

DEAR FRIENDS,

Have you ever found yourself insisting that you had the right key for the wrong door? How about misplacing a key? Have you ever shared space with a new roommate? Just think of the first call after a loved one is left at college not only at a new school but with a new roommate. No matter what the prep done before, one adds the first of their belongings to what now is shared space, surprises await. You might even remember your own experience at that time.

These times offer us an opportunity in trying to understand what most Mercy Haven residents experience. The limited affordable housing options in our communities require our single residents, for the most part, to live with others whom they do not know who may, or may not, become friends. Even though each one has their own bedroom, the other typical space of 'home' is now shared space, like the kitchen and living room and bathrooms. It's a totally different experience when you're an adult whose choices are limited by what one can afford and the personal needs of new roommates.

When staff first present keys to a new resident, one wonders how it feels to receive those keys; how much courage it takes for one to move in again with a new roommate(s). The amount of adaptation that will be needed for strangers to become at least tolerant and supportive house-mates can be overwhelming. It is our staff who knows this best. Through their interactions, in good times and hard times, they are faithful reminders of what is possible.

You'll see throughout this report how many opportunities are offered, and taken, for support, education and recreation. It is our staff, Board and you, our supporters, who encourage us on a regular basis. It always seems that as challenges arise, somehow someone will come forward with just the encouragement we need.

We couldn't do this without you. You are key!

S. Patricia Griffith, Executive Director

Patrick T. Collins, Board Chair

ANNUAL REPORT 2022

MERCY HAVEN, INC. 3

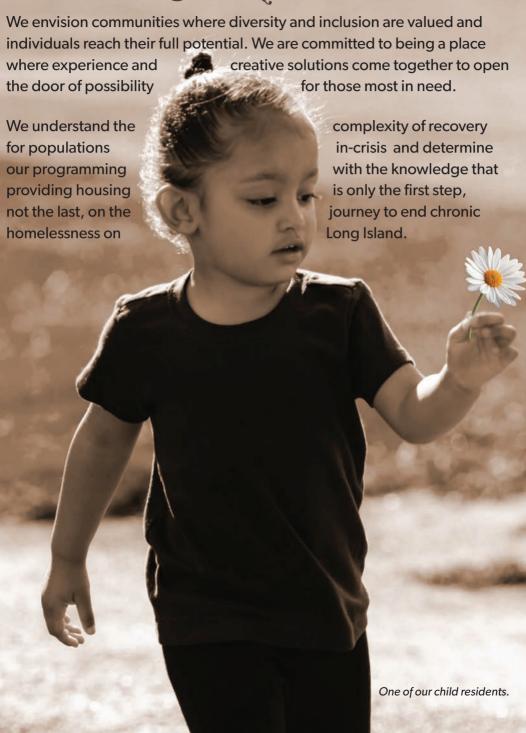


OUR MISSION

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.



OUR VISION



WHO WE SERVE receiving housing services

339 living in Mercy Haven Housing receiving **Section 8** Vouchers

OUR HOUSING

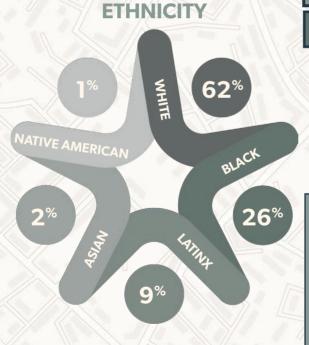
414 total people

> 19 units at 65 sites

Sites Rented 26

Sites Owned 39

OUR HOUSING



AGE & GENDER BREAKDOWN

Age	% of Population	
0-12 yrs	14%	
13-17 yrs	9%	
18-35 yrs	18%	
36-64 yrs	48%	
65+ yrs	11%	
57% - Identifies	43% - Identifies	
as Male	as Female	

WHO WE ARE

*MENTAL AND BEHAVIORAL HEALTH

27% Bipolar Disorder

26% Schizoaffective Disorder

25% Major Depressive Disorder

17% Substance Use Disorder

14% Schizophrenia

13% Anxiety Disorder

12% PTSD

SPECIAL POPULATIONS

27% Chronic Medical Diagnoses

13% Developmental Disabilities

9% Domestic Violence Survivors

7% Children living with Autism

4% Veterans

4% LGBTQ+

*Individuals with mental illness can have dual diagnoses.

A resident's welcoming doorway. W E MERCY HAVEN, INC. | 7



THERE ARE MANY STORIES IN THESE KEYS

"Some of those keys make me think about the friends that helped me. Living in NYC, many of my friends had tiny apartments, but never wanted me on the street. They'd say 'if you are on the street tonight, come here.' Other friends trusted me to watch their homes when they were away, some trips lasting 6 weeks, giving me a home even if just for a little while. Other keys have terrible memories of dangerous communal living, abuse, neglect and hopelessness."

JISA'S STORY

"To remain sober and persistent will open doors for people, instead of not sober and complacent." -Lisa

For many of us, homelessness is not something we think we will ever have to experience. Working as a successful graphic designer living in Brooklyn, making a six-figure salary, Lisa certainly did not see homelessness in her future. When her partner was diagnosed with Parkinson's Disease, they found themselves facing a mountain of medical debt, missed work and missed pay.

Piling stress and debt eventually lead Lisa to alcohol and a year long hospitalization, where she would be diagnosed with Schizophrenia. With her partner entering a full-time facility while she was hospitalized, Lisa came out with no home to go back to.

Lisa uses her journey as an example of how quickly life can change. "People are just a diagnosis away, a missed check away or a trauma away from homelessness. The biggest thing people assume is that you must have done something very bad to become homeless. That is not necessarily so."

Today Lisa still cannot believe she has her own place, and one set of keys. "When I got here, I slept like a rock for the first time in 25 years. Knowing I have a safe home and I can lock my door behind me is a comfort I haven't had for so long." She is happy to be sober, stable, and returning to her roots, volunteering her graphic design talents to friends, family and Mercy Haven.

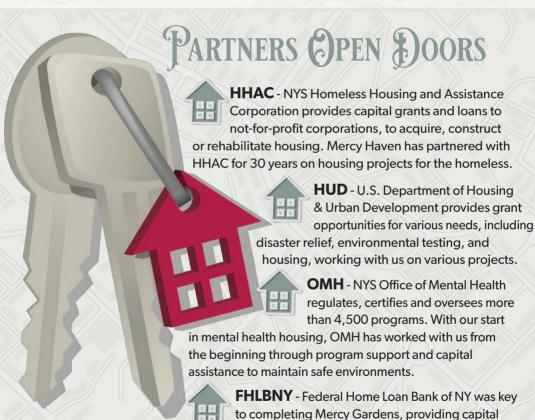


HOUSING DEVELOPMENTS

2022 was a big year for housing and population growth for Mercy Haven, with three multiunit singles and family homes completed and occupied with 47 new residents.

Since Mercy Haven's start, owning 1 community residence in West Babylon, we now rent and own 65 sites on Long Island. With a majority of our housing being in Suffolk County, we are focusing on further expansion in Nassau County by applying to rehabilitate homes in towns with the highest needs.

Housing growth is a major feat that takes collaboration and continuous communication between our funders, property management staff, architect, contractors and program staff. From applying for funding, to the last resident moving into a home, these teams can work together for years.



CDCLI - The Community Development Corporation of Long Island, a regional non-profit organization, work to address the growing demand for affordable housing. Mercy Haven partners with them to administer 75 Section 8 Vouchers through their rental housing assistance program. We support their belief that *home matters for all people*.

support through their Affordable Housing Program.

OUR PROPERTY MANAGEMENT TEAM IS KEY

"Our staff know that we are not just here to fix maintenance issues and paint walls. We know we are crucial to the bigger picture of support and recovery. We are making sure the living environment is safe, secure, and conducive to good mental health.

Our team knows the populations we work with and the compassion, and often the patience, needed when working in someone's home. We know the importance of working closely with program staff to get repairs done quickly and professionally to relieve any stress and anxiety for our residents. Any position in our agency, really, is part of the bigger picture: having the best outcomes for our people."

Grea M., Director of Facilities



Paul C. and Hugh B. - part of our property management team.



Bathroom rehab project in progress.

Our team of five is in charge of inspecting, maintaining and improving our 39 owned homes and overseeing our 26 rental sites.

Daily jobs can include repairing leaky faucets, painting and spackling, minor electrical and plumbing, installing and repairing appliances, power washing, etc.

Larger jobs can include complete kitchen and bathroom replacements, and flooring replacement from carpet to vinyl plank floors. When residents move out, our team rehabs and updates each house. from sheetrock and window/door replacement to LED lighting.

This year, among daily jobs, our team rehabbed 2 kitchens, 6 bathrooms and a complete one-family home for the safety of our residents. With energy efficiency always in mind, the team is currently upgrading the thermostats in all of our homes.

90% of Mercy Haven's population live with mental illness diagnoses



MENTAL HEALTH IS A GROWING CONCERN ON LONG ISLAND

Mental illness refers to a wide range of conditions that affect your mood, thinking, and behavior. Examples can include depression, anxiety disorders, schizophrenia, eating disorders, and addictive behaviors.

In the United States, 1 in 5 adults experience mental illness and 17% of children aged 6 to 17 live with mental health issues. Many people have concerns from time to time, however, a concern becomes a mental illness when ongoing signs and symptoms cause frequent stress and affect one's ability to function.

- A 2021 report from the New York State Office of Mental Health found that the rate of hospitalizations for mental health conditions on Long Island was higher than the statewide average.
- The Long Island Community Foundation reports that suicide rates on Long Island are higher than the national average, with suicide being the second leading cause of death for residents aged 15-24.
- Substance abuse is another significant mental health concern. Long Island has seen a 30% rise in fatal drug overdoses since the beginning of the pandemic. - Newsday

"Providing free legal services these 25+ years to our mental health populations here at Mercy Haven has been an honor, a great challenge and a most blessed opportunity. We continue to build relationships with MAP's clients, my brothers and sisters, inspired by Catherine McAuley and Psalm 34: Indeed, we are called to hear 'the cry of the poor'. 3,163 cases in MAP's 25 years have confirmed the need for, and benefit of, free legal services within our housing agency."

- John C. - Attorney-in-Charge, Mercy Advocacy Program

MERCY ADVOCACY PROGRAM - "MAP"

MAP's mission is to ensure equal rights and legal empowerment for the poor by providing legal services in a competent and compassionate manner, while increasing the public's awareness of injustice and promoting systemic change. MAP removes the legal barriers to obtaining housing for those living in poverty, such as obstacles to attaining income entitlements, public health insurance benefits and basic nutrition programs.

SOCIAL DETERMINANTS OF HEALTH



The social determinants of health are the conditions in which people are born, grow, live, work, and age that shape their health outcomes. Individuals living in poverty may have limited access to nutritious food, safe housing, and quality healthcare, which can increase their risk of medical and psychological concerns. By addressing not just housing but these health factors, through MAP and our other supportive services, we create healthier and more equitable communities where everyone has the opportunity to thrive.

SUPPORTED & MPLOYMENT

Supported Employment is a service designed to help those in our care find and maintain employment. This service provides support to individuals throughout the entire employment process, from job searching to job retention. Eighteen of our residents have found employment within Mercy Haven, working in transportation, maintenance, the food pantry and clerical work.



Pictured at right, clockwise from left: Billy,

Scott, Jeremy and Vito help prepare vacant homes in preparation for new residents, among various other tasks. Their work is vital and necessary to this agency, and to the welcoming of new people.

Mental illness can have a significant impact on someone's ability to hold a job.

A range of symptoms can interfere with performance, such as trouble concentrating, social conflict, memory problems, fatigue, and difficulty with decision-making.

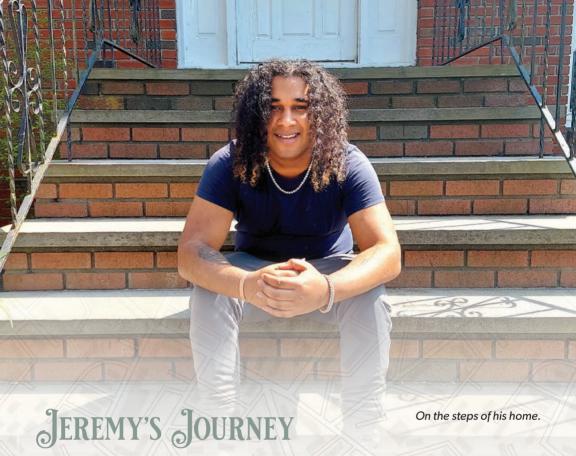
- cdc.gov

"Having a key means you've made it.

It took 22 years and I'm finally
at that moment."

- Jeremy





As a child of the foster care system since the age of 9, Jeremy had not experienced a real home for most of his childhood. "My mother wasn't around since I was born. My dad did something careless and I was taken away from him at a young age. I was in the foster care system ever since."

Going through childhood, adolescence and early adulthood in the foster care system challenged Jeremy's mental health, and the presentation of mental illness became evident as he matured. As he aged out of foster care at 21 he was a clear fit for Mercy Haven, which led him to our home where he now resides with 11 other individuals and 24/7 staff support. He is working toward independent housing with staff that care about his goals and growth.

"I came from a broken system to a nice place to stay. When I first arrived, I was nervous. I didn't know what to expect. It took some time to learn about each person's personalities and their triggers, but everyone gets along well. I like the staff here, Ms. Christine is the best, she really cares and always listens. I am typically a shy person and coming here has made me come out of my shell. I feel more mature." Currently, he is working toward going to technical school for auto mechanics, a passion he has had for a long time.

Jeremy works with our Supported Employment team, moving furniture, cleaning, and preparing homes for new residents coming to Mercy Haven. He loves keeping busy with this work and helping 'open doors' for others in-need.



The door was ajar

light gleaming through the crack,

tempting your inquisitive mind.

After knocking on the door for so long

it is a surprise to find it open.

Only the courageous will open the door wider, peer around it,
although somewhat tentatively,
a change can be so rewarding
for those who are brave enough.

There are many doorways that can be open to us.

Only our voice can tell us to go through those doors to a new life.

Always follow your own voice,
take inspiration from others tone
but stay true to your own and you will
never go wrong.

But remember, never to close those doors behind you.

Keep them ajar, for

many friends will be made on your journey

along the corridors called life,

many friends that will always wish you well.



"Esta casa me abrió sus puertas en diciembre y estoy muy feliz de que lo haya hecho. Todos son amables conmigo, me encantala comida, hice amigos y puedo ver a mi familia cuando quiero."

Sonia R. - At her home, Pleasant Gardens, our adult home in Bayport, NY.

TRANSLATION: "This home opened its doors to me in December and I am so happy it did. Everybody is nice to me, I love the food, I made friends and I get to see my family whenever I want."





Homelessness, mental illness and social isolation are interconnected. These conditions can cause individuals to lose connections with friends, family and community because of frequently relocating, mental instability, or being ostracized for being homeless.

Addressing one issue can help to alleviate the other.

Providing stable housing, supportive services, and opportunities for social connection can help break the cycle of homelessness and stigma of mental health and allow for community reintegration.

To promote a supportive community, our REAP Program is filled with activities that enhance our residents' lives, including educational, health and wellness classes, social activities and peer support groups. Recreational activities are designed to improve social development and pre-vocational skills. Our residents have monthly choices of organized recreation, e.g., trips, movie nights, poetry/book club, art classes, etc.

Our Breakthrough Program provides a safe learning community for individuals who are currently homeless or coming from chronic homelessness, to learn from instructors, mentors and each other, the best strategies to help their success in moving forward.



"In my new role at Mercy Haven, I hope at a minimum to fill the shoes of the staff who preceded me and laid the foundation from which I will build. It is a great honor to be entrusted with such a crucial department of Mercy Haven's service-driven mission that encompasses our Garden, Resident Empowerment & Achievement Program (REAP), Supported Employment, Food Pantry and Breakthrough. Each are unique and designed to work to assist residents to achieve healthy, meaningful and prosperous lives." - Leonard M., Mercy Enrichment Coordinator

FAMILY Flousing

Starting as a housing provider for single adults with mental illness in 1985, Mercy Haven opened its first family home in Amityville in 1992, for two families.

Today we house 31 families, including 78 children. This includes homeless families with a head of household living with mental illness, fleeing domestic violence and/or coming from emergency shelters.

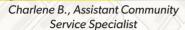
Supportive family housing on Long Island is scarce and family homelessness is growing, with a 17% increase since the pandemic.



Shammia and her daughter, Saba, at a Family Bowling Event.







AKING (ARE.

Charlene is our Assistant Community Service Specialist and has worked with our families for over 7 years. She has seen firsthand the successes, the challenges, and the changes.

"I feel we are seeing an influx of families arriving because there's a lack of affordability on Long Island. If this isn't addressed, we're going to have more homelessness.

Working with our families in 2022, we saw the biggest challenge as not having enough income to support the high increase in food costs, clothing and all basic needs. Many families come from crisis situations. Our parents may lack parenting skills, do not have the means to own a car, a computer or obtain childcare should they find employment. This causes them to feel defeated at times, especially in keeping up with their children's challenges at school such as bullying, new technologies and an ever-changing homework structure.

With challenges come rewards - watching our families interact and bond during "Our Life" activities is such a pleasure. Being present as we watch friendships grow and new families join our Mercy Haven family is extremely rewarding.

For staff, the most important thing we do for these families is really listen. Having someone listen and not judge can be an experience they haven't had with anyone."

COMMUNITY FOOD PANTRY

Our Food Pantry kept busy with visits from families in the community and Mercy Haven residents. Food is being replenished weekly to keep up with the demand. Donations of food come from friends, staff, supporters, and our Long Island Cares partnership. Our resident employee, Kelly, has worked consistently two days a week to greet and help all who come to visit. Other residents are encouraged to help, as well.



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Housing

TOTAL IN 2022:

- 25 persons at Pleasant Gardens Adult Home 40 persons in Community Residences
- 253 persons in Supportive Housing
 72 Children (ages 0-17)

STABILITY

- 91% of residents were with us six months or more.
- 22 residents obtained new entitlements crucial to housing stability.
- 93% of residents were 'very satisfied' or 'satisfied' with the safety of their environment.

MOVING IN

 We welcomed 47 people into Mercy Haven's newly developed housing. A home in Suffolk County is under rehabilitation and will provide 4 more families a new start.
 Mercy Haven is seeking opportunities to expand supportive housing into Nassau County.

MOVING ON

• 12 residents moved on from Mercy Haven housing to more independent living.

ADVOCACY

LEGAL:

- MAP opened 64 cases in 2022, and currently has 226 open cases
- Number of cases since opening in 1997: 3,163
- Total amount of income won or preserved/protected for residents: \$113,444, including \$11,424 in food stamp benefits.

MENTAL HEALTH MONTH – Each May, Mercy Haven and mental health partners spread awareness through various topics. Advocates provided knowledge and information about what to do if you are concerned about mental health. Mercy Haven advocated through social media, our annual report and a direct mail campaign, raising over \$20,000 to support our mental health housing and services.

TAKING ACTION – Throughout the year staff took part in advocacy campaigns through the Association for Community Living (ACL), the National Low Income Housing Coalition and others to increase funding for mental health programs and expand public housing.

FOOD INSECURITY – Our Community Food Pantry was open to the public 2 days a week, receiving 106 visits for the year: 47 families from the community, 14 singles from the community and 45 of our residents. Many visited the pantry more than once.

97% of residents were 'very satisfied' or 'satisfied' with staff's sensitivity regarding their ethnicity/culture.





EDUCATION AND INTENSIVE SERVICES ARE KEY TO GOOD HEALTH OUTCOMES:

- PSYCHIATRIC STABILITY: 94% measured by the number of individuals with mental illness diagnoses with no psychiatric hospitalizations.
- MEDICAL STABILITY: 86% measured by the number of individuals with chronic medical diagnoses with no medical hospitalizations.
- SUBSTANCE USE STABILITY: 92% measured by the number of individuals with a substance use disorder who had no hospitalizations or rehab needs for the year.

REAP – offered on average 24 activities per month for our adults, children and families. We were fortunate to collaborate with Project Hope for 26 classes, as well as Northwell Health, who provided classes on nutrition and physical health along with various other activities. 96% of residents were satisfied or very satisfied with the REAP program's events and activities, an 11% increase from 2021.

JIFE SKILLS DEVELOPMENT

BREAKTHROUGH - Our education and mentor program for the homeless has reached 292 graduates since its start in 2007.

SUPPORTED EMPLOYMENT – Our building assistant team of 5, including 4 residents, completed 79 tasks under the leadership and supervision of our Mercy Enrichment Coordinator, including transporting residents to programs, cleaning and preparing apartments for new tenants and moving and storing furniture. Eighteen residents worked for Mercy Haven in different capacities throughout the year.

• 54 individuals were employed steadily through the year, through Mercy Haven and/or outside employers.

84% of residents were 'very satisfied' or 'satisfied' that Mercy Haven's services increased independent living skills.

Twenty-five residents in rental arrears are on active payment plans. The number of individuals successfully adhering to payment plans has increased by 29% compared to 2021.

92% of residents were 'very satisfied' or 'satisfied' with Mercy Haven's methods to help them recover and live self-sufficiently.

^{*} Satisfaction statistics taken from our 2022 Resident Satisfaction Survey results.

OUR BOARD OF DIRECTORS



Every nonprofit has a Board of Directors whose purpose is to govern and oversee operations and mission effectiveness. To accomplish this, it is important to have a cross-section of expertise and persons who are compassionate, lead with empathy and believe in the mission of Mercy Haven. We are grateful to have 12 such individuals on our Board. They include men and women from different cultures, professions and

the community. Decisions are never made without consideration of how it will impact the life of our residents,





"I have been with Mercy Haven since 2018 when I played at their golf outing. I have known of Mercy Haven and the wonderful work they do from the field of social work. I was asked to join the board of directors in 2021 and it has revolutionized my commitment to helping others. The staff at Mercy Haven does remarkable work and their dedication and empathy is known amongst the community and recognized by many agencies. They work hard every day in support of the organization's mission. I am proud to play a part and support this organization." - Patty R., Board Member

OUR VOLUNTEERS

In 2022 Mercy Haven was the privileged recipient of hundreds of volunteer hours over a myriad of programs. Some spent hours

126 VOLUNTEERS



1,422 HOURS



serving on our Board of Directors and event committees. Some are part of corporate groups like those from Liberty Mutual Insurance and Ferguson Enterprises. Others are individuals, like Helena and Patrick, High School seniors who spent time assisting in our Food Pantry, volunteering at events and helping us organize. All make a difference in the lives of our residents and staff.



STAFF

"This year has been a wonderful gift and experience. Coming from a large nonprofit healthcare setting I was not sure exactly how the transition would be. However, having the opportunity to work with an amazing team of people, all with the same mission and

vision for helping the people we serve has been inspirational. My role has allowed me to venture into new territories like grant writing and building programs to continue to support the people of our community and those in need. It's been a year of personal growth, humble teachings and a feeling of joy. I look forward to many more years of growth and new adventures."

- Donna D., Director of Business Management



OUR TOTAL

113 employees total, including 18 resident employees.

OUR TENURE

0-3 years 60 staff 4-9 years 29 staff 10-14 years 10 staff 14 staff

OUR DIVERSITY

56% White

27% Black

8% South Asian

7% American Indian

2% Latinx



"For over 30 years, I've had the privilege to share in, and contribute to, Mercy Haven's mission through fundraising, serving on the Advisory Council and Board of Directors, participating in numerous events, such as the annual golf outing, and being part of the Breakthrough Program.

While initially intimidating, the opportunity to be a mentor in Breakthrough afforded me the chance to witness, first hand, the transformation of my mentee and the personal impact that had on me. This experience was life changing - a win-win for both of us. I recognize and value Mercy Haven's mission to meet the needs of an underserved population in our communities even more!"

- Ellen G., Volunteer

OUR GENEROUS DONORS

FOUNDATIONS & CORPORATIONS

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BRONZE PARTNERS



BE AN OPENER OF DOORS. - Ralph Waldo Emerson

Dan, turning the key and opening the door to his new home at Mercy Gardens.

2022 Financial Report

Income Sources	
Government Contracts and Grants	\$ 5,045,321
Resident Services	3,867,429
Contribution and Fundraising Income	511,396
Grant Income	383,943
Investment Income	(134,213)
Other Income Net	482,332
Total Income Sources	\$ 10,156,208
Program Expenses	
Program Services	\$ 7,776,254
Supporting Services	989,017
Fundraising and Development	159,539
Total Program Expenses	\$ 8,924,810
Change in Net Assets	1,231,398
Beginning Net Assets	2,421,800
Ending Net Assets	3,653,198
Total Liabilities	15,574,396
Total Assets	\$ 19,227,594

This report is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2022, as audited by Nawrocki Smith LLP CPA.

IT'S WHERE WE LIVE

'ALARMING' FOOD INSECURITY INCREASE ON LONG ISLAND

Long Island Cares served nearly 400K more meals in 2022 than 2021. Inflation and cost of food are factoring into the hunger increase on LI.

OPIOID EPIDEMIC ON LONG ISLAND

Long Island has a total population of 2.8 million. The region has experienced the highest number of opioid deaths in New York State, and the State has one of the highest rates (top 5) of drug overdoses in the nation. - stonybrookmedicine.edu, 2022

PROSPECTIVE RENTERS ON LONG ISLAND GROW INCREASINGLY FRUSTRATED WITH PRICES, AVAILABILITY - NEWS 12

Bay Shore – Studio, 415-525 sq ft, \$2,250 per month (downtown Bay Shore)

Selden – 1 Bedroom, 768 sq. ft, \$2,907 per month (apartment complex)

Centereach – House for Rent, Studio, 300 sq ft, \$1,800 per month

Setauket – House for rent, 3 bedroom, 1500 sq ft, \$3,800 per month

IF YOU OR SOMEONE YOU KNOW NEEDS HELP,
CONTACT US TODAY.

631-277-8300 • WWW.MERCYHAVEN.ORG



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BRONZE PARTNERS















MERCY HAVEN'S FALL COCKTAIL PARTY

NOVEMBER 5TH 2023



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