

What a

Difference

You've Made in

My Life



MERCY HAVEN, INC.

Annual Report ∞ 2012

“What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead.”

~ Nelson Mandela

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.

A Message from Our Executive Director and Board Chair



Dear Friends,

The year passes so quickly and, before we know it, we once again get a request to scribe this letter to people who have made such a difference in our Mercy Haven community. There are so many tangible ways that we can report to you the outcomes of our year. Then there are so many intangible ways by which our culture of care, reverence and ongoing hope cannot be measured. It has to be experienced.

We've seen it in a resident who, so discouraged by the web of applying and staying on assistance, is moved to not only seek resolution for his own issue but has the courage to join in a class action law suit. That one gesture with the help of many of our talented staff, made a difference in 112,000 lives throughout New York State. Another moment that comes to mind is receiving a note from another resident who wants to commit to a monthly donation of \$10 to Mercy Haven.

If you were lucky enough to be part of a volunteer group that gave a day of hard labor in our garden or beautifying our homes on the inside or out, you know firsthand the gratitude on the faces of our residents and staff. It doesn't take a lifetime to make a difference, indeed it takes only a step to change your life and the lives of others.



We hope you enjoy this report and know how cherished you are.

Sincerely,

A handwritten signature in black ink, reading "S. Pax".

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

A handwritten signature in black ink, reading "Dorothy Overton".

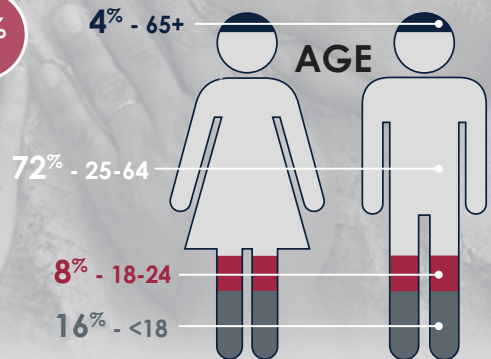
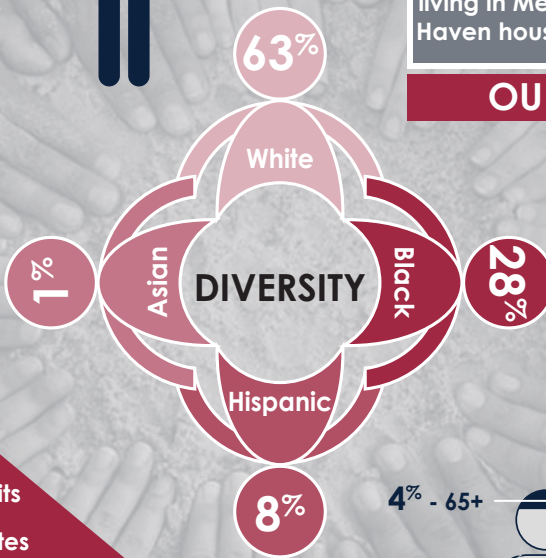
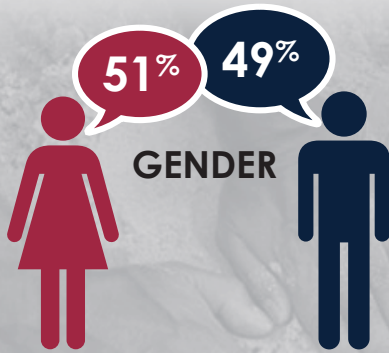
Dorothy Overton
Board Chair

I expect to pass through life but once. If therefore, there be any kindness I can show, or any good thing I can do to any fellow being, let me do it now, and not defer or neglect it, as I shall not pass this way again."

~ William Penn



Who We Are...



"Mercy Haven has given me the opportunity to utilize my potential and skills to advocate for others. It has showed me the importance of working as a team to fulfill any task. It's a place where people truly care about others."

~ Anny, Mercy Haven Housing Specialist



The Difference... through Housing

Mercy Haven's Community Residences

When Mercy Haven began in 1985, we sought to provide housing to individuals who had been deinstitutionalized from local state psychiatric hospitals. Years of effort led to the opening of our Community Residences. These 3 homes provide a place for 34 residents living with mental illness to receive restorative services with 24 hour/7 day per week care. The goal of those who live in our Community Residences is to move on to live more self-sufficiently.



residents moved
on to the living
environment of
their choice.



In 2012...

- 87% residents are satisfied or very satisfied with the services they receive from Mercy Haven
- 92% are satisfied or very satisfied with Mercy Haven's staff
- 8 individuals entered the program

"I made new house mates who were very friendly. I learned to cook and clean. With time I will learn more. I love the staff. I'm glad they are teaching me to live with more than one person. We also go to outings like the Halloween Party, Christmas Party, St. Patrick's parade. I love to be home."

~ Doreen, Resident, Bay Shore Community Residence

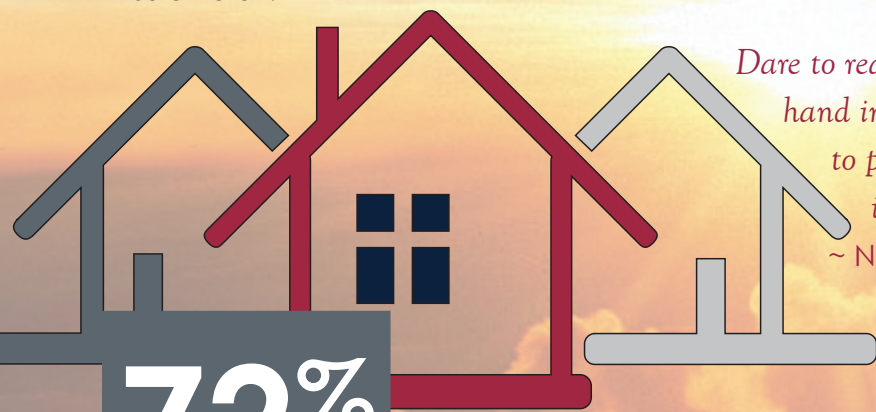


The Difference... through Housing

Mercy Haven's Supported Housing Program

H.E.A.R.T.H. – Healed, Encouraged and Renewed Through Housing

After opening our Community Residences, we looked to establish other types of housing that were sorely needed for those living with mental illness. As a result, Mercy Haven's Supported Housing program began in 1991 by providing a home for 8 individuals in scattered sites rented by Mercy Haven. Housing for families soon followed once it was recognized that some of the individuals living with us had families with whom they wished to live. By 2012 we owned 27 Supported Housing sites and rented an additional 38, providing a total of 99 units of housing and so much more to 228 residents. This included 25 families with 63 children.



*Dare to reach out your
hand into the darkness,
to pull another hand
into the light.
~ Norman B. Rice*

72%

of Supported Housing participants have had
stable housing for at least a 2 year period

In 2012...

- Purchased 4 new houses that will provide 5 new units of housing
- **63%** of residents were homeless or at risk of being homeless prior to residing with Mercy Haven
- **96%** of the participants are satisfied or very satisfied with the services provided by Mercy Haven's Supported Housing Staff
- **94%** of residents are satisfied or very satisfied with the overall quality of the services provided by Mercy Haven
- **84%** of our families have maintained stable permanent housing through our program or after moving from Mercy Haven to a new housing arrangement



The Difference... through Housing

Pleasant Gardens Adult Home

"Where will our loved ones go when they can no longer care for themselves?"

Many of us have asked this question when thinking of an aging or sick parent or relative. The question is even more daunting when that relative lives with mental illness. In 1998 Mercy Haven acquired Pleasant Gardens Adult Home to offer safe, clean housing with a caring staff present 24 hours per day, 7 days per week. Today there are 26 adults who call this historic and stately building in Bayport home.



"Mercy Haven gave me a boost in my life and woke me up to see what a good life is supposed to be..."

~ JB, Resident, Pleasant Gardens

In 2012...

- 96% of residents are satisfied or very satisfied with the services they receive from Mercy Haven
- 96% satisfaction with the courtesy and professionalism of Mercy Haven's staff



The Difference... through Advocacy

Mercy Advocacy Program (MAP)

Imagine getting a letter in the mail stating that your income is being taken away, or the cost of your healthcare benefits is increasing beyond your means, or your source of food is being diminished. Imagine how frightening a letter like this would be if you were living with a monthly stipend of \$492. Where could you turn for help? Since its inception in 1997, Mercy Haven's legal advocacy and case management program has provided access to free legal services for residents on these types of civil legal emergencies. MAP works to preserve our residents' subsistence and/or disability income, access to health care, maintenance of basic nutrition and prevents evictions in order to avert the disastrous consequence of homelessness. The program's monthly training meetings with Mercy Haven staff help support their efforts on behalf of our residents. MAP has also promoted systemic change for those living in poverty through class action suits and visits to our US Congressional Representatives regarding food stamp funding.



In 2012...

- 114 new cases were opened, bringing our total to 2,245 cases since the program inception
- Conducted 5 legal seminars
- Secured \$12,966 in emergency assistance to prevent 4 separate evictions
- Reversed termination of public assistance ruling for 7 residents, thus helping them to preserve their housing
- Gained retroactive Medicaid benefits in the amount of \$3,377 for 2 different residents who should not have had to pay monthly Medicaid premiums



The Difference... through Advocacy

In 2012

Systemic Change for those living in poverty:

- Graves v. Doar class action suit, now in its 5th year, brought NY State an additional \$150 million in federal funding for food stamp recipients bringing the total to \$600 million since October 2008.
- Secured a \$6,616,989 one-time retroactive award of food stamp funding to 15,120 group home residents in NY State through the Graves suit.
- The Cavetti food stamp class-action was certified to include 344,000 food stamp households across New York State and seeks to recover a monthly deprivation of approximately \$6.8 million in food stamps since April 2011, which presently amounts to a total recovery goal exceeding \$163 million, and counting.



- The Durham food stamp class-action was filed in 2012 and seeks to recover a deprivation of approximately \$40 million in retroactive food stamps between March 2010 and March 2011. This class, should it be certified, would total approximately 300,000 households across New York State.
- Our Lisnitzer federal court action seeks to enforce federal and state laws that require fair hearing decisions for all Medicaid

applicants and recipients within 90 days of the fair hearing request.

Mercy Haven's advocacy program is like a pesky mosquito that will not go away. We will continue advocating on behalf of events that affect us. Mercy Haven's advocacy can and will work tirelessly to initiate a change in small portions of events such as budget cuts to Food Stamps. We can make a difference!

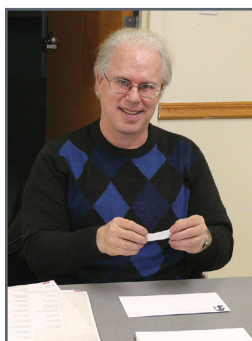
~ Thomas E., Mercy Haven Resident



The Difference... through Education and Life Skills Development

Resident Empowerment & Achievement Program - R.E.A.P.

Maintaining stable housing is about so much more than simply having a roof over one's head. It's about having the ability to keep it there. Through R.E.A.P., Mercy Haven offers a wide variety of opportunities for residents to sharpen skills they have, learn new skills, earn income and engage in social activities that build their self esteem and feeling of connectedness.



In 2012...

- REAP offered 34 different types of vocational, educational and social activities
- 76% of residents attended at least 1 REAP activity
- 51 of Mercy Haven's participants participated in the Supported Employment Program which provided 7 different employment experiences
- Partnered with Pal-O-Mine to offer an equine therapy program to 6 residents

Participant Satisfaction Survey

- 85% of Mercy Haven participants are satisfied or very satisfied with the events and activities available through the REAP programming
- 85% of Mercy Haven participants are satisfied or very satisfied that the REAP programming has assisted them in increasing their independent living skills
- 88% of participants are satisfied or very satisfied that the REAP program has increased their job readiness skills



The Difference... through Education and Life Skills Development

Mercy Enrichment

Beyond providing housing and services to those who reside with us, a critical part of our agency's vision is being "Mercy" to the community. Mercy Enrichment serves as our platform to create communities where diversity and inclusion are valued and individuals reach their full potential. Mercy Enrichment provides opportunities for education, respite, rejuvenation and reflection. A variety of programs are offered, not only to residents and staff, but also to the community at-large.



"Mercy Haven means the world to me. I could never repay what they've done for me. I now have permanent housing. As a way of trying to give back I help out with setting up at the Breakthrough evening program. I've developed and improved my computer skills and I am one of the Caretakers at Mercy Enrichment, which I really enjoy doing. Thank you."

~ David, Resident of Mercy Haven

In 2012...

Educational Offerings

Healthy Nutrition - Three, 7-week sessions offered in partnership with Cornell Cooperative extension. These were attended by 24 individuals

Diabetes Workshops - 3 classes attended by 15 individuals offered in partnership with Suffolk County Department of Health

Fitness & Walking Group - met 2-3 times per week during the warmer months; an average of 7 people attend the walking group

Basic Computer Classes - offered weekly; has been attended by 45 individuals

Financial Literacy Classes - offered as part of Capital One's Financial Literacy Challenge



*Many things
grow in the garden
that were never sown there.*

~ Thomas Fuller



ST. ANNE'S CHURCH

The Difference... through Education and Life Skills Development

Growing Together... Community Garden

What better way to be present to the community than to create a place that feeds both body & soul? In its inaugural season our *Growing Together* Community Garden did just that! In partnership with Cornell Cooperative Extension of Suffolk County, as part of their Creating Healthy Places in Suffolk County initiative, our garden brought together members of the Brentwood community and residents of Mercy Haven. The garden features sixteen, 5' x 20' garden beds and a greenhouse. Weekly gardening classes took place and cooking classes were offered using some of the fresh produce harvested.



2012 Garden Members

PRONTO of Long Island
Unity Project
Mercy First
Boy Scouts Troop 25
and Crew 25
Brentwood High School
St Anne's Parish
Outreach
St Anne's Gardens
SEPA Mujer
Several groups from
Mercy Haven's
residential programs

In 2012...

- 150 pounds were donated to a local food pantry
- 101 Garden members/volunteers donated 800 hours

The Pronto youth groups... were enthusiastic about growing vegetables on their own. We worked the garden in teams and with much hard work the fruits of their labor began to spring up. Many of the families enjoyed the pesticide free pickings. Gardening together also provided an opportunity to discuss nutrition and health for our families. We had a successful gardening experience and had the chance to engage some of the parents as well. We are all ready to dig in for 2013."

~ Magali Roman, Community Development Manager, PRONTO



The Difference... through Education and Life Skills Development



Breakthrough

How did I become homeless? What circumstances in my life led to my homelessness? What can I do to avoid becoming homeless in the future? These are

the questions that participants in Breakthrough ponder during this 12-week, 24 session program. The goal is to help participants, who are either homeless or at risk of homelessness, to identify the factors that led to their lack of housing and help them set goals that will enable them to maintain a stable home in the future.



"Breakthrough has opened my eyes and really helped me to focus on what's important. I have gained a feeling of self worth and self esteem."

In 2012...

- 2 Sessions
- 25 graduates
- 42 volunteers donated 568 hours
- Brought the total number of graduates to 141 since the program's beginning
- 3 former graduates employed to assist in program
- Support group meetings held for past graduates

John's Place

Winter is a particularly difficult time for those with no home. On the East End of Long Island there is a network of faith communities that have come together to provide overnight shelter during the winter months for those who are homeless. In 2012, Mercy Haven again served as an advisor to John's Place, which offers shelter at St. Agnes Church in Greenport and Mattituck Presbyterian Church in Mattituck to those in need of shelter. Each church hosts the shelter 1 night per week from November 1 to March 31.

In 2012...

- Monthly site visits to each shelter location
- Legal Advocacy training to 11 shelter volunteers
- 200 volunteers served between both locations
- 128 individuals were sheltered and given 3 meals each



The Difference... our volunteers make...

They might sound like simple tasks: cooking a meal, painting a wall, spreading mulch, listening to a friend. Yet these tasks make such a difference when performed by our volunteers. In 2012 Mercy Haven was the privileged recipient of hundreds of volunteer hours over a myriad of programs. Some spent hours serving on our Board of Directors and its committees. Some were part of corporate groups like those from Citi, OSI Pharmaceuticals, and One Source Document Management. Others were individuals who just wanted to lend some of their time and talent. All made a great difference in the lives of our residents and staff. *Thank you!*



In 2012...



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



Mercy Haven's 2012 Financial Report

The following information is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2012 as audited by Cullen & Danowski, LLP, CPA.

Income Sources

Government Contracts and Grants	\$ 3,207,783
Resident Services	2,509,114
Contribution and Fundraising Income	246,318
Grant Income	487,441
Investment Income	88,811
Other Income, net	176,341

Total Income Sources **\$ 6,715,808**

Program Expenses

Program Services	\$ 6,071,865
Supporting services	651,657
Fundraising & Development	120,412

Total Program Expenses **\$ 6,843,934**

Change in Net Assets **(128,126)**

Beginning Net Assets **2,210,416**

Ending Net Assets **2,082,290**

Total Liabilities **7,257,278**

Total Assets **\$ 9,339,568**

The Difference... our supporters make...

In these times of economic uncertainty and dwindling government support, the impact of the contributions received from our supporters cannot be over emphasized. In 2012 we held our most successful golf outing ever and, despite the aftermath of Hurricane Sandy, our Fall Cocktail Party met financial goals. In addition to attending or sponsoring our events, donors found many ways to give. These included enrolling in our monthly giving program, naming Mercy Haven as a beneficiary in their will, and contributing shares of appreciated stock. No matter the method of giving, every contribution made a difference in the lives of our residents. *Thank you!*



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

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**Mercy Haven's
14th Annual Golf Outing
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Sayville, NY

**Mercy Haven's
28th Annual Cocktail Party
Sunday, November 3, 2013**
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