



EMBRACING *Change*



MERCY HAVEN, INC.

BUILDING COMMUNITY SINCE 1985

ANNUAL REPORT

2023

The mind is a clay that molds
itself through experience,
embracing the power of change.



DEAR FRIENDS,

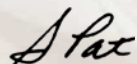
Have you ever attempted a task that allows you guidance but not strict rules and steps to follow? I attempted, maybe twice, to play with clay. I can't say I was a huge success, though my dearest of friends humbly accepted my first 2 creations! The experience turned out to have some life lessons for me.

I learned there was a certain amount of prep to be had. The image of what I thought I'd create disappeared as the clay unfolded before me. One needed a gentle touch that caused my relationship with the clay to unfold. I had to have that gentle touch to guide, not insist, on the outcome. I thought I had an idea of what I would make but the clay insisted on an end result that was crafted by both of us. It wasn't a failure if we had to start over – I just took what I learned and tried again.

It reminds me of these 39 years of forming Mercy Haven. I'm always hoping that through this report the experience of our residents, Board and staff continues to bring you hope for what can be created when we work together.

You know this too – we have to stay centered, eyes on the vision, until something emerges. Our staff and Board certainly have done that year after year. We bring ourselves to the forming of one another around the Mission that insists on people's right to good, safe, supportive, housing. It is my/our hope that you realize the gift you have brought to the very formation and creation of Mercy Haven. We are grateful to you and for you.

THANK YOU,

A handwritten signature in black ink, appearing to read 'S. Patricia Griffith', written in a cursive, flowing style.

S. Patricia Griffith, Executive Director



OUR MISSION

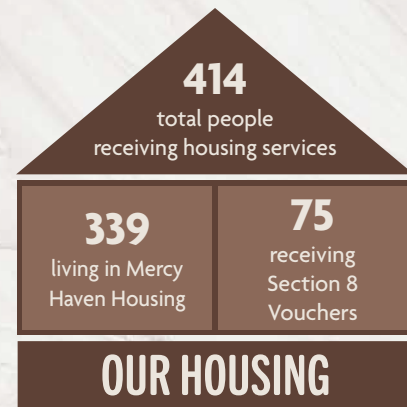
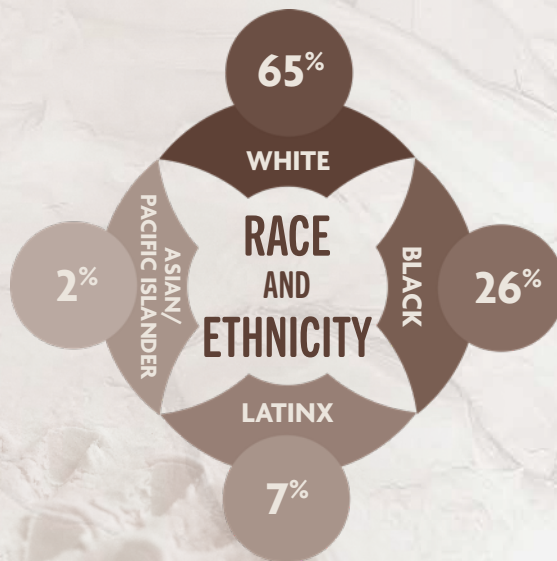
Mercy Haven's mission is to acknowledge the dignity and potential of people who are homeless, living with mental illness, or living in poverty by providing housing, advocacy, education, and life skills development.

OUR VISION

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.

WHO WE SERVE



AGE & GENDER BREAKDOWN

Age	% of Population
0-12 yrs	15%
13-17 yrs	6%
18-35 yrs	18%
36-64 yrs	49%
65+ yrs	12%
58%	42%
Identify as Male	Identify as Female

Each fingerprint, each mark and line,
Tells a story, yours and mine.

BY THE NUMBERS

MENTAL AND BEHAVIORAL HEALTH*

- 29% Bipolar Disorder
- 28% Schizoaffective Disorder
- 23% Anxiety Disorders (Generalized Anxiety, PTSD)
- 23% Major Depressive Disorder
- 20% Substance Use Disorder
- 17% Schizophrenia
- 8% Personality Disorders

** Individuals can have dual diagnoses.*

SPECIAL POPULATIONS

- 25% Chronic Medical Conditions
- 8% Developmental Disabilities
- 5% LGBTQ+
- 5% Domestic Violence Survivors
- 4% Veterans
- 4% Living with Autism

In the hands of time, we mold and sway,
Like humble clay, we shape our way.





The wheel spins, and time dances in circles,
As the potter molds life from the mundane hurdles.

Since 2022, persons who are homeless on Long Island **increased by 17%**. This is a sign of the economy, rising home prices, lack of affordable housing, and rise in poverty.

Long Island has fewer available rental homes than in any other suburban area in the New York region. This makes it difficult for Nassau and Suffolk to attract skilled workers and young professionals.

56% of renters pay more than 30% of their income for housing as rents have increased much faster than incomes.*

**rpa.org*

A PERSPECTIVE:



**TYPICALLY, A FAMILY OF FOUR
STARTING OVER AFTER A STAY AT AN
EMERGENCY SHELTER RECEIVES:**

\$1,258/MONTH

IN RENTAL ASSISTANCE

**MARKET VALUE RENTS IN
SUFFOLK/NASSAU:***

ONE BEDROOM: \$2,144

TWO BEDROOM: \$2,508

THREE BEDROOM: \$3,246

**HUD.gov*

Through cracks and flaws, light finds its course, In every break, there's hidden force.

Addressing the affordable housing crisis on Long Island requires a multifaceted approach and collaboration between government entities, nonprofit organizations, developers, and the community.

Supportive housing not only addresses the immediate need for affordable housing but also tackles the root causes of homelessness and poverty by providing comprehensive support and services. Investing in supportive housing is a vital strategy in combating the affordable housing crisis on Long Island, and ensuring that all residents have access to safe, stable, and dignified housing.

OUR HOUSING IN 2023

- 247 in Supportive Housing including 83 children, 38 in Community Residences, 28 in Pleasant Gardens Adult Home
- 39 new housing admissions
- 2 new properties will house 12 chronically homeless individuals in Nassau County
- 93% of residents lived stably for more than 6 months
- 18 residents moved on to more independent living
- 45% of community residence participants completed independent housing applications

94% OF RESIDENTS WERE SATISFIED/VERY SATISFIED WITH THE SAFETY OF THEIR HOME/APARTMENT



PLANNING, BUILDING, GROWING





**“FROM THEN ON,
I KNEW NO ONE WAS
OUT TO GET ME.”**

I went through half my life uncommitted to accepting that I had a mental illness. At the age of fifteen when I was diagnosed, I took my medication only when I felt like it. I was in denial. My mother did not raise me, but I found out she has Schizoaffective Disorder, and I learned that was my diagnosis too. It was my grandmother's love and support that made it click for me – that I need my medication to keep me stable, to keep me from being symptomatic and depressed, and in her words, to keep me focused on "looking out for yourself and preparing for a fair life." From then on, I knew no one was out to get me. My friends, family and therapists just wanted to help.

I'm 32 now, and in my journey of living with mental illness I've made some mistakes and had to learn how to forgive myself. I've also had joys that make me keep moving forward, welcoming growth and change. I have an 8 year old daughter, Trudy. Having her motivates me. I want to get a 2nd job, get independent housing, and take care of my health, to be the best mom I can be for her.

- Shanice, resident and employee of Mercy Haven

WE ARE SO MUCH MORE

SOCIAL DETERMINANTS OF HEALTH



The goal of supportive housing is to provide not only shelter but the tools and resources necessary for long-term stability and success. A comprehensive approach that addresses the social determinants of health,* recognizing the interconnectedness of factors that influence health and well-being.

**Social•Determinants•of•Health (def.):*

- 1. The conditions in which people are born, grow, live, work, and age that affect their health outcomes.*
- 2. These determinants are influenced by social, economic, and environmental factors, and they play a crucial role in shaping individuals' overall health and well-being.*

THAN HOUSING ...

*Addressing one issue does not change the issue of chronic homelessness.**

**Chronic•Homelessness (def.):*

- 1. Individuals who have been continuously homeless for at least one year or have experienced at least four episodes of homelessness in the past three years;*
- 2. Often facing additional challenges such as mental illness, substance use disorders, or physical disabilities that exacerbate their homelessness and make it difficult for them to maintain stable housing.*

Combined with affordable housing, Mercy Haven provides wraparound services, which include:

- One-on-one independent living skills
- Vocational Training & Supported Employment
- Outreach & Prevention
- Food Security
- Health & Wellness Engagement
- Life Skills Training
- Peer Support Groups
- Social & Educational Monthly Activities
- Youth & Family Programming



The vessel takes form - a cup, a bowl, a vase -
And the clay sings silently, finding its place.



For our residents, education is the key to cultivating two mindsets: **RESILIENCE AND PERSONAL DEVELOPMENT**

Through education, we develop **resilience**, which is essential when going through uncertain or changing environments. It helps us learn how to regroup from setbacks and adapt our strategies.

Education cultivates **personal development** and self-confidence. It empowers us to embrace change as an opportunity for growth rather than a threat, fostering a positive attitude towards new challenges.

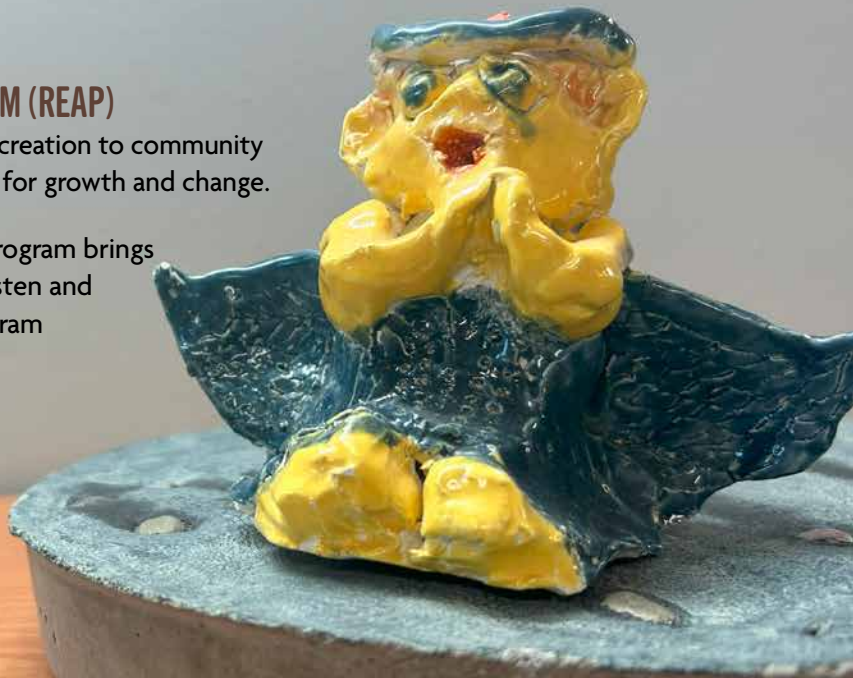
RESIDENT EMPOWERMENT AND ACHIEVEMENT PROGRAM (REAP)

From art classes to nutrition & wellness classes and from recreation to community outreach, our residents participated in many opportunities for growth and change.

OUTREACH & PREVENTION - Mercy Haven's 'Breakthrough' Program brings together professional volunteers and mentors to teach, listen and guide residents through an education and mentoring program structured to prevent homelessness.

YOUTH AND FAMILY SERVICES - "OUR LIFE" offers regular educational/social/recreational activities to formerly homeless children and their families.

LEARN ABOUT THESE PROGRAMS AND
MORE AT [MERCYHAVEN.ORG](https://mercyhaven.org)



OUR EDUCATION IN 2023

- REAP offered 135 activities throughout the year
- 94 residents participated in REAP, a 22% increase from 2022
- Breakthrough had 7 graduates in 2023, with a total of 299 since its inception
- "Our Life" hosted 10 formal group activities which included 23 families and 71 children

98% OF RESIDENTS WERE SATISFIED/VERY SATISFIED WITH MERCY HAVEN'S METHODS TO HELP THEM LIVE MORE INDEPENDENTLY

ADVOCACY IN ACTION



Work in the nonprofit world often coincides for a common purpose. Mercy Haven works alongside agencies around the topics of homelessness, mental health, hunger, substance abuse and care solutions to reach the best outcomes, for those in-need and the community.

Imperfections emerge -
the cracks and the seams,
Yet they tell tales of resilience,
of hopes and dreams.

OUR ADVOCACY IN 2023

- Since 1997, we have opened 3,226 legal advocacy cases; 82 in 2023
 - Total Amount of income won and/or preserved for clients: \$110,255.06
 - Total Amount of food stamps awarded: \$32,206.00
- 28 individuals obtained new entitlements crucial to stability
- 730 people, which includes 312 children, were served by our Community Food Pantry
- Regular participation in homeless counts, community outreach, and NYS legislative campaigns
- Mental Health Challenge Month - A matching gift campaign educated and drew attention to Mental Health Housing, raising over \$25,000 in support

**95% OF RESIDENTS WERE SATISFIED/VERY SATISFIED WITH STAFF'S
ETHNIC/CULTURAL SENSITIVITY**

ADDRESSING FOOD INSECURITY

Our Community Food Pantry was open to the public two days a week throughout 2023. The need has increased by 135% since 2022, showing the effect rising food prices have had on our neighbors.

The increase of visits to our food pantry was met with a very generous community response. Throughout 2023, Mercy Haven was the beneficiary of several Food Drives planned and organized by:

East Islip High School Key Club, Islip Terrace
Ruth C. Kinney Elementary School, Islip Terrace
Ruth C. Kinney Elementary School PTA
Terrace Dental Associates, Islip Terrace
Santander Bank, Garden City
Emerson Rogers, Melville
True North Community Church, Bohemia
Larry Martin - M & M Bagels, Islip Terrace

COMMUNITY FOOD PANTRY HOURS:

TUESDAYS: 9^{AM} - 12^{PM} THURSDAYS: 1^{PM} - 4^{PM}

DONATIONS ARE ALWAYS ACCEPTED!

Call 631-277-8300 for more information.

Visit our Amazon Charity Wish List and have items delivered to our office! - mercyhaven.me/PANTRY

Janet Jones, Principal of Ruth C. Kinney Elementary School in Islip Terrace, representing one of the many groups who delivered items collected through several Food Drives held in 2023.

I grew up in Oklahoma. I left that place running and never looked back. At the age of 13, my parents allowed bad people and drugs into our home. My siblings moved out as fast as the drugs came in. I was left behind, the youngest one, with no one to go to, so I engaged in what I had. My house was taken over by people I didn't know. We had no lights, no water, in a foreclosed house. I was alone, and the only thing I had enough of was drugs. One day, at 16 years old, I wasn't feeling well and took a pregnancy test. That's what it took to wake me up and get me out of the dark. I got sober, found a job, and got my first apartment. My parents got sober and were there for the birth of my first son. We all looked at him as a miracle baby because he opened up all of our eyes. He saved my life.

*Nothing in life was easy. I worked hard at various jobs, got my GED at 23, went to nursing school and became a hospice and long-term care nurse. During COVID, my now husband and I lost our jobs as our companies shut down. It was then, after 16 years of sobriety, that I relapsed. It took a very short time to lose everything I had built. But I had been through this before. **It didn't take much time in the dark to get back to the light.***

I fought my addictions and conquered my demons. With therapy, I was diagnosed with Bipolar Disorder and PTSD from childhood trauma, diagnoses that I self-treated my whole life. For the past six years, I've taken the right medications and it's changed my life. After living in our jeep, at camp sites and in a shelter, we got the call from Mercy Haven. We now have an apartment in Bay Shore. We were able to get a car and both have jobs working in nonprofits which gives us much pride. It seems we got out of our hole and are building our new lives one step at a time.

- Tiffany, resident and employee of Mercy Haven

**“HAVING MY SON
SAVED MY LIFE.”**



LIFE SKILLS DEVELOPMENT

Life skills are the abilities and competencies that enable you to navigate challenges and situations in daily living. Teaching or actively improving these skills empowers our people to lead fulfilling lives and manage their mental and physical health effectively.

SUPPORTED EMPLOYMENT - Our program is growing, with a focus on interviewing residents upon intake to identify their skills, their desire to work, and finding job placement within or outside of Mercy Haven with our ongoing support.

STABILITY AND WELLNESS - How is success measured for improvement and *change*? Physical, mental and behavioral health indicators are tracked throughout the year to gauge success and to show where actions are needed to get the best outcomes for our people.

LIFE SKILLS DEVELOPMENT IN 2023

- 48 residents were employed - 20 worked for Mercy Haven
- Our Supported Employment moving crew completed 159 tasks, which include preparing homes for residents
- Resident employee positions included Food Pantry Lead and Assistant, Drivers, and program assistants. The list of opportunities is growing
- 88% Psychiatric Stability • 82% Medical Stability
- 89% Substance Use Stability • 34% Economic Progress
- Mercy Haven added a Wellness Specialist to our staff to assist our on-staff nurse with regular preventive care and support for our medically high-need population

99% OF RESIDENTS WERE SATISFIED/VERY SATISFIED WITH
MERCY HAVEN'S OPPORTUNITIES TO INCREASE JOB READINESS SKILLS

BASIC SKILLS FOR LIVING



PERSONAL
SKILLS



INTERPERSONAL
SKILLS




SOCIAL
SKILLS



PRACTICAL
SKILLS



CRITICAL & CREATIVE
THINKING SKILLS

A photograph of two men in a kitchen. The man on the left has long hair and a beard, wearing a light-colored sweatshirt. The man on the right has a beard and is wearing a dark blue jacket. They are both looking towards the camera while standing behind a kitchen counter. On the counter, there is a large silver pot, a blue kettle, a box of Domino Dark Brown Sugar, and a bowl of apples. The background shows wooden cabinets and a white stove.

Each resident has a support plan,
working on life skill goals
one-on-one and in groups
throughout the year.

These include but are not limited to,
cooking and nutrition, personal care/
hygiene, communication, stress and
symptom management, finances and
budgeting, seeking employment,
community engagement and
building relationships.

**Our edges rough, our colors blend,
A masterpiece we can't pretend.**

OUR BOARD OF DIRECTORS



I have been with Mercy Haven since 2009 when another long-term Board Member, Mark Sandberg, suggested that I join.

I wasn't aware at the time of the homeless population

on Long Island and found that the agency did a wonderful job in providing the necessary services for these residents. The staff at Mercy Haven are exceptionally skilled and their dedication to this little-known population is unparalleled. I am honored to support and be a part of this agency.

- Fred Brendel, Board Secretary

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; from education to legal and mental health advocacy, our Board members know from personal experience the many challenges our residents encounter. We are grateful for their guidance, their dedication and their roles as advocates and financial supporters.

**Fired in the kiln,
the vessel transforms anew,
Its rough edges smoothed,
colors vibrant and true.**

THANK YOU TO OUR VOLUNTEERS!

From mentoring in our Breakthrough program to collecting raffle gifts for our fundraising events; from hosting Food Drives to beautifying our homes; no task was too small to appreciate.



I had been looking for something to fill my time after retiring from educating autistic and mentally challenged adults. My niece, a Mercy Haven volunteer, asked me to attend a golf committee meeting. I saw and heard how much work it took to make it a success. Basket raffles, favors, monitoring activities, getting the word out, and most of all – the reason for doing it.

Mercy Haven was the perfect fit. I've met so many interesting people and have made good friends; but most of all I found the vehicle I needed to help those who need it most. I'm proud to be a volunteer with Mercy Haven and to be a part of the wonderful work they continue to do.

- Janet D'Amico, Volunteer



125 VOLUNTEERS

DONATED

1,358 HOURS



***If you would like information about
volunteer opportunities at Mercy Haven,
please call Heidi Haller at 631-277-8300.***

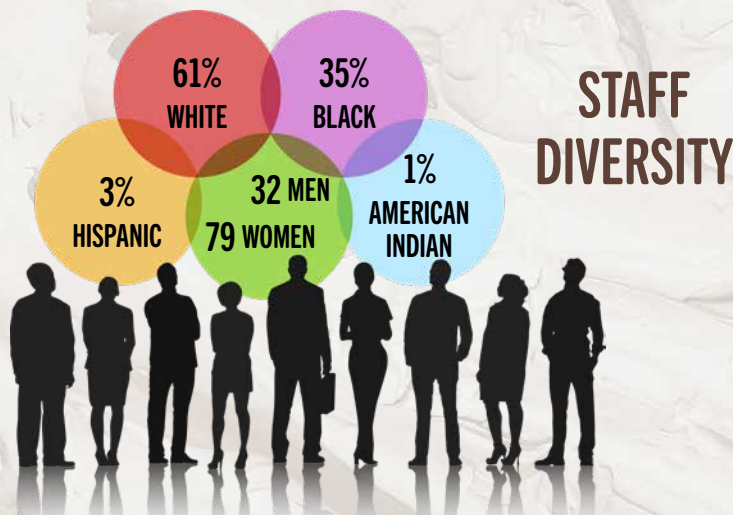
So cherish each and every day,
For life's but moments, shaped in clay.

IN 2023

- 111 total staff, including 20 resident employees
- 19 new staff were hired
- 6 staff were promoted within the agency

OUR STAFF In meeting our staff you'll find the heart of our nonprofit. Committed to our mission, each member brings unique expertise and passion to their role. From our tireless administrators who ensure smooth operations, to our maintenance crew creating and sustaining safe environments, to our compassionate direct service staff making lasting change, every individual plays a crucial part in making a difference. Together, we are committed to enriching lives and ending homelessness, guided by a shared commitment to Mercy Haven's values: **Compassion, Respect, Integrity, Creativity, Justice and Collaboration.**

Get to know the faces behind our mission-driven work, and join us in making a lasting impact: mercyhaven.org/careers.



ADVISORY IN ACTION

The Advisory Council is a group of long-time supporters and professionals who are always available for guidance, lending their expertise whenever needed.

S. Mary McGrory has played a supervisory role with our support staff during monthly incident review meetings for over 15 years. Her professional background as a nurse and psychologist and her knowledge of compliance is invaluable in ensuring we're providing the best possible outcomes for our folks.

THANK YOU TO OUR

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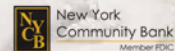
THANK YOU

2023 MERCY
BUSINESS PARTNERS

SILVER PARTNER

FLUSHING
Commercial • Business • Consumer Bank

BRONZE PARTNERS



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

2023 FINANCIAL REPORT

INCOME SOURCES

Government Contracts and Grants	\$ 5,189,917
Resident Services	3,938,213
Contribution and Fundraising Income	502,488
Grant Income	375,435
Investment Income	145,287
Other Income Net	237,637
TOTAL INCOME SOURCES	\$ 10,388,977

PROGRAM EXPENSES

Program Services	\$ 8,522,574
Supporting Services	1,070,918
Fundraising and Development	157,595
TOTAL PROGRAM EXPENSES	\$ 9,751,087

CHANGE IN NET ASSETS	\$ 637,890
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BEGINNING NET ASSETS	\$ 3,653,198
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ENDING NET ASSETS	\$ 4,291,088
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TOTAL LIABILITIES	\$ 15,332,906
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TOTAL ASSETS	\$ 19,623,994
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OUR SUPPORTERS

With an uncertain economy and government support hanging in the balance, the consistent and vital support our donors provide cannot be overstated. Our 2023 fundraising events proved profitable with our Golf Outing and Fall Cocktail Party exceeding desired goals. In addition to attending or sponsoring our events, donors found many other ways to give, including enrolling in our monthly giving program, contributing shares of appreciated stock, or simply responding to our direct-mail appeals, to name a few.

No matter the method of giving, every gift made a difference in the lives of our residents.

**87 CENTS OF EVERY DOLLAR DONATED
DIRECTLY SUPPORTS OUR PROGRAMMING**

This report is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2023, as audited by Nawrocki Smith LLP CPA.

CLOSING WORDS FROM OUR BOARD CHAIR




Pat Collins with S. Pat
at a recent staff event.

It has been my pleasure and privilege to serve on Mercy Haven's Board for about 20 years. Serving on the Board is a continuous learning process about the many, many moving parts that must work together for Mercy Haven to continue performing its critical mission for a steadily growing number of recipients of our services. The moving "parts" are groups of people (Board, staff, volunteers, donors) that contribute their time, labor, expertise and/or resources towards our mission. What each group shares is a passion for our mission to provide housing and supportive services to those most in need on Long Island.

We are always looking for others who may share this passion to join us and hope that you will consider contributing to our mission and becoming, or continuing as, one of the many "parts" that continue to sustain Mercy Haven.

- Patrick T. Collins, Board Chair

**It dreams of becoming more than mere mud,
A vessel for holding memories, love, and blood.**

The image shows a large collection of small, terracotta-colored clay pots. Many of these pots have been decorated with various colors and patterns, including blue, green, pink, and purple. They are arranged in rows on a black metal shelving unit in the foreground and on a long white table in the background. The pots are of different sizes and some have unique designs, such as geometric patterns or abstract shapes. The background is a plain, light-colored wall.

Clay pots, decorated by staff, residents, volunteers and family members - were turned into gifts and presented to guests at our 2023 Fall Cocktail Party.

**Now it stands, a testament to strength and grace,
A vessel shaped by love, by time, by space.**

THANK YOU

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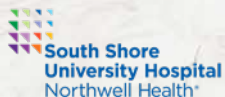
BRONZE PARTNERS



HENDRICKSON FUELS



NawrockiSmith



Save the Date

MERCY HAVEN'S 39TH ANNUAL FALL COCKTAIL PARTY

NOVEMBER 3, 2024

CAPTAIN BILL'S RESTAURANT
BAY SHORE, NY

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859 Connetquot Ave., Suite 10

Islip Terrace, NY 11752

www.mercyhaven.org

The wheel of fate may spin us fast,
With steady hands, we mold our past.
And though the future is unknown,
In clay, our deepest truths are shown.

LEARN MORE & JOIN US!

FOLLOW US!



@MERCYHAVENINC

