



Some See
a **WEED**

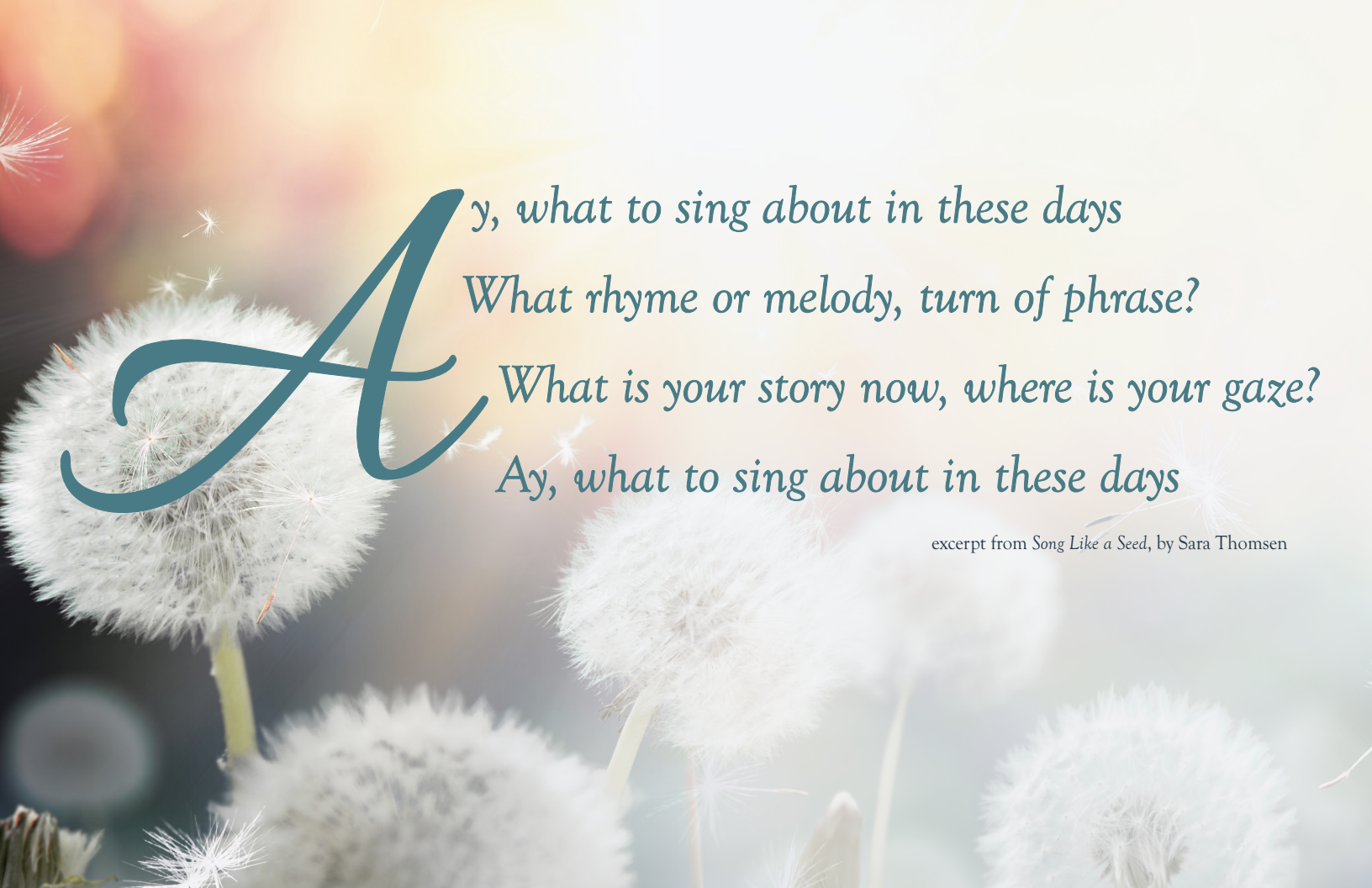
Some See
a

WISH



MERCY HAVEN, INC.
BUILDING COMMUNITY SINCE 1985

ANNUAL REPORT • 2021



*Ay, what to sing about in these days
What rhyme or melody, turn of phrase?
What is your story now, where is your gaze?
Ay, what to sing about in these days*

excerpt from *Song Like a Seed*, by Sara Thomsen

Every year, as we try to capture the story of Mercy Haven, it is a challenge. I thought this last year, with the shock of the pandemic, the isolation, and shifts in bringing care and support to our residents. But I do believe this report of 2021 has its own challenge and invitation. For example, we have a very limited number of new pictures of our residents and staff since healthy distance kept us apart and not gathering for our typical celebrations. Those gatherings are central to the way we deepen our mission, our relationships, and our ability to do our day to day work. I missed that.

But, we pray we're over this one, and now must evaluate and see what we have learned about ourselves, our participants' needs and resourcefulness, and the new opportunities to keep some of these changes. I think that's a good way to reflect on 2021. Our title of this report ***Some See a Weed, Some See a Wish***, is significant as we reflect.

With all we face in our every day lives, how do we choose to observe - what do we see? Our perspective determines our attitude and how we move forward. The dandelions pictured, a very common weed, are carriers of nearly 200 seeds each. Many see them as a nuisance; spreading seeds and creating even more of these resilient plants. But many more see them as wish carriers, carriers of hope. What is your view in these days?

I recently came across a song by Sara Thomsen, ***Song Like A Seed***, which you will see in its entirety throughout this report. This excerpt, I believe, reflects what we each need to contemplate and celebrate:

*"What is your story now, where is your heart?
This is a one-act play, what's your part?
In every ending there's some new start.
What is your story now, where is your heart?"*

That story will take each of us some time to answer. I hope our report will tell a piece of Mercy Haven's response. We surely know in a new way how much we need each other. You included.



S. Patricia Griffith, Executive Director

Thank you,



Patrick T. Collins, Board Chair



Our Mission

HEALTH
starts with a

H  **ME**
MERCY HAVEN, INC.
BUILDING COMMUNITY
SINCE 1985

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.

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.



Who We Serve



*8 in development



AGE & GENDER BREAKDOWN

Age	% of Population
0-12 yrs	13%
13-17 yrs.	8%
18-35 yrs.	15%
36-64 yrs	50%
65+ yrs.	14%
50% - Male	48% - Female
2% - Non-Binary	

By the Numbers ...

MENTAL AND BEHAVIORAL HEALTH

- 21% Schizoaffective Disorder
- 21% Major Depressive Disorder
- 17% Bipolar Disorder
- 13% Schizophrenia
- 12% Substance Use Disorder
- 8% Anxiety Disorders
- 8% PTSD
- 1% Eating Disorder

SPECIAL POPULATIONS

- 35% Chronic Medical Diagnoses
- 7% Physically Disabled
- 4% Developmentally Delayed
- 4% LGBTQ+
- 3% Domestic Violence
- 3% Veterans
- 2% Autistic



Song Like

Ay, what to sing about in these days
What rhyme or melody, turn of phrase?
What is your story now, where is your gaze?

Ay, what to sing about in these days

Towers are tumbling, tumbling down
Fortresses fumbling, crumbling crowns
Governments grumbling, as they drown
Towers are tumbling, tumbling down

Plant your song like a seed
Hold your heart like a prayer bead
Give your breath like a tree
Set your soul's deep love free

I know a woman who walks and prays
Follows the river's old rambling ways
Eagle flies over and butterflies play
Watching the warrior walk and pray

a Seed

by Sara Thomsen

What is your story now, where is your heart?

This is a one-act play, what's your part?

In every ending there's some new start

What is your story now, where is your heart?

Plant your song like a seed

Hold your heart like a prayer bead

Give your breath like a tree

Set your soul's deep love free

There is a garden that grows at night

Then in the winter it tucks in tight

Drifts off in dreams about birds in flight

That carry the seeds of this garden's life

Ay, what to sing about in these days

What rhyme or melody, turn of phrase?

What is your story now, where is your gaze?

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AFFORDABLE HOUSING FOR EVERYONE

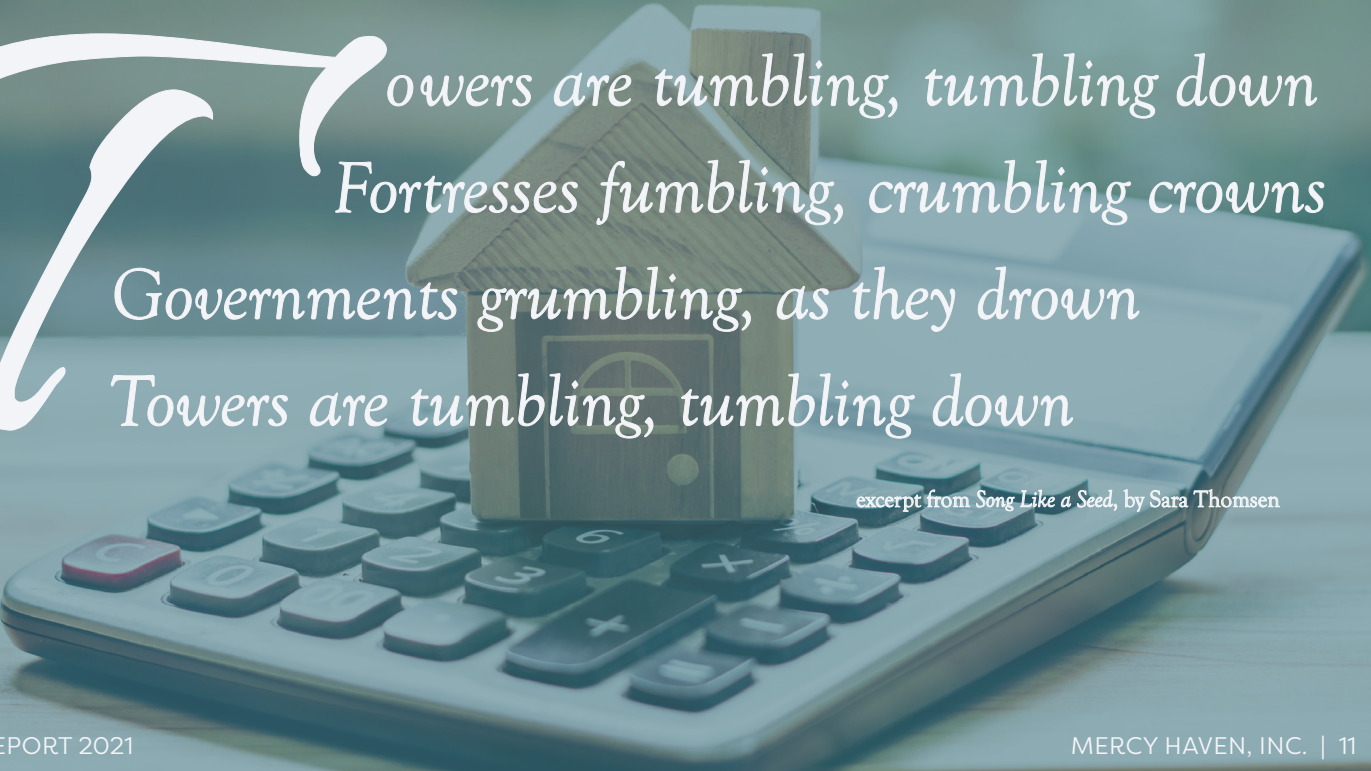
The cost of living index for Long Island is 47% higher than the national average.

The fair market rent is \$2,035. That means a household needs to earn \$81,390 per year or \$39.13 per hour to afford a basic two-bedroom apartment without spending more than 30% of income on housing expenses. To put that in perspective, a full-time minimum wage worker in New York working 40 hours a week, 52 weeks a year, is \$27,456.00 per year.

Creating more affordable housing on Long Island is a challenge. With the expense of rezoning properties for these projects being an expensive, years-long process with no guarantee of a favorable result and often community backlash, developers are discouraged from considering affordable housing projects.

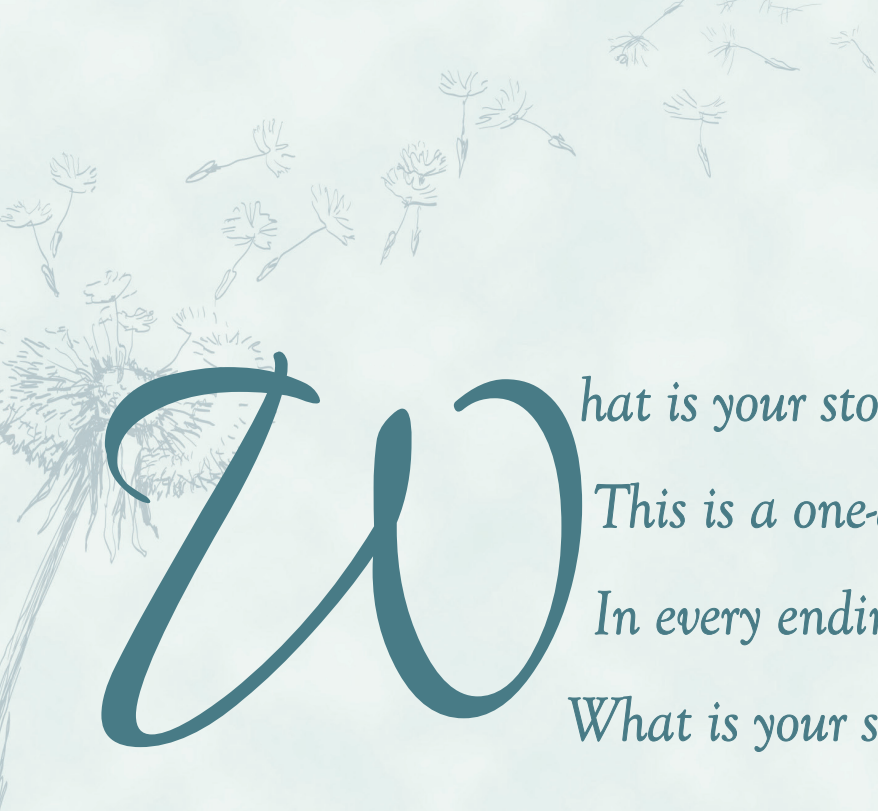
Mercy Haven believes that housing is a basic human right and essential for mental and physical well-being, especially for our most vulnerable community members. We provide affordable housing to your neighbors, who have lived here their whole lives, who have support networks here, and who struggle with various circumstances. The opportunity for safe, stable housing is what we create.

Sources: National Low-Income Housing Coalition's 2021 Out of Reach Report, Bureau of Labor Statistics

A small wooden house model with a chimney is placed on top of a silver calculator. The calculator is open and shows its keypad. The background is a blurred green and blue, suggesting an outdoor setting.

Towers are tumbling, tumbling down
Fortresses fumbling, crumbling crowns
Governments grumbling, as they drown
Towers are tumbling, tumbling down

excerpt from *Song Like a Seed*, by Sara Thomsen



What is your story now, where is your heart?
This is a one-act play, what's your part?
In every ending there's some new start
What is your story now, where is your heart?

excerpt from *Song Like a Seed*, by Sara Thomsen



"I'm in love with my job and I'm in love with the organization. I like meeting residents that I haven't met yet and mostly, I enjoy helping people that need help."

Billy, Mercy Haven staff member,

Veteran, housing resident and our Driver who provides transportation to and from our resident programs. He also helps prepare apartments for new residents.

BREAKTHROUGH

After its COVID hiatus, Breakthrough returned to a full, in-person session in August 2021, yielding 6 graduates.

SUPPORTED EMPLOYMENT

Twenty-four residents worked for Mercy Haven in 2021 in various capacities: working in our community food pantry, completing agency bulk mailings, program transportation, and maintenance assistants. Some residents earned wages assisting our Supportive Housing Program in clearing out empty apartments & houses and getting them prepared for new residents.

REAP

Fourty-four residents attended our REAP (Resident Empowerment and Achievement Program) monthly activities, which include educational, recreational, relationship building and life skills development classes.



"I've always admired a beautiful flower but getting up close and personal has been so good for my soul. The garden was such an amazing opportunity to ground myself. It gave me the freedom to be creative while still a challenge to keep the plants alive and well cared for." - A. R.

*here is a garden that grows at night
Then in the winter it tucks in tight
Drifts off in dreams about birds in flight
That carry the seeds of this garden's life*

excerpt from Song Like a Seed, by Sara Thomsen



Our 16-bed garden in Brentwood, has provided space to more than 30 groups since its opening in 2012.

GROWING TOGETHER COMMUNITY GARDEN

Staff and residents came together in May to enjoy some sunshine, comradery and team work to clear out the beds and prepare them for the season.



COMMUNITY FOOD PANTRY

We have a formal collaboration with Long Island Cares, the Harry Chapin Food Bank. Our Food Pantry is open two days a week to anyone in-need in our community, providing perishable and non-perishable nutritious food options. Donations to the pantry are always needed and welcomed!



"OUR LIFE"

Mercy Haven offers regular education, social and recreation opportunities to our growing family and youth population. For families who were previously homeless and possibly living with mental illness, this program is critical to their stability and wellness. It offers mentorship, behavioral and emotional support, as well as parent education.

"I've been homeless on and off for 3 years with my fiancé and children living in a shelter. I met Sister Kathy at St. Patrick's Church and quickly joined the Breakthrough Program. There, I was connected to Mercy Haven staff and learned about Mercy Gardens, applied for housing and was accepted! Charlene took our family to check it out. It's so beautiful. My kids were so excited, and I'm excited for them! We've all been living in one room together for so long, I'm so happy they'll have room to run around and be kids."

- Jay, Breakthrough graduate and new resident





Mercy Gardens Opens

*Our beautiful, newly constructed complex
in Central Islip, Mercy Gardens,
officially opened in 2021*

In 2016, Mercy Haven began the demolition of 3 neglected homes on Adams Road in Central Islip. On that property, two beautiful, brand-new homes were built; one that has 14 single apartments for persons living with mental illness, and the other which has 5 units for homeless families and individuals.

Mercy Gardens provides a perfect space where staff can provide vocational, educational and recreational programs for residents. Mercy Haven's Main Office and Community Garden are very close, providing more access to the supportive programming they will need.



Staff & Resident
employees adding
finishing touches to
the new apartments.



Advocacy

Legal advocacy for the homeless, holistically combined with housing, is a solution-driven method to end chronic homelessness. For crisis populations, this service has proven critical to their economic and housing stability and, in turn, their mental and physical health. Having a lawyer on our staff who succeeds in securing their lawful entitlements, gives Mercy Haven the ability to accept individuals that other agencies may not.



John Castellano,
Director and Attorney
in Charge of MAP

HOUSING & MENTAL HEALTH

Through 2021, staff participated regularly in phone calls, meetings and email campaigns concerning advocacy for the homeless, low income renters, and supportive housing. This included the National Low Income Housing Coalition's (NLIHC) 'HoUSed' campaign, advocating for stable and affordable housing for renters with the lowest incomes, and the Supportive Housing Network & NLIHC Capitol Hill Advocacy Day, where organizations discuss decisions that affect their populations with elected officials. With the Association for Community Living's 'Bring It Home' Campaign, we advocated for better funding for mental health housing.



I know a woman who walks and prays
Follows the river's old rambling ways
Eagle flies over and butterflies play
Watching the warrior walk and pray

excerpt from *Song Like a Seed*, by Sara Thomsen

Measuring Our Impact Over Time

Mercy Haven, like all other nonprofits, tracks important statistics throughout the year to measure our success and where improvements are needed. Standard agency-wide trackers are reviewed quarterly and include such metrics as budget results, fundraising results, grant income, employee turnover and staff and resident satisfaction.

Leadership and staff thoroughly track key indicators across all housing programs that fall into 5 significant categories and measure our ability to effectively improve these health and recovery outcomes through the combination of services and stable housing:

- **Improve housing stability through independent living skill development to increase preservation of stable housing**
- **Improve behavioral health by developing life skills and providing resources to reduce psychiatric hospitalizations and substance abuse**
- **Improve medical health by developing life skills and providing resources to reduce medical emergencies**
- **Improve economic stability and self-sufficiency by developing life and vocational skills to increase competitive employment and income**
- **Improve food security by expanding Mercy Haven's food pantry and our nutritional resources**

Strategic Planning

Board and Staff worked again in 2021 to develop a new strategic plan with a three-year time horizon. Our Strategic Plan is a living document that is reviewed quarterly by staff and board committees.

The planning process included analyzing our Strengths, Weaknesses, Opportunities, and Threats. Included are both internal and external factors, such as the current economy, market condition, competition, and agency performance.

Results of the analysis were used to create clear strategic goals, objectives and deadlines through 2024, focusing on:

- *Strengthening our financial sustainability*
- *Establishing an agency culture focused on Diversity, Equity, and Inclusion (DEI)*
- *Developing a system to increase agency growth*
- *Creating an environment that fosters staff development, satisfaction, and retention*



Our Board of Directors

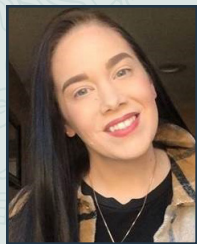
A nonprofit's Board of Directors exists to make sure that their organization fulfills its mission. They are responsible for making sure the organization meets its regulatory responsibilities, meets its strategic and financial goals, and keeps promises to the public, donors and beneficiaries.

Mercy Haven is grateful to have 14 professional volunteers from diverse backgrounds that serve on our Board. Their expertise in various fields, including healthcare, banking, auditing, mental healthcare, real estate, law, and marketing, are a great compliment to our work and mission. Our Board's compassion and advocacy is commendable. We thank them for their guidance, dedication and time, this year and beyond.



"I have now been with Mercy Haven since 2018 and serving as Vice Chair since 2020 and it has truly been an incredible experience. The team at Mercy Haven does remarkable work and their dedication and empathy inspire me every day to do better. The great team at Mercy Haven works everyday towards the organization's mission of providing housing, advocacy, education and life skills development to the most vulnerable individuals that live among us. They truly speak up for those who cannot speak for themselves. I am proud to play a part and support this organization." - Domenico Ciacchio, Board Vice Chair

New Perspectives



"My experience working for Mercy Haven has been amazing so far. Everyone has been very receptive to me and the changes that I'm trying to make to improve the company. I came from a

corporate environment where every minute of the day was calculated, to working at a nonprofit where I am always challenged with new tasks. I never know what's going to come to my desk each day. In my position I get to collaborate daily with all departments to find ways to make everyone's job a little easier, whether that be taking on new responsibilities or learning about programs that I can help facilitate. Working with direct-care staff has been very eye-opening. It's amazing to me how a handful of people can carry a heavy work load with such ease."

- Nicole H. Kubal, Office Manager

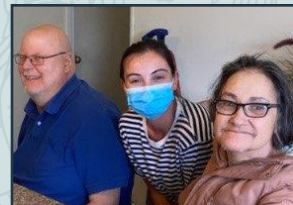


Our Staff

Our Volunteers

"If I were to sum up this past year in three words, they would be: fulfilling, hectic, and thankful. 2021 brought me various new

changes and challenges. I had never worked in an environment like this before and while it does come with its challenges, there are even more rewards. This past year I realized how thankful I am for the life I live and the job I have. Through it all, I hope my staff feel recognized and appreciated, and our residents realize their progress and all we try to do to help them live their best lives." - Amanda Flood, Community Residence Administrator



"Being on the event committees, I witnessed first hand the work, dedication and energy of all who participate. I especially enjoyed being on the golf committee for the first time, as my husband Dennis was an avid golfer and loved Mercy Haven's outing. I know he is on the course in heaven every day, so for me, being on the golf committee connects us. I am in sacred awe of Mercy Haven's commitment to its mission and hard work for the people they serve, and I look forward to the next event!" - Cathy D'Abramo, Event Committee Volunteer

Highlights

HOUSING OUTCOMES

- **Total Number served in 2021:** 286 individuals, including 60 children were provided housing and services across our housing programs. 221 in Supportive Housing, 42 in our Community Residences and 23 in our Adult Home. Mercy Haven managed 75 Section 8 housing vouchers in 2021. 98% of our Supportive Housing residents have been with us for 6 months or more; an 8% increase from last year.
- **Personal Progress:** We have seen an increase of 40% in the number of Community Residence population that qualified for more of an independent living model. There were four successful transitions in 2021.
- **Development:** A multi-home project for eight families fleeing domestic violence was underway in 2021. Construction and renovations were completed in two out of three homes in 2021. Mercy Gardens, our 19 unit newly constructed housing complex, officially opened in Central Islip.

SUPPORT ACHIEVEMENTS

- **Breakthrough**, our homeless outreach program, returned to full in-person sessions in August. Our total number of graduates to date is 283.
- Our **Resident Empowerment and Achievement Program (REAP)**, providing monthly educational, recreational and social activities, was maintained virtually and then in-person again starting in June. The events, skills and topics that were covered in these series were rated highly by all participants in 2021.
- 62 residents maintained employment in 2021, and there was a 31% increase in individuals that gained employment outside of Mercy Haven.
- The **Mercy Advocacy Program (MAP)**, Mercy Haven's legal service program, preserved or won a total of \$111,817 for residents in-need, including \$9,963 in food stamp benefits. MAP opened 21 new cases in 2021, making the total cases opened 3,073 since its start in 1997.
- With 91% of our adult population living with mental illness, psychiatric stability is key to recovery and progress. Mercy Haven is pleased to report an increase in stability to 93%, measured by the percentage of residents living with mental illness with no psychiatric hospitalizations in 2021.

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

VITAL FUNDRAISING

This year we celebrated our 36th Anniversary Gala with tremendous success thanks to the generosity of our volunteers, supporters, donors and friends. The combination of gifts-in-kind and gifts of time and money made this past year one of the greatest yet. Our Gala, 21st Annual Golf Outing and our successful Resort Drawing contributed as well to the successful year in fundraising.

IMPACTFUL OUTREACH

- Our Community Food Pantry, originally an emergency food pantry created for residents was opened formally to the community in October 2021. Within three months, the food pantry served 13 families in our surrounding communities and 31 individuals and families in our Supportive Housing Program.
- Staff worked hard to educate residents and their families on the importance of COVID vaccines. We are happy to report that by year-end 2021, 70% of our total residents across housing programs are fully vaccinated.
- Mercy Haven, along with other mental health agencies, worked together with the Association for Community Living's Bring It Home Campaign to advocate for higher funding for mental health housing. As a result, the approved 2022-23 budget secured the largest ever 1-year investment for New York State mental health housing programs, providing vital funding needed for support services and staff retention.

95% of residents were satisfied/very satisfied with the professionalism and courtesy of Mercy Haven's staff



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Victor H. Nelson
Kathleen A. Neumann
Joseph Newman
Joanne Noonan
Kathleen Norton
Lou Ann and Richard J. Norton
Arlene Nunez
Lisa and Richard O'Brian
Jeannine O'Brien
Barbara O'Connor
Brian O'Hara
Raquel and Emmett J. O'Hara
Peg and Padriac O'Hare
Donna O'Hearon
Ann and Jerry O'Leary
Virginia Oliver
Susan and Richard S. Onze
Lorrie Oricoli
Dorothy Overton
Evelyn Padovano
Kathleen and Vincent Paglino
Irene and Orlando Pastor
Maureen and Frank Pesce
Ryan Peterson

William Pierce
Marge Pietrowski
Anne Marie Pillsworth
Jennifer Pizzino
Joyce Poturica
Susan Press
Gregory Puzio
Carol and Paul Quartararo
Norma and Tom Quigley
Joyce Racanelli
Rochelle Racanelli
Arline Ramsey
Linda and Steve Rapoport
Margot Razziano
Lynn and Vito Re
Virginia and Frank Regnante
Jeanne Regnante
Kathy Reichard Ellavsky
Alyson and Brian Reilly
Patricia A. Reilly
Christine and John Remmer
Joseph Rende
Michelle Rhode
Robert R. Rhode
Edward Richards
Rev. Ronald Richardson
Kevin and Anne Roden
Carol and Rudy Rognon
S. Margaret Rohde
Gloria Rosenau
Michael Rosenbaum
Eileen Rosenthal
Wendy Rothkopf
Meghan and David Rowan
Rev. John Rowan

Maria and Michael Rowan
Howard M. Rubin
Jane and Jack Rubinstein
Kathleen and Al Ruggeri
Donald T. Russo
Jane and Tom Russo
Dee and Harry Ryan
Ellen Saffer
Geri and Mark Sandberg
Linda Sanwald
Sheila Scandole
Kathleen M. Scanlon
Pan and Bob Schaefer
Patricia and David Schecher
Kathleen M. Schiro
John Schmitt
Arline and Lawrence Schroeder
Stephen H. Schuster
Marianne Scifo
Edward Sconzo
Brian SeEVERS
Padma and Rajagopal Seshadri
Marilee and Bob Shannon
Kim and Greg Shemitz
Anthony Simeone
Denise Smallwood
Halli and Brian Smith
Sean P. Smith
Kandee and Vincent Smith
Louis Snyderstrup
Karen and Alan Sobel
Jane Sobota
Laura and John Soldinger
Patty and John Solik
Patricia Spiegel

Mary and Ernest A. Spina
Dennis Stawkowski
Carol Ann Steinis
Lorraine Stern
Jean Sudol
Paul G. Tamburo
Daniella and Salvatore Tamburo
Kathy and Paul Tapogna
Linda and Warren Taylor
Michele L. Tempesta
David Timmone
Sandra Timmone
Eileen C. Tittmann
Mary Tompkins
Diane Tornejal
Clare Torre
Linda Tos
Laura Trunzo
Helene Turner
Lynda Tuttle
Judy A. Valyo
Maureen Vecchione
Albert Vigliotta
Rose M. Vincent
Nancy Vining
Denise and John J. Vollkommer
Loretta and Bob Wagemann
Suzanne and Joseph Walsh
Maryellen Walsh
JoAnn Michael Warnken
Colleen and George Wasielke
Gerard Waters
Jeff Weiner
Paul Wernersbach
Elizabeth Wetherall

Carol Willis
Barbara Wilson
Jane L. Winsch
Brian Winter
Christine Winter
Denise and David Winter
Kathleen and Dennis Winter
Maryellen and Jeff Winter
Patricia Wood
Frank Zambanini
Marie and Henry M. Zembruski, Jr.
James Zima

SISTERS OF MERCY

Sister Mary Assunta Boyle
Sister Elizabeth Calfapietra
Sister Louise Cullen
Sister Camille D'Arienzo
Sister Grace Anne Eidt
Sister Barbara Faber
Sister Dorothy Flynn
Sister Maureen Gregory
Sister Elaine Hanson
Sister Margaret Hartigan
Sister Maureen Jessnik
Sister Marie Carolyn Levand
Sister Teresa McGreevy
Sister Mary McGrory
Sister Martha McKenna
Sister Maureen Morgan
Sister Frances Picone
Sisters of Mercy Convent
Sister Ellen Smith
Sister Patricia Vetrano
St Mary of The Angels

2021 Financial Report

Income Sources

Government Contracts and Grants	\$ 3,647,953
Resident Services	2,682,936
Contribution and Fundraising Income	548,546
Grant Income	321,582
Investment Income	139,588
Other Income Net	226,973
Total Income Sources	\$ 7,567,578

Program Expenses

Program Services	\$ 6,843,679
Supporting Services	844,848
Fundraising and Development	168,146
Total Program Expenses	\$ 7,856,673

Change in Net Assets (289,095)

Beginning Net Assets 2,710,895

Ending Net Assets 2,421,800

Total Liabilities 15,845,358

Total Assets \$ 18,267,158

This report is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2021, as audited by Nawrocki Smith LLP CPA.

Thank You

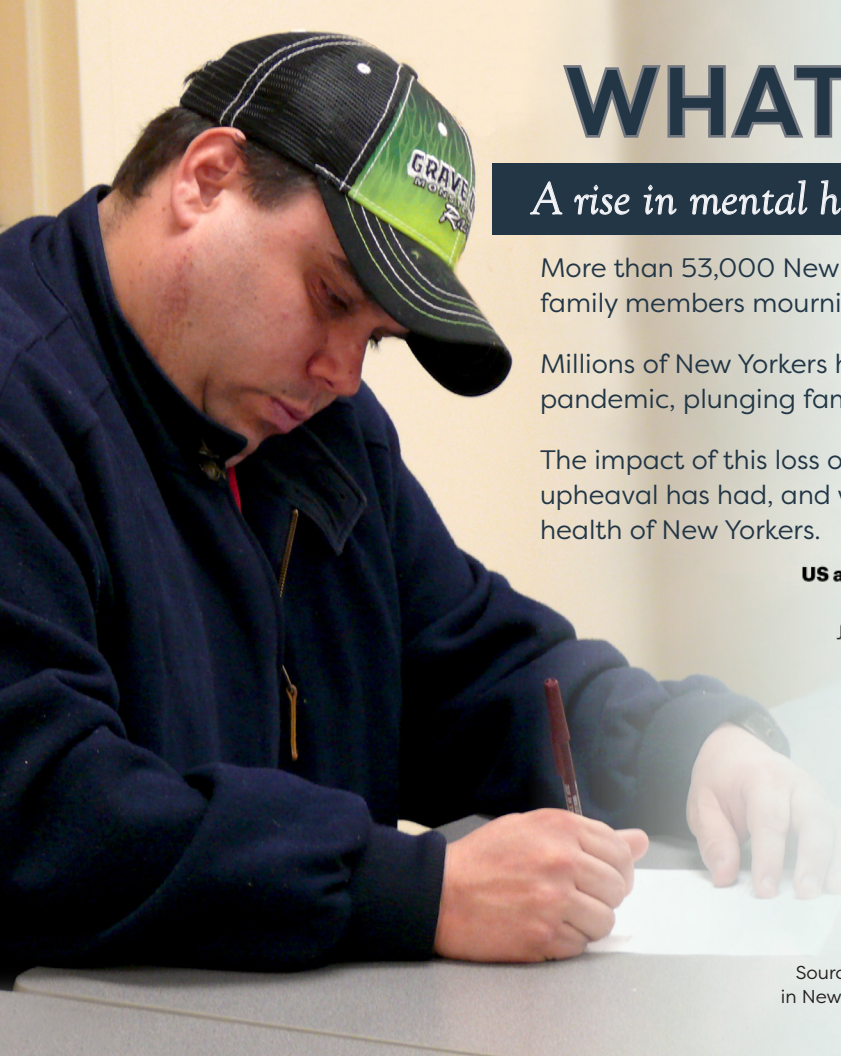
2021 MERCY BUSINESS PARTNERS

GOLD PARTNER

FLUSHING
Commercial • Business • Consumer Bank

BRONZE PARTNERS





WHAT'S TO COME?

A rise in mental health and housing crises on Long Island

More than 53,000 New Yorkers have died from COVID-19, leaving friends and family members mourning.

Millions of New Yorkers have lost employment or income over the course of the pandemic, plunging families into food insecurity and housing instability.

The impact of this loss of life, prolonged economic hardship, and societal upheaval has had, and will continue to have, a profound impact on the mental health of New Yorkers.

US adults reporting symptoms of anxiety or depression

January-June 2019

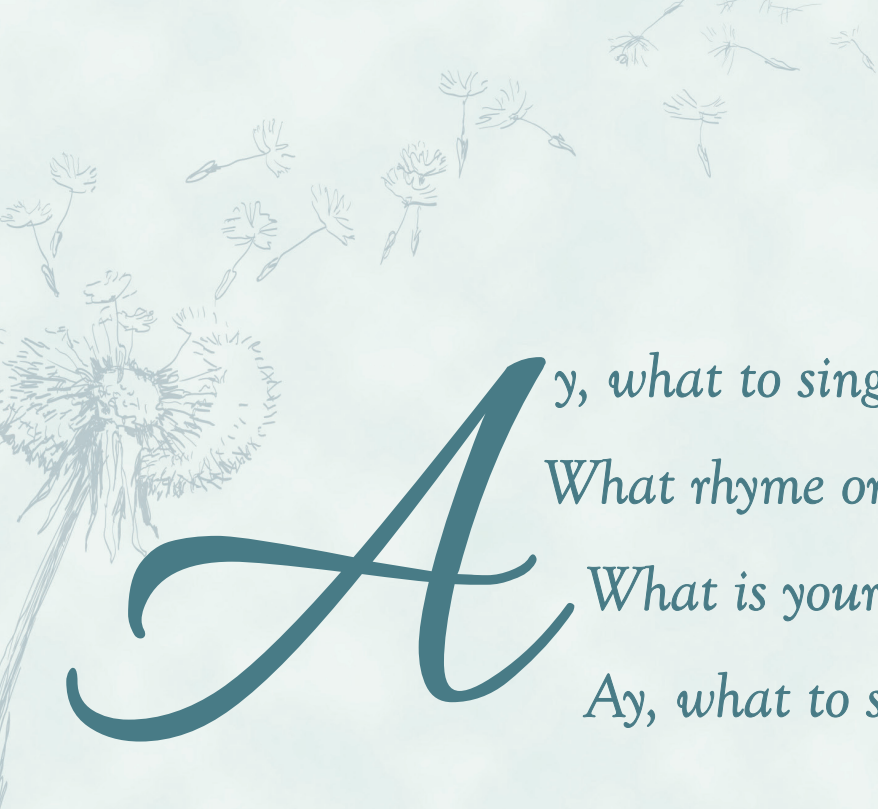
11%

December 2020

42%

Meanwhile, Long Island faces a number of housing challenges, including a shortage of affordable and rental housing, housing costs, an exodus of young adults, and meeting the housing needs of a growing elderly population.

Sources: Still Recovering: Mental Health Impact of the COVID-19 Pandemic in New York State nyhealthfoundation.org, nature.com graphic - CDC US data



y, what to sing about in these days

What rhyme or melody, turn of phrase?

What is your story now, where is your gaze?

Ay, what to sing about in these days

excerpt from *Song Like a Seed*, by Sara Thomsen

Thank You

2022 MERCY BUSINESS PARTNERS

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BRONZE PARTNERS



**SAVE
THE
DATE**

**MERCY HAVEN'S
FALL COCKTAIL PARTY**

NOVEMBER 6TH 2022

**CAPTAIN BILL'S
BAY SHORE**



MERCY HAVEN, INC.

859 Connetquot Ave., Suite 10
Islip Terrace, NY 11752

www.mercyhaven.org