mrs. Matthew Doherty Dr. & Mr. Kevin Dolan Cara L. Donaldson, Ph.D. Mr. Michael J. Donati Mr. & Mrs. Joseph Dougherty Mr. Robert L. Dougherty, Esq. Mr. & Mrs. Michael Douglas Mr. Walter E. Dunn, Jr. Mr. & Mrs. Ronald Eagar Mr & Mrs Kenneth Enos Mr. & Mrs. Charles Erlanger Mr. & Mrs. Edward Farley Ms. Eileen Farley Dr. & Mrs. Joseph Farrell Mr. & Mrs. Ralph Farrugio Mr. & Mrs. Bernard Fellenbaum Mr. & Mrs. Charles Ferraro Mr. & Mrs. Christopher Ferraro Mr. & Mrs. Gregory Ferraro Mr. & Mrs. Paul Fink Mr. & Mrs. Gustave Fishel, III Mrs. Marie Fisher Ms. Cathy Flamino Dr. Eileen Flanagan Mr. & Mrs. Barry Fontaine Mr. & Mrs. Kevin M. Fox Ms. Debra Freyer Joan Fusco Mr. & Mrs. Richard Gabriele Mrs. Mary Gallagher Ms. Ann Garbarino Rev. Peter Garry Mrs. Carol Gerrity Ms. Denise Gibson Mrs. Bonnie Glenn Mr. & Mrs. William Graham Ms. Ellen Gravina Mr. Paul Gravina Mr. William Gravina Mr. & Mrs. Dennis Greeley Mrs. Janet Green Ms. Pamela Greene Sister Patricia Griffith

Mr. Robert Griffith & Mr. Steve Konopelski Ms. Mary Jane Griffith & Ms. Stacev Gubser Ms. Clare T. Gustafson Ms. Maryalice Gutierrez Dr. and Mrs. Ray Haag Mr. & Mrs. Robert Hachmann Pat Haggerty Mr. Paul Haggerty Heidi Haller Mr. & Mrs. John Halleron Mr. & Mrs. Richard Hand Mr. & Mrs. Paul Hart Mr. & Mrs. Eugene F. Healy Mr. & Mrs. John A. Healy Mr. & Mrs. Brian Hehir Hank Heissenbuttel Mr. Michael Heller Mr. & Mrs. Grant Hendricks Mr. & Mrs. Michael Herman Dr. & Mrs. Edward Hickey Mr. Edward Hickey, Jr. Mr. Patrick Hickey Mr. & Mrs. William Hickey Eileen H. Hodgson Ms. Jey Holland Ms. Phyllis A. Hollings Mr. & Mrs. Gerard Holwell Mr. & Mrs. John Holzapfel Mr. & Mrs. William Hudson Dr. & Mrs. Howard Israel S. Elaine Jahrsdoerfer Mr. Eric Jenal Julia Jenne Ciara Jensen Dr. Keith H. Johnson Mr. & Mrs. Douglas Kaplar Mrs. Linda Karales **Richard Karras** Mr. & Mrs. William T. Keller Mr. Edward Kellv Mr. & Mrs. Kevin Kelly Mr. & Mrs. Mark Kenedy

Mr. & Mrs. Robert Kennedy Mr. & Mrs. Joseph Killeen Mr. & Mrs. Russell H. Kittel Kiwanis Club Patchoque Mrs. Phyllis Klecka Klein Family Fund Mr. & Mrs. Bob Kleinhans Steve Konopelski Mr. & Mrs. Raymond Kreuscher Mr. Richard Kreuscher Mr. & Mrs. Robert Kuzinski Mr. & Mrs. Joseph Lachat Mr. & Mrs. Edwin Lachick Mr. & Mrs. Douglas Lange Mr. & Mrs. James Larvin Mr. & Mrs. John L. Lehner S. Marie Carolyn Levand Linda Lieberman Jerry Liguori Mr. & Mrs. Robert Lohrey Arline F. Loures Mr. & Mrs. Mike Love Patricia Lunetta, RD Mr. Gerald Lynch Jane C. Lynch Mr. & Mrs. Robert MacDevitt Ms. Iane Macina Patrick Mack Mr. & Mrs. William S. Mack Mr. Joseph Magee Mrs. Joline D. Mahr Mr. Douglas Manditch Mr. & Mrs. Gregory Mangini Rev. James P. Mannion Mr. & Mrs. Richard Marlborough Mr. & Mrs. James Marguardt Dr. & Mrs. William Marrin Ms. Kathrvn L. Matos Mrs. Frances Mattace Carol Mazzochi Ms. Pauline F. McAssey Mary McAward Ms. Rosanne McAward Mr. & Mrs. Gerard McCarthy



MERCY HAVEN THANKS OUR CORPORATE and INDIVIDUAL SUPPORTERS

Mr. & Mrs. John McCartin, III Mr. & Mrs. Thomas McCartin Mr. & Mrs. William McCartin Mr. & Mrs. Patrick McCormack Mrs. Marie McGrath Mr. & Mrs. William McGrath Mr. & Mrs. Hugh McGrory Mr. John J. McHale Paddy McHugh Mr. & Mrs. John McNamara Ms. Kathleen McNamara Mr. & Mrs. Neil McShane Mr. & Mrs. Scott McVetty Mr. & Mrs. Joseph Mercurio David Moldovan Ienelle Moran Donna Moravick **Quintana Mullen** Mr. & Mrs. Kenneth Mulroy Mr. & Mrs. Mark Munnelly John Murray Mr. & Mrs. Robert Murray Mr. & Mrs. Thomas Murray Mr. & Mrs. Gregory Naclerio leff Nagel Mr. & Mrs. Kenneth Nastri Mr. Victor Nelson Sara Nespoli Mrs. Kathleen A. Neumann Ms. Kathleen Norton Mr. & Mrs. Richard J. Norton Dr. and Mrs. John O'Brien Mr. & Mrs. Patrick J. O'Brien Mrs. Dolores O'Connell Frin O'Connor Ms. Theresa I. O'Connor Mr. & Mrs. Emmett J. O'Hara Donna O'Hearon Mr. & Mrs. Jerry O'Leary Mr. & Mrs. Richard S. Onze Mr. & Mrs. Anthony Oricoli Mr. & Mrs. Stephen Overton Mrs. Evelyn Padovano Mr. & Mrs. Vincent Paglino Mr. Vincent Palazzolo Dr. and Mrs. John Pallotta

Patricia M. And Robert Y. Simmons

Charitable Fund Mr. & Mrs. Frank Pesce Mr. Anthony Petraco Mrs. Genevieve Phillips Jennifer Pizzino Clarissa J. Pomroy Ms. Joyce Poturica Mr. & Mrs. Emil Press Mr. & Mrs. John Pullen Mr. & Mrs. Paul Quartararo Queen of The Rosary Mr. & Mrs. Thomas J. Quigley Mrs. Rochelle Racanelli Mr. & Mrs. Steve Rapoport Margot Razziano RC Church of St. James Mr. Edward P. Redmond Mr. & Mrs. William Regan Mr. & Mrs. George Reich Mr. & Mrs. Jeffrey Reid Mr. & Mrs. John Remmer Mr. Robert R. Rhode Meta Ribowsky Mr. & Mrs. Edward Richards Rev. Ronald Richardson Mr. & Mrs. Rudy Rognon Ms. Magali Roman Gloria Rosenau Dr. & Mrs. Saul Rosenstreich Ms. Eileen Rosenthal Mr. & Mrs. David Rowan Rev. John Rowan Mr. & Mrs. Alfonso Ruggeri Dr. & Mrs. Douglas A. Russell, Ph.D. Mr. & Mrs. Joseph Russell Dr. Donald Russo Mr. & Mrs. Thomas Russo Mr. & Mrs. Harry Ryan, Jr. Claire Rymer Saint John the Evangelist Dr. Mark Sandberg Ms. Linda Sanwald Mrs. Carol Sauer Ms. Carole Sauers Kathleen M. Scanlon, Esq.

Mr. & Mrs. Dominick Scaringella Louise Scarola Mr. & Mrs. Robert Schaefer Mr. Thomas P. Schalk Mr. & Mrs. David Schecher Mr. & Mrs. Gregory Scherff Mrs. Kathleen M. Schiro Mr. & Mrs. Peter Schleipman S. Joan Schmidt Mr. & Mrs. Lawrence Schroeder Mr. Stephen H. Schuster, MAI Mr. & Mrs. Edward Sconzo Edward N. Sconzo, Ir. Dr. & Mrs. Rajagopal Seshadri Ms. Kathleen Shanley Mr. & Mrs. Robert Shannon Ms. Joann R. Signorelli Mrs. Mary Lou Singleton Sisters of St. Joseph Mr. & Mrs. Brian Smith Ms. Elizabeth Smith Mr. & Mrs. Gerard Smith Ms. Susan E. Smith Mr. & Mrs. Vincent Smith Mr. Louis Snydstrup Susan Solimando Lori Sorensen Mr. & Mrs. Edward Spiegel Ms. Patricia Spiegel Mr. & Mrs. Ernest A. Spina Katie Srubinski Mr. Richard Stecker Mr. & Mrs. Dick Strine Suffolk County Dist 10 Dorothy J. Sullivan Mr. & Mrs. Salvatore Tamburo Mr. & Mrs. Paul Tapogna Deborah Tascone Kennedy Mr. & Mrs. Kenneth Taylor Mr. & Mrs. Warren Taylor Ms. Ann Teatom Honey Marie Theogene Ms. Maureen Thresher Eileen C. Tittmann Ms. Diane Tornejal Ms Linda Tos

Diane Trotta Ms. Laura Trunzo Dawn Tuminello Lvnda Tuttle Dr. Judy A. Valyo Maureen Vecchione Deacon & Mrs. Al Vigliotta Mrs. Rose M. Vincent Mr. & Mrs. Robert Wagemann Maryellen Walsh Mr. & Mrs. George Wasielke Mr. & Mrs. Edward Weissman Ms. Barbara Wilson lane L. Winsch Mr Brian Winter Mr. & Mrs. David Winter Mr. & Mrs. Dennis Winter Mr. & Mrs. Douglas Winter Joseph Xuereb Frank Zambanini Mr. & Mrs. John Zaretti Mr. & Mrs. Henry M. Zembruski, Jr. Mr. James Zima Brian Zwolak

SISTERS OF MERCY

Our Lady of Peace Convent. Lynbrook S M Carmelita Shaughnessy Sister Barbara Faber Sister Bonaventure Mackey Sisier Camille D'Arienzo Sister Elizabeth Calfapietra Sister Frances Picone Sister Georgette Zalewska Sister Joan Fry Sister Kathleen Nolan Sister Margaret Cullen Sister Martha McKenna Sister Mary dePorres McAllen Sister Mary O'Connor Sister Maureen Gregory Sister Patricia Hartigan Sister Regina Williams

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



2017 - STATISTICS

106 units at 74 sites 40 units rented at 39 sites 66 units owned at 35 sites OUR HOUSING	<text><text><text></text></text></text>
48% 52% Gender	57% White 2% or DIVERSITy 5 33%
HOUSING STABILITY in Supportive Housing and Pleasant Gardens	POPULATION Age % of Population
Residents have lived with Mercy Haven:	
15 years or more 9%	0-5 yrs 5%
10 - 14 years 9%	6-10 yrs 5% 11-17 yrs. 6%
7 - 9 years 13%	11-17 yrs. 6%
3 - 6 years 30% 1 - 2 years 26%	36-64 yrs. 54%
Less than 1 year 13%	65+ yrs. 12%



MERCY HAVEN'S 2017 FINANCIAL REPORT

The following information is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2017, as audited by Cullen & Danowski, LLP, CPA.

\$ 3,573,116
2,796,524
429,364
716,384
121,941
227,022
\$ 7,864,351
\$ 6,814,252
720,787
176,733
\$ 7,711,772
152,579
 1,539,043
1,691,622
 9,482,361
\$ 11,173,983
\$ \$

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



...and it ends with a dream come true.

- DOE ZANTAMATA



BOARD OF DIRECTORS

CHAIRPERSON Dorothy Overton

VICE CHAIRPERSON Patrick T. Collins

TREASURER Ronald J. Eagar

SECRETARY Fred Brendel

DIRECTORS

Ninonde Cabrol Domenico Ciaccio Paul Conefrv Jim DiGiovanni Edward Grayson Denise Green-Jackson Patrick J. Hickey Anthony A. Lauto

Jane Macina Thomas Quigley Douglas Russell Mark Sandberg Jessica Totino

EXECUTIVE DIRECTOR S. Patricia Griffith, D. Min., LMSW

It always seems impossible until it's done.

- NELSON MANDELA

ADVISORY COUNCIL

Jacqueline Bendick Katherine Connors Patrick Demerv Denise Watson-Farley S. Mary McGrory Bryan J. Farrell **Charles Ferraro**

John Healy **Eileen Hickey** Douglas Manditch Joyce Racanelli Msgr. John Rowan

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.



MERCY HAVEN, INC. **BUILDING COMMUNITY SINCE 1985** 859 Connetquot Ave., Ste. 10 Islip Terrace, NY 11752 631-277-8300 www.mercyhaven.org

SAVE the DATES!

Mercy Haven's 19th Annual Golf Outing Monday, June 4th 2018 Hamlet Golf & Country Club Commack, NY

Mercy Haven's 33rd Annual Fall Cocktail Party Sunday, November 4th 2018 Southward Ho Country Club Bay Shore, NY

- Thank You -2018 MERCY BUSINESS PARTNERS

- GOLD -**Empire National Bank** Ridgewood Savings Bank

- BRONZE -Farrell Fritz, PC Meyer, Suozzi, English & Klein, PC New York Community Bank Northwell Health

Non-Profit Org. U.S. Postage

PAID Permit No. 125 Sayville, N.Y. 11782