


Mercy Alive



ANNUAL REPORT • 2020

MERCY HAVEN, INC.
859 Connetquot Ave., Suite 10
Islip Terrace, NY 11752
www.mercyhaven.org

A blue surgical mask lies on the ground in a field of red poppies. The mask is partially buried among the green stems and leaves of the flowers. The background is a soft-focus field of more red poppies under bright, natural light.

Some pictures in this publication
were taken prior to COVID-19
social distancing mandates.

Dear Friends,

What a year it has been!

We are very grateful that our Mercy Haven community – participants, staff, supporters, board members, and friends have come through this unbelievable year. We know that many of you have had to make the journey through fright and exhaustion. It sure made us aware of how wonderful our daily routines are, didn't it.

Amidst all the stress, Mercy Haven was truly blessed to have been able to continue our services albeit in a variety of ways. We were very lucky to have weathered the COVID storm with our residents, guided and cared for so lovingly by staff. For the most part they were able to adjust to the loss of programs and being quarantined like the rest of us.

We are very grateful for the constancy of your support, your encouragement and the leadership of our Board of Directors which never faltered. Residents facing the closure of schools, of support programs and psychiatric services had to find new ways to sustain their mental and physical health. It hasn't been easy for them or staff. And the journey isn't over for any of us. But each day the steady support we each found within Mercy Haven made it possible to know we were not alone.

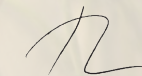
By the time you receive this report, our newest apartment complex "Mercy Gardens" will be in the process of selecting our new residents. This will become home for 2 families and 20 singles. We will also have started rehab on our next 3 sites which are projected to be finished by Thanksgiving for 8 more families. So amidst the trauma, new life is born.

None of this is possible without your help. We cannot say this enough. We hope through this publication, which is just a snapshot, you feel the difference **YOU** make in being part of our Mercy Haven Community.

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

S. Patricia Griffith, Executive Director

Thank you,

A handwritten signature in black ink, appearing to read "Patrick T. Collins".

Patrick T. Collins, Board Chair

Mission & Vision

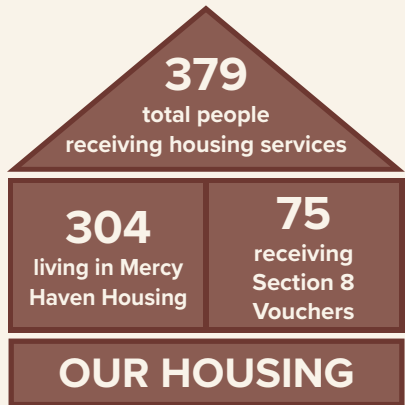


Mercy Haven's mission is to acknowledge the dignity and potential of people who are homeless, living with mental illness, or living in poverty by providing housing, advocacy, education, and life skills development.

We envision communities where diversity and inclusion are valued and individuals reach their full potential. We are committed to being a place where experience and creative solutions come together to open the door of possibility for those most in need.

We understand the complexity of recovery for populations in-crisis and determine our programming with the knowledge that providing housing is only the first step, not the last, on the journey to end chronic homelessness on Long Island.





*27 in development

MENTAL HEALTH

91% of our residents have a psychiatric diagnosis

Schizoaffective Disorder 29%

Bipolar Disorder 25%

Schizophrenia 21%

Major Depressive/Dysthymic Disorder 26%

PTSD 11%

Generalized Anxiety Disorder 10%

Who We

Serve

SPECIAL POPULATIONS

25% Chronic Medical Diagnoses

7% Domestic Violence

6% Physically Disabled

6% Developmentally Delayed

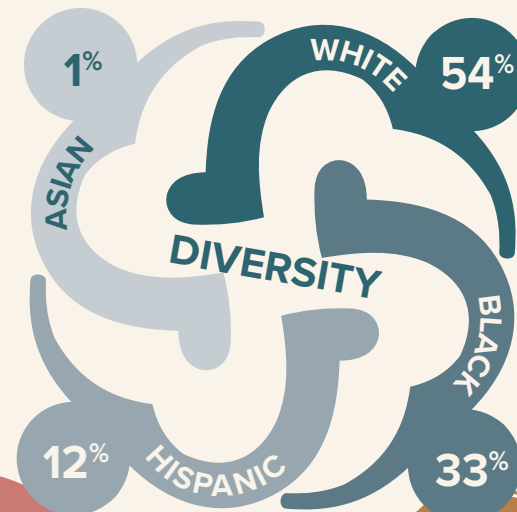
5% LGBTQ+

4% Veterans

3% Autistic

POPULATION

Age	% of Population
0-5 yrs	4%
6-12 yrs	11%
13-17 yrs.	6%
18-24 yrs.	5%
25-44 yrs.	21%
45-64 yrs.	40%
65+ yrs.	13%
59% - Male	41% - Female



2020

The year a pandemic brought the world to its knees, and tested the strength of our human character.

Interactions with family, friends and community were governed by mandates and regulations designed for our safety and healing. Our usual ‘routines’ were changed, for some not much, and for others drastically, with Mercy Haven being no exception.

Leadership had to work quickly to keep our vulnerable populations safe and calm, while creatively changing staff’s schedules to ensure their own safety and stability. Programs were halted, group homes were quarantined and events cancelled – our staff was unwavering, while our purpose was expanded,

our values became stronger.

Creativity Integrity
Colaboration
JUSTICE *Respect*
Compassion

We Value
col·lab·o·ra·tion

An active solicitation of the input of those affected by our work and an openness to partner with like-minded groups to achieve our mission.



FOOD PANTRY: After many years of running an emergency food pantry for residents, relying solely on the generous donations of food from donors and co-workers, we have partnered with Long Island Cares Food Bank. Many residents who typically would not need this service, were now in need. Children home from school, cancelled programs, the loss of a job or quarantining without transportation, all added to the new stress of food insecurity.

Through this collaboration, and generous support from foundation partners, Mercy Haven's food pantry expanded, and even needed a new space, to accommodate the efforts of our staff and supporters to keep food on our friends' tables. The Larson Legacy Foundation and Jacob Marley Foundation, specifically, were instrumental to the success of this endeavor this year.

Before the COVID-19 outbreak, 259,000 people on Long Island were considered food insecure. That number has increased by 46% because of the pandemic.

Source: The Long Island Advocate, December 2020



“VIRTUAL” REAP

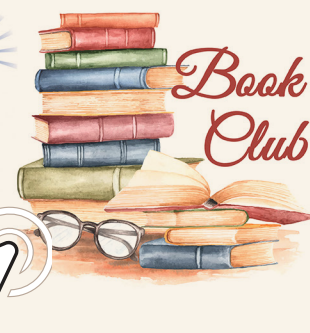
Our Resident Empowerment and Achievement Program (REAP), is usually filled with group activities including education, workshops, support groups, recreation, etc. It is a regular routine for many of our residents and one of the ways we foster a supportive community. With all the unknowns at the beginning of this year, cancelling this program and waiting out COVID was not an option.

At a point early on we discovered how few of our residents had access to the internet or who, including families where children were to learn from home, were without computers. Once again our constant supporter, the Jacob Marley Foundation, helped provide the necessary hardware for our families.

We Value

cre·a·tiv·i·ty

A willingness to respond with imagination and flexibility when unmet needs are encountered.



Our staff spoke with each resident in order to complete a needs assessment. Do you have access to the internet? What do YOU want REAP to provide? Our direct care staff worked together to create a virtual calendar using ZOOM and creatively incorporated every link, including additional activity links, on Mercy Haven’s website for all to access. Activities, to name a few, included trivia, support groups, children’s story time, current events, employment skills, self-advocacy and healthy cooking. Although meeting virtually wasn’t ideal, it provided a much needed sense of normalcy for a vulnerable population.



Support Group Stress Management

We Value in·teg·ri·ty

A commitment to being honest and having strong moral principles.

“During the height of the first wave of COVID-19 hitting the NYC metro area in the Spring of 2020, in addition to our regular Board meetings, the Executive Committee of the Board held weekly calls with S. Pat and members of her management team. We wanted to be available and assist with addressing the myriad of new and unique challenges as they arose. As board members we shared with the group what we were learning from our clients, colleagues and own research about best practices. In almost all instances, S. Pat would respond that they had already considered and were addressing issues we were concerned with. From my perspective as Board Chair, I am genuinely proud that the quality of the housing and services Mercy Haven provides has never faltered during the pandemic. We have emerged as a stronger organization.”

Pat Collins, Board Chair

BOARD OF DIRECTORS

MERCY HAVEN, INC.
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Celebrating 36 Years

HOST

PAT C.

PAT H.

ANTHONY L.

MARK S.

DOMENICO C.

RON E.

FRED B.

LOUISE R.

JIM D.

TOM Q.

DOTTIE O.

PAUL C.

Manage Participants

Stop Video

Mute

Share

Invite

Chat

End Meeting

We Value

jus·tice

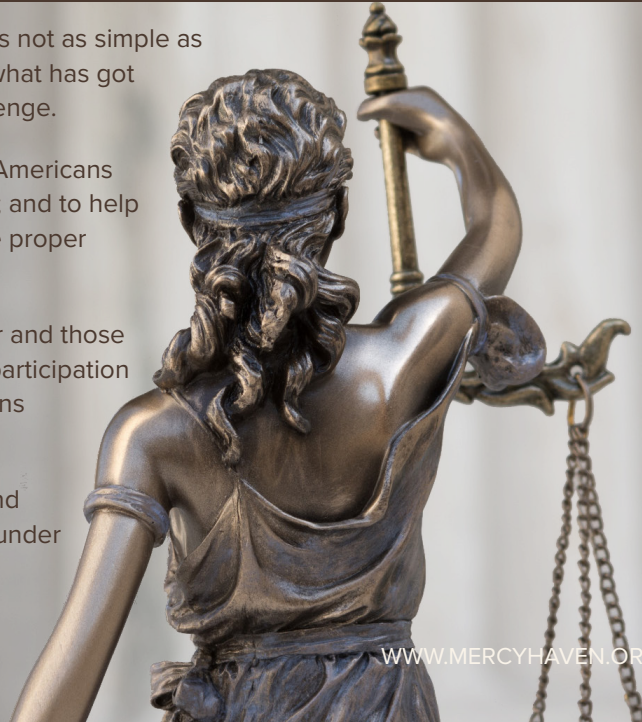
The fair and impartial treatment of others and commitment to advocacy on another's behalf.

Stable housing is key to improving the health of the homeless, but it is not as simple as putting the homeless in homes. The complexities of their situations, what has got them to this point, and the supports they need to recover is the challenge.

Government supports are in place for this reason: to help struggling Americans who have lost jobs, relationships, and housing, get back on their feet; and to help the disabled, including those living with severe mental illness, get the proper supports to live in the community and thrive.

Rooted in our mission, Mercy Haven is a strong advocate for the poor and those living with mental illness. Our legal services for our participants, our participation in mental health housing campaigns and our partnership with coalitions devoted to homeless services reflects this commitment.

It proved to be a year not just about a pandemic, but about justice, and what true equality in the justice system looks like for all. Equal rights under the law regardless of sex, race, economic background, religion, etc. is more vital than ever.



“A little bit of mercy
makes the world
less cold and
more just.”

- Pope Francis



We Value

com·pas·sion

A feeling of deep empathy accompanied by a strong desire to alleviate suffering.

My name is Veronica and Mercy Haven's mission goes way deeper for me.

I live in one of Mercy Haven's community residences with its 24 hour care. I, along with my peers, have received what has to be one of the best experiences with staff. Their support, direction and compassion are gifts we have and continue to receive.

Seriously... what would you say about coming to work in a home to care for 12 adults each and every day, every week, every month during a year of a worldwide pandemic?... Risking the odds of catching the virus...and they still showed up.

The Mercy Haven staff during my experiences with them have made me smile... "GLEAM," and so my hope was set on fire. They are pretty clueless how much they have impacted me and my world and that of my peers and that they provide a much better place for us to be in.

During the pandemic, whenever I saw their cars appear in our driveway, I learned the true meaning of "GLEAM." Because of Mercy Haven's staff, I and others have a place to live. What they gave to me is Peace. I think about so many others who support us, through the giving of their time, energy and contributions to Mercy Haven. It truly tickles my heart.

I have a mental illness, a disease, and an addiction, and when you are actively using, you will lose your morals, values and standards... your mind, your family, friends and jobs. You will lose a lot whenever you feed into a sick mind...

and on your own, it's truly and deeply impossible to heal.





Respect is a basic human right. Regardless of our peoples' histories, struggles, challenges, etc., they come to Mercy Haven for a fresh start and a new beginning. We give our people the respect they deserve because we want them to feel secure; to feel like they can communicate unafraid of being judged.

*Our houses are their homes,
their pride and their sanctuaries,
and every space is made with love.*

We Value

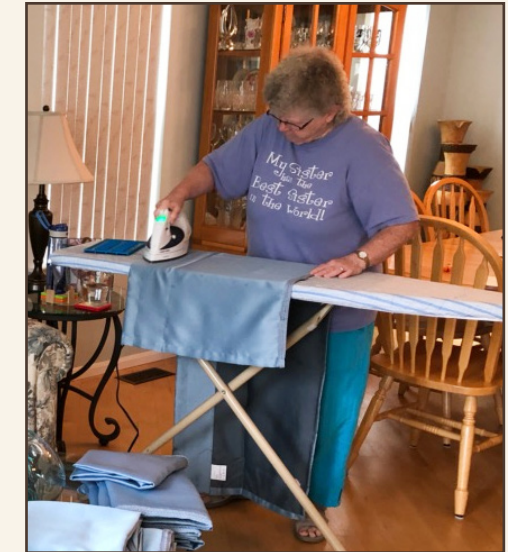
re·spect

A basic perspective and behavior which is attentive, considerate and continually aware of the inherent dignity and potential of all.

Our Housing, Their Homes

Of the 65 sites where we have created homes for our residents, 39 of them we own. Singles or families live in 61 of these homes which allow for a combination of one, two or three bedroom apartments.

The remaining four sites are our group homes and Adult Home. The group homes provide for 34 individuals and Pleasant Gardens, our Adult Home, provides for 26. The safety and ongoing maintenance of all these properties is a priority and our responsibility.



Behind the scenes there is always important, and personal, preparation done by staff and volunteers. The 'finishing touch' is very important to us in providing a 'mercy welcome.' Our first home in West Babylon started this tradition. And Michael Griffith, age 10, was equal to the task of ironing all the curtains. Remember this included 6 bedrooms, staff offices, living room and dining room. S. Kathy took on the same task for our newly constructed apartments at Mercy Gardens. That included 19 apartments!! Through the years our friends continue to support and assist in planting, painting, decorating and so much more!

*“We stand up and fight
for those who are
suffering in silence.”*

*We provide permanent, cost-effective
solutions to homelessness.*

Mercy Haven provides housing to over 300 people, including over 60 children, in-crisis across Long Island, through our supportive housing program, community residences program and our adult home, as well as being the conduit for 75 Section 8 certificates.

Providing affordable housing with on-site, individually specialized services is a solution-driven method to breaking the cycle of homelessness, with an emphasis on fostering independence and self-sufficiency, which also generates significant cost savings to public systems.

We act as advocates for so many who have none.

Those seeking our help can come from a variety of backgrounds. Some have support systems, family and friends to help them through the process of recovery, and others have only us. For so many living with a severe mental illness, we may be the first sense of community that they have experienced, where others had a hard time understanding their struggle.

Mercy Haven actively advocates for our populations, through our community outreach and legal advocacy services; ensuring that the human right to “equal justice for all” is felt by every person in our care.



*We change lives,
one story at
a time.*

For a full list of our programs
and services, visit www.mercyhaven.org

Highlights

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



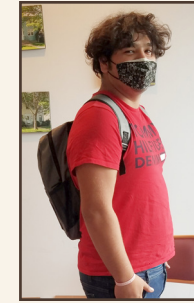
- **In Development:** We have purchased three multi-family homes that need renovation first, and then they will be home for 8 more families who have experienced domestic violence. Mercy Gardens construction is completed and we are awaiting our Certificate of Occupancy to be able to move 28 new residents into their new homes.
- **Total Number Served in 2020:** 226 individuals, including 64 children, who were housed and provided services in our Supportive Housing Program; in addition to 39 individuals in our 3 community residences and 25 more in our Pleasant Gardens Adult Home. In addition, we manage 75 section 8 certificates.
- **Stability:** 90% of our residents were housed for 6 months or more; 83% for 12 months or more.
- **Fostering independence:** Twelve individuals moved to more independent living.

Advocacy

- MAP, our legal advocacy program, has opened 3,052 cases since 1997, with 59 new cases in 2020.
- Total income won or preserved for clients in-need through MAP: \$118,473
- Total amount of Food Stamp benefits awarded for clients in-need through MAP: \$9,607
- Staff attended the Association for Community Living (ACL) Lobby Day in Albany, attending sessions and meetings with elected officials to advocate for our residents' needs, and participated in their 'Bring It Home' Campaign for improved funding for mental health housing.
- Events are planned not only to raise funds for our programs, but to give us the opportunity to teach the public about what we do, the complexities of mental illness and the benefits of stable housing. We held our first Virtul Auction & Raffle, an online raffle to support our adult home, a virtual magic show, and a collaboration with local artists to create Mercy Haven's Etsy Store.

Education

- Our Resident Empowerment & Achievement Program (REAP) in-person programs had to be suspended affecting this program's results. Classes did continue virtually offering 30 different activities. Throughout COVID, staff focused on one-on-one support to residents calling every participant at least once a day to check-in, work on goals and calm their anxieties.



- In April, Mercy Haven held a webinar "Mental Health First Aid" for our staff and the general public, yielding over 100 participants. This was an opportunity to better understand the various signs of mental illnesses and how to respond to emergencies that involve someone living with mental illness.
- COVID provided new opportunities for each of us to understand anxiety and the challenges in living with this illness. 91% of our population live with mental illness, 25% live with chronic medical issues and 15% have a history of substance abuse. Staff worked very hard to keep our residents calm and stable despite these extra challenges.
 - o 88% of residents had no psychiatric hospitalizations.
 - o 87% of residents had no medical hospitalizations.
 - o 93% of residents with a substance use disorder remained stable.

Life Skills Development

- Although our formal Supported Employment Program was on-hold due to COVID, through staff's individual support, 52 residents maintained employment.
- 84% of residents reported that their job readiness skills improved and
- 89% of residents felt that their independent living skills increased.
- Four individuals reduced their dependency on government financial subsidies.
- Like all of our programs, because of social distancing and meeting places being closed, Breakthrough, our homeless outreach program, began a session in March and shortly after, it was suspended. We were not able to hold the meetings virtually due to the participants not having access to the internet. The 9 people enrolled stayed in touch with S. Kathy and will be invited to rejoin as we open. We did take the opportunity to create a program manual for future use and renovated part of the office as a new meeting space for programs.



96% of our residents are satisfied with the support and education they received about COVID from staff throughout 2020.

95% of our residents would recommend Mercy Haven to a friend or family member.

With Respect and Gratitude

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Kathy and Paul Tapogna
Deborah Tascone Kennedy
Doreen and Kenneth Taylor
Linda and Warren Taylor
Eileen Tittmann
Mary Tompkins
Diane Tornejal
Clare Torre
Gerardo Torres
Linda Tos
Laura Trunzo
Garrick Turano
Lynda Tuttle
John Vaccaro
Judy Valyo

Richard Vazquez
Maureen Vecchione
Marie Verheyden
Albert Vigliotta
Rose Vincent
Nancy Vining
Nicole Volpini
Roselyn and John Vullo
Loretta and Bob Wagemann
Peggy and John Walsh
Lorraine and Richard Walsh
JoAnn and Michael Warnken
Colleen and George Wasielke
Nancy and Charles Weber
Jeff Weiner
Janet and Ed Weissman
Thomas Whalen
Carol Willis
Barbara Wilson
Jane Winsch
Christine Winter
Brian Winter
Denise and David Winter
Kathleen and Dennis Winter
Patricia Wood
Ruth Anne Young
Frank Zambanini
Marie and Henry Zembruski, Jr.
James Zima
Mary and Mark Zimpelman
Brian Zwolok

SISTERS OF MERCY

S Elizabeth Calfapietra
S Margaret Cullen
S Elizabeth Dolan
S Grace Ann Eidt
S Linda Esposito
S Barbara Faber
S Joan Fry
S Kathleen Geaney
S Maureen Gregory
S Patricia Griffith
S Elaine Hanson
S Patricia Hartigan
S Marie Carolyn Levand
S Teresa McGreevy
S Mary McGrory
S Maureen Morgan
S Kathleen Nolan
S Patricia O'Neill
S Frances Picone
S Elaine Sebera
S M Carmelita Shaughnessy
S Ellen Smith
S Patricia Vetrano

2020 MERCY BUSINESS PARTNERS

GOLD PARTNER



BRONZE PARTNERS





*Just some
of our many
dedicated staff.*

In October, we asked our staff...

What are some words that describe your co-workers?



Our staff and their ability to navigate crisis together proved invaluable during an exceptionally challenging year. Schedules were creatively staggered to allow for social distancing and employees with personal concerns were set-up to work from home, giving our agency the ability to focus on what was most important; our over 300 residents' health and stability.

*Mercy Haven employs 104 diverse staff,
including 26 current residents.*

What was your experience this year?

"I cannot ask for better staff, they did not miss a beat the entire time."

– Lorrie, Director of Behavioral Health Services

"This was a year of struggle, but a year of continued service for our people. What great congeniality among staff, I am honored to be a part of this."

– John, Attorney in Charge of MAP

"Everybody has been pulling together and helping, no matter what their position is."

– Lisa, Office Manager

"I have amazing co-workers, our comradery is amazing."

– Bobbette, Housing Specialist

"We are lucky to have the staff we do, I love it here."

– Alli, Community Residence Asst. Administrator

"We are all helpful toward one another. Everybody that I know, most of my friends and co-workers, they didn't give up, they kept it going, kept it moving."

– Charlene, Assistant Community Service Specialist

2020 Financial Report

Income Sources

Government Contracts and Grants	\$	4,281,316
Resident Services		2,835,192
Contribution and Fundraising Income		500,501
Grant Income		200,638
Investment Income		99,939
Other Income Net		227,029
Total Income Sources	\$	8,144,615

Program Expenses

Program Services	\$	6,630,533
Supporting Services		819,425
Fundraising and Development		176,626
Total Program Expenses	\$	7,626,584

Change in Net Assets 518,031

Beginning Net Assets 2,192,864

Ending Net Assets 2,710,895

Total Liabilities 15,683,180

Total Assets \$ 18,394,075

We have a chance to do something extraordinary.

As we head out of this pandemic we can change the world.

Create a world of love.

A world where we are kind to each other.

A world where we are kind no matter

what class, race, sexual orientation, what religion or lack of, or what job we have.

A world where we don't judge those at the food bank because that may be us if things were just slightly different.

Let love and kindness be our roadmap.

- Johnny Corn

Our Board of Directors and Advisory Board

FOUNDER AND EXECUTIVE DIRECTOR

S. Patricia Griffith, D. Min., LMSW

CHAIRPERSON

Patrick T. Collins

VICE CHAIRPERSON

Domenico Ciacchio

TREASURER

Ronald J. Eagar

SECRETARY

Fred Brendel

DIRECTORS

Paul Conefry

Jim DiGiovanni

Patrick J. Hickey

Anthony A. Laut

Dorothy Overton

Thomas Quigley

Louise Regnante

Mark Sandberg

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Katherine Connors

Denise Watson-Farley

Charles Ferraro

John Healy

Eileen Hickey

Douglas Manditch

S. Mary McGrory

Joyce Racanelli

Msgr. John Rowan

Douglas Russell

Thank You

2021 MERCY BUSINESS PARTNERS

GOLD PARTNER



BRONZE PARTNERS



This report is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2020, as audited by Nawrocki Smith LLP CPA.



MERCY HAVEN, INC.

BUILDING COMMUNITY
SINCE 1985

SAVE THE DATE

36th Anniversary Gala

OCTOBER 29, 2021

BELLPORT COUNTRY CLUB
BELLPORT, NY