

*It starts with  
a dream.*

2017



MERCY HAVEN, INC.  
BUILDING COMMUNITY SINCE 1985

ANNUAL REPORT



*It starts with a dream.*

*Add faith,*

*and it becomes a belief.*

*Add action,*

*and it becomes a part of life.*

*Add perseverance,*

*and it becomes a goal in sight.*

*Add patience and time,*

*and it ends with a  
dream come true.*

**- DOE ZANTAMATA**



## A MESSAGE FROM OUR EXECUTIVE DIRECTOR *and* BOARD CHAIR



*Dear Friends,*

*As you know, we have been working diligently to be present to persons in our communities who need assistance with housing, legal advocacy and the support they need to live responsibly. It has been our privilege to be part of staffs' and participants' lives and to be gifted with watching their lives unfold. We're sure we are not the only non-profit that seeks your help. Know that we are truly thankful for any assistance you are able to give whether it be financial support, volunteering within the agency, or your commitment as staff.*

*At present we live in a confusing time of change within our government. Their priorities not only affect our funding through reductions in our contracts, but also the ability of our participants to understand these complex changes enough to continue to be able to advocate for the assistance to which they are entitled. And so we continue to do what we can, what we must do, knowing we cannot do this without you.*

*We remember this quotation from Chief Seattle, especially in times like these. He said:*

*"We did not weave the web of life.*

*We are merely a strand in it.*

*Whatever we do to the web, we do to ourselves."*



*We have been blessed to have many people in our lives, in the life of this agency, who know this to be true. We are deeply grateful for your ongoing support.*

*Sincerely,*

A handwritten signature in cursive script, reading "S. Patricia Griffith".

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

A handwritten signature in cursive script, reading "Dorothy Overton".

*Dorothy Overton  
Board Chair*

# OUR HOUSING

## Community Residences

Our Community Residences are licensed by the New York State Office of Mental Health and provide a home with round the clock supervised care with supportive and restorative services. Mercy Haven has three of these residences, totaling a maximum of thirty-four participants. The goal for each participant is to become self-sufficient and transition into permanent housing, either with Mercy Haven or elsewhere, within two years.

## 2017 - Satisfaction Survey

- 97% of respondents reported Mercy Haven's program methods helped them to live more independently
- 97% were satisfied or very satisfied with the kinds of services they received at Mercy Haven
- 94% were satisfied or very satisfied with the professionalism and courtesy of Mercy Haven staff
- 100% were satisfied or very satisfied with the overall quality of Mercy Haven services.



**Community Residences (CR) Meetings:** All three residences meet monthly, participants and staff, to discuss issues related to living within the CR. Topics include day to day issues, grievance procedures, upcoming social events, meal planning and house rules etc. Staff also educate the participants on the various housing models that are available. This meeting is another way for participants to interact and voice their concerns.



*Add faith,*



# OUR HOUSING



## Section 8

Mercy Haven obtained 75 Section 8 vouchers that are available to income-eligible disabled applicants through the Mainstream Program for Persons with Disabilities. These vouchers enable the elderly and persons with disabilities to rent affordable housing and live independently in the community. The vouchers are administered by the Community Development Corp. of Long Island and are being used throughout Suffolk County.

## Pleasant Gardens

Pleasant Gardens Adult Home is a New York State Department of Health licensed permanent home for 26 individuals who require on-site staffing and personal care aides. Acquired by Mercy Haven in 1998, the adult home provides 24-hour staffing. In addition to housekeeping and laundry services, personal care aides provide the participants with nutritious meals, scheduled trips, recreation and supervision of medication. The emphasis at PG is on providing a safe, supportive environment for its participants who are not able to live independently.

## 2017 - Satisfaction Survey

- 69% of respondents reported Mercy Haven's program methods helped them to live more independently
- 94% were satisfied or very satisfied with the kinds of services they received at Mercy Haven
- 95% were satisfied or very satisfied with the professionalism and courtesy of Mercy Haven staff
- 88% were satisfied or very satisfied with the overall quality of Mercy Haven services.

*and it becomes a belief.*



# OUR HOUSING

## Supportive Housing

Our Supportive Housing Program offers permanent housing in the community to single adults and families who are able to live with minimal supports. These housing opportunities are offered to those diagnosed with mental illness and families who are coming from homeless shelters. Referrals come from the Single Point of Access or through homeless shelters. Various types of housing are available in this program including multi-family and single-family homes and one, two and three bedroom apartments in various Long Island communities. Participants within the Supportive Housing Program can choose to live in our housing for as long as they are physically able to, with minimum supports, and adhere to their rent agreement responsibility.



Individualized Support Plans are created for participants who then work on goals such as improving health and wellness, seeking education and/or vocational training, obtaining legal advocacy and benefits and accessing community resources, as well as strengthening budgeting knowledge and hands-on skills development. With the assistance of their Housing Specialist, participants can access a variety of services in order to stabilize and maintain their housing. Many of their supports are offered by Mercy Haven through our other programs.



In 2017, our Supportive Housing Program housed 252 residents, including 28 families with 67 children. Sixty-four percent of those admitted into the Supportive Housing Program were homeless and living in shelters. Of those served, the following accomplishments were achieved:

- 93% have maintained stable housing for a year or more
- 42% have maintained housing for over seven years
- 99% reported being 'satisfied or very satisfied' with the programs offered to help them lead more independent lives
- 97% reported being 'satisfied or very satisfied' with Mercy Haven staff
- 95% reported being 'satisfied or very satisfied' with the quality of Mercy Haven's services.

*Add action,*

# MERCY ADVOCACY PROGRAM

## Mercy Advocacy Program

For those who are homeless, living in poverty or living with mental illness, the systems that our government created for their care are threatened regularly. Fortunately since 1997 we have stood ready to represent our participants when their access to housing, basic nutrition or healthcare are threatened and to challenge the government when injustice in these systems comes to light. These “civil legal emergencies” may include threats to a participant’s income through public assistance or Social Security, receipt of Medicare and Medicaid, or access to Food Stamps. Our participants are benefited by the assistance of their housing specialist, and our attorney to help them navigate these complex systems.



In addition, the resourcefulness of this program allows for monthly training of staff in addition to the availability of consultation on a daily basis. These trainings help staff to identify and address challenges participants are facing with their income sources, healthcare or food stamps. When an issue is revealed that affects the lives of more than one participant we are often able to participate in a class action lawsuit which addresses a particular systemic problem. When this occurs we seek the partnership, or partnership is sought from us, from our litigation team which has included Gene Doyle, LMSW, Peter Vollmer, Esq. and/or Donna Darling, Esq.

The participants themselves have formed an Advocacy group that is open to the general public as well as all participants of Mercy Haven. They have been successful in bringing their concerns to elected officials to influence political, social and institutional decisions.

## 2017 - Highlights

- Since October 1997 MAP has opened 2,788 cases. We opened 90 new cases and carried 246 cases from 2016
- Suffolk County can no longer refuse to provide emergency assistance to pay for rent arrears to prevent evictions from NYS Office of Mental Health community residences
- The county will also no longer be able to refuse to provide food stamps to participants of our Pleasant Gardens adult home based on the erroneous characterization that it was a “boarding house”

## We protected and secured:

- \$71,234 in retroactive Social Security disability benefits
- \$522/mo. disability benefits
- \$5,435 retroactive disability benefits
- Increases in food stamps for 10 households
- An increase in monthly shelter grant for a family of five
- Retroactive food stamps for 6 households
- \$4,005 in Medicaid benefits for 2 participants
- Reversal of a false interruption of a family’s shelter grant

*and it becomes a part of life.*



# LIFE SKILLS DEVELOPMENT

## Resident Empowerment & Achievement Program

Our Resident Empowerment & Achievement Program (REAP) is filled with the programs and services that enhance our participants' lives. The program is always growing and changing based on the needs and recommendations of our participants. The goal is to reduce the habit of social isolation while also encouraging self-sufficiency by providing a variety of opportunities for recreation, peer support, self-advocacy, relationship building and life skills development.



## 2017 - Highlights

- 99% of the participants are satisfied or very satisfied with the events and activities available
- 100% of the participants are satisfied or very satisfied that they have increased their independent living skills
- 95% of the participants are satisfied or very satisfied that they have increased their job readiness skills
- 37 REAP activities were offered with a total of 269 sessions.



# LIFE SKILLS DEVELOPMENT

## Peer Support Groups

A key component to living with mental illness is the support and encouragement of others in the same situation. Mercy Haven has three peer support groups.

### The Men of Mercy

The Men of Mercy peer group began with one participant asking for help with a problem that many other men were experiencing. The group meets monthly and provides men a venue to discuss problems they face and solutions to navigate their day-to-day challenges with their peers.

### The Women's Support Group

The Women's Support Group is a way for participants to get together and discuss pertinent topics for them while offering the support and friendship of others.

### Resident Advocacy Group

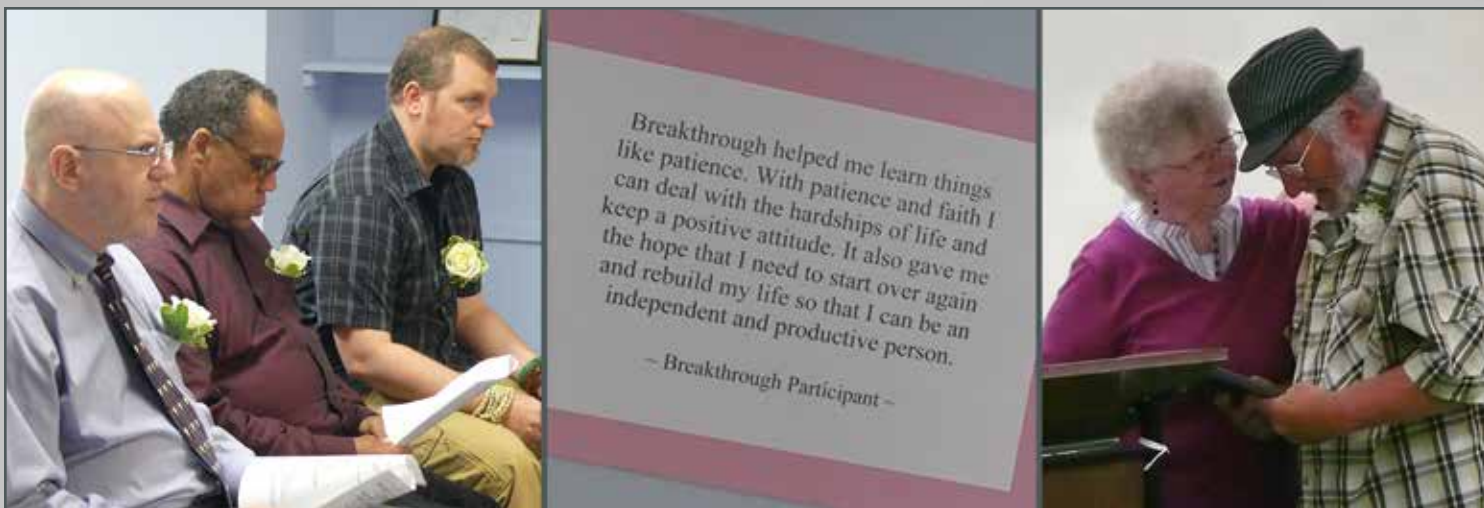
Participants and staff have created the Resident Advocacy Group; a group in which participants can come together and promote advocacy. Whether that is through advocating in the community and/or the government (local and federal), they believe they have a voice that ought to be heard. Work is done through flyers, emails, letter writing, legislator office visits, networking, trips to Albany and participation in community awareness events. In building relationships through visits and letter writing, a bond of understanding can be built with local, state and federal elected officials. Once again this year we made our annual trip to Albany to help government officials understand the real life challenges from the perspective of someone relying on their assistance.



# LIFE SKILLS DEVELOPMENT

## Breakthrough

Breakthrough is an educational program for those who are currently homeless and those at-risk of homelessness. The program is offered to persons in the community as well as Mercy Haven participants as a means of helping them identify the factors that have led to their history of homelessness. During the 12-week, 24-session course, Breakthrough provides education, tools, strategies, and mentoring to participants enabling them to make the changes necessary in their lives to move toward a path of self-sufficiency and permanent housing. The program helps with strategies that will prevent patterns of behavior that lead to homelessness in the future.



When they have completed the program, participants usually feel that Breakthrough has helped them make positive improvement in their own personal growth. One 2017 graduate put it this way: "Breakthrough was for me a place to listen, to learn, and to know more about my life. I feel I have better guidance for living my future one day at a time."

Breakthrough has helped me get out of my fear of leaving the house. It also gave me the chance to meet many nice people.

## 2017 - Highlights

*We have proudly graduated 246 individuals from this program through 2017 and have received the gift of 425 hours of service from volunteers for this program.*



# LIFE SKILLS DEVELOPMENT



## Supported Employment Program

The Supported Employment Program is our evidence-based job readiness and workforce development program. The purpose of this program is to recognize and support the employment goals of our participants by providing the training and assistance necessary to secure and sustain part-time employment. This program includes pre-vocational, vocational and skills development plus integrated mental health services, benefits counseling, and individualized, ongoing supports. The program format includes classroom style learning, on the job training, a period of paid internship, and support during the first 6 months of part-time paid employment.

*There was a time when I felt lost and weak. Today I am found and I am strong. There was a time when I felt scared. Now, today I feel safe at night. My self-confidence has been restored with my ability to persevere. Consequences never mattered to me, they certainly do today. Now my days are filled with love and laughter. There really are not words to express my gratitude towards Mercy Haven. Thank you for changing my life.*

Kelly L. - Participant, Member of the Resident Advocacy Group and the Supported Employment Program



## Recreational Programs

Recreational Programs are designed to encourage social development and improve pre-vocational skill sets. These programs provide participants with monthly choices of supervised and organized events, e.g., social trips, movie nights, poetry/book club, art classes, etc., that will entice them into a less isolated, more communal existence.



## “My Life” Youth & Family Program

The “My Life” Youth and Family Program offers regular educational/ social/recreational activities to formerly homeless children and their families. Our goal is to provide early intervention through mentorship, behavioral and emotional health support, parent education and support, and community oriented recreation in order to stop the cycle of homelessness.

# LIFE SKILLS DEVELOPMENT

## Educational Programs

In addition to Breakthrough, we offer a number of topics that are relevant to Mercy Haven participants and members of the communities in which we live. These topics include financial planning classes, debt reduction, financial literacy, and identity theft prevention. On an annual basis, Mercy Haven hosts gatherings that aim to reduce the stigma of mental illness and increase awareness about mental health issues. These have included movie screenings, discussion groups, open houses and health fairs.

## Health & Wellness Programs

Health & Wellness Programs recognize the close relationship between mental health and physical health. In order to support both, we offer cooking classes, nutritional workshops, informational sessions on diabetes, stroke prevention, dental health, smoking cessation, yoga classes, fitness workshops and more.



## “Growing Together” Community Garden

Another integral part of our health & wellness programming is our “Growing Together” Community Garden. The garden, established in 2012, has 16 garden beds that are tended by Mercy Haven participants, staff and various groups from the communities of Brentwood, Bay Shore, and Central Islip. The garden provides a place for people to come together, grow healthy food and enjoy the physical and mental health benefits of gardening. A requirement of garden membership is that 10% of all produce is donated to local food pantries.

## 2017 - Highlights

- 510 pounds of produce harvested
- Cumulative total of pounds harvested since inception in 2012 is 4,554
- 5 active volunteer groups
- 7 individual volunteers donated 115 hours

*Add perseverance,*



# HOME *and* COMMUNITY BASED SERVICES



Our Home and Community-Based Services (HCBS) provide opportunities for Medicaid recipients throughout Nassau and Suffolk Counties with behavioral health conditions to receive person-centered services in their own home or community. Services can help an individual eliminate functional deficits and environmental barriers often associated with behavioral health conditions; allowing the individual to function at the highest level possible as part of a family, community, or culture. Services can help the individual develop or improve the life skills necessary for community-based living, including self-care, socialization, relationship development, and communication. HCBS services are also focused on developing and achieving goals surrounding employment, including soft skills around employability, job attainment, and job maintenance. Through Psychosocial Rehabilitation, Habilitation, Prevocational Services, Intensive Supported Employment and Ongoing Supported Employment, Mercy Haven is reaching beyond our own participants to serve more persons in need across Long Island.

## AUDITS FOR 2017

### *Internal Audits*

1. Community Residences Restorative Services (Medicaid)
  - Financial documentation
  - Service documentation
2. Employee timesheets compared to dates of services
3. Employee credentials to meet Qualified Mental Health Service Professional (QMHP) status
4. Health Insurance Portability and Accountability Act (HIPAA)
  - Risk Assessment
  - Physical environment
  - Documentation
5. Agency Policies
6. Electronic Health Record - Active Staff and Security Levels
7. Supportive Housing
  - Documentation

### *External Audits*

1. NYS Office of Mental Health ongoing monitoring of our 3 Community Residences
2. NYS Office of Temporary and Disability Assistance monitoring of Homeless Housing and Assistance Corp. and NYS Supportive Housing Program contracts
3. NYS Office of Mental Health monitoring of supportive housing sites
4. NYS Department of Health monitoring of our Adult Home
5. NYS Workers Compensation Review
6. Finance Audit completed by Cullen and Danowski
7. HIPAA IT Risk Assessment

*and it becomes a goal in sight.*

# HUMAN RESOURCES *and* STAFF EDUCATION

Many of the leaders at Mercy Haven have been promoted out to these positions. Great technical competence, the ability to do their job well, and the ability to work well as a part of a team are all attributes that have helped them earn promotions along the way. But the ability to work as part of a team doesn't always mean the ability to lead a team. We strive to make sure our Management Team is well prepared for the challenges of leadership and work hard to increase leadership capability through one-on-one coaching and mentoring in addition to in-house training. In 2017, we began a Leadership Development training series for Managers and Supervisors. This work will continue in 2018. Anticipated outcomes for this training series have increased overall work satisfaction and engagement, reduced turnover and improved interpersonal relationships.

In addition to our efforts to retain and train our current employees, we have improved and streamlined our recruitment efforts and process. In 2017, Mercy Haven began using a low-cost but highly effective Applicant Tracking System (ATS). This system allows us to measure and see improvements in our hiring metrics. The ATS allows us to advertise on major job boards including Glassdoor, Indeed, and Zip Recruiter at no cost. The analytics show us that 87.2% of the candidates who start a Mercy Haven application complete the application and submit it for consideration.



## 2017 - Staff Highlights

### **110 employees worked for us in 2017**

- 27% were participants
- 5 were interns
- 17 employees have 10+ years of service
- 31 employees have 5+ years of service

### **12 Director-level employees:**

- 6 females
- 6 males

### **Some of the courses for 2017:**

- CPR and First Aid Training
- Effective and Audit-ready Documentation
- Overview of Narcotics: Substance Use Disorder
- Food and Nutrition: Healthy Choices
- Supervisory Series



# A MESSAGE FROM OUR ASSOCIATE EXECUTIVE

*Joseph Mercurio*

Approximately 4 years ago, Mercy Haven launched another ambitious Strategic Plan that encompassed the agency's values, mission, objectives, strategies, and culture. The 2015-2017 plan was developed to improve overall performance, and to address changes/opportunities in our industry and sector.

Key accomplishments have been achieved in each of the plan's four areas of concentration: Culture, Financial Performance, Service Expansion and Increased Visibility. This is significant, as it demonstrates the collaborative efforts of all departments and the entire staff and Board in supporting the agency's vision for the future. Some achievements include:

- Overall revenue was increased by \$220,000 through a strategic collaboration and better utilization of agency assets. This has led to a significant improvement in cash flow and overall profitability. In addition cash reserves, financial oversight and workforce tracking have all been improved to meet contractual obligations.
- We have installed Photovoltaic solar panels on ten (10) of our sites to reduce electric costs while lowering greenhouse gas emissions. This coupled with several other cost saving initiatives will reduce operational spending by \$550,000 over the next 20 years.
- All desktop computers have been upgraded with the latest security features available in Window 10 and all critical data will now be encrypted and stored on a secure offsite location to ensure business continuity and to improve cyber resiliency. Furthermore we have completed a HIPAA IT risk assessment to ensure all confidential patient health data is secured.
- Mercy Haven is now offering five Home and Community Based Services (HCBS) through Nassau and Suffolk Counties. In an effort to increase relationships with other providers and expand our visibility as a community based provider, Mercy Haven has joined the IPA Advanced Health Network. This partnership with similar providers will allow for the sharing of quality initiatives and prepare the agency for Value Based Payments being established through Medicaid Managed Care.
- We evaluated our employee retention rates and established a structure in which to ensure we attract new, quality employees and retain talented individuals through an appealing medical benefits package, increased direct care staff salaries and improved skills training for all staff.
- Enhanced our presence in the community through participating in eight outreach campaigns for mental health housing, conducting ten elected officials visits, increasing our corporate partnerships, and increasing our number of donors by 550 since 2015.

I am encouraged and inspired to see all the extraordinary progress we have made over the past three years. Both the Board and staff played a critical role in helping us carry out our vision. It has been my pleasure to work with everyone involved in developing our next road map for the future.



*Our Staff of Directors*

# Thank You to OUR SUPPORTERS and VOLUNTEERS

With an uncertain economy and government support hanging in the balance, the consistent and vital support our donors provide cannot be overstated. Our 2017 fundraising events proved profitable with our Golf Outing and Fall Cocktail Party exceeding desired goals. Our Business Partnership Program, which was first offered in 2014, remains a viable option this year with continued support from our corporate donors listed below. 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 participants.



*We are proud that 88 cents of every donated dollar supports our programs and services!*

## - Thank you to our 2017 Mercy Business Partners -

### - GOLD -

Empire National Bank

### - BRONZE -

Farrell Fritz, PC  
Harvest Power Solar

### - BRONZE -

Meyer, Suozzi, English & Klein, PC  
New York Community Bank



Just as the community we serve is a diverse and varied group, our volunteers are a blend of backgrounds and talents, all working together to be part of the solution. Whether it's serving on an event committee, cooking a meal, weeding a garden or listening to a friend, these tasks make such a difference when performed selflessly by our volunteers. In 2017 Mercy Haven was the privileged recipient of hundreds of volunteer hours over a myriad of programs. Some were part of corporate groups like those from Northwell Health, Liberty Mutual Insurance, Rebuilding Together, and Bank of America. Others were individuals who wanted to lend some of their time and talent. All made a tremendous difference in the lives of our participants and staff.





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

## AWARDS *and* RECOGNITION



On September 12, 2017 S. Pat was presented with the Angel Award by Equity First Foundation. The Angel Awards are given to outstanding women in the community who are recognized for their charity work and who combine work, home life, and volunteering.



S. Pat accepting the Caritas Medal on behalf of Mercy Haven during the Vincentian Convocation at St. John's University on September 21, 2017.



Mercy Haven's nurse, Linda McAuliff, receiving the Nurse Appreciation Award from Senator Tom Croci on May 18, 2017.

# MERCY HAVEN THANKS OUR CORPORATE *and* INDIVIDUAL SUPPORTERS

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*Add patience*



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Mr. & Mrs. Charles Erlanger  
Mr. & Mrs. Edward Farley  
Ms. Eileen Farley  
Dr. & Mrs. Joseph Farrell  
Mr. & Mrs. Ralph Farrugio  
Mr. & Mrs. Bernard Fellenbaum  
Mr. & Mrs. Charles Ferraro  
Mr. & Mrs. Christopher Ferraro  
Mr. & Mrs. Gregory Ferraro  
Mr. & Mrs. Paul Fink  
Mr. & Mrs. Gustave Fishel, III  
Mrs. Marie Fisher  
Ms. Cathy Flamino  
Dr. Eileen Flanagan  
Mr. & Mrs. Barry Fontaine  
Mr. & Mrs. Kevin M. Fox  
Ms. Debra Freyer  
Joan Fusco  
Mr. & Mrs. Richard Gabriele  
Mrs. Mary Gallagher  
Ms. Ann Garbarino  
Rev. Peter Garry  
Mrs. Carol Gerrity  
Ms. Denise Gibson  
Mrs. Bonnie Glenn  
Mr. & Mrs. William Graham  
Ms. Ellen Gravina  
Mr. Paul Gravina  
Mr. William Gravina  
Mr. & Mrs. Dennis Greeley  
Mrs. Janet Green  
Ms. Pamela Greene  
Sister Patricia Griffith

Mr. Robert Griffith &  
Mr. Steve Konopelski  
Ms. Mary Jane Griffith &  
Ms. Stacey Gubser  
Ms. Clare T. Gustafson  
Ms. Maryalice Gutierrez  
Dr. and Mrs. Ray Haag  
Mr. & Mrs. Robert Hachmann  
Pat Haggerty  
Mr. Paul Haggerty  
Heidi Haller  
Mr. & Mrs. John Halleron  
Mr. & Mrs. Richard Hand  
Mr. & Mrs. Paul Hart  
Mr. & Mrs. Eugene F. Healy  
Mr. & Mrs. John A. Healy  
Mr. & Mrs. Brian Hehir  
Hank Heissenbuttel  
Mr. Michael Heller  
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Mr. & Mrs. Michael Herman  
Dr. & Mrs. Edward Hickey  
Mr. Edward Hickey, Jr.  
Mr. Patrick Hickey  
Mr. & Mrs. William Hickey  
Eileen H. Hodgson  
Ms. Jey Holland  
Ms. Phyllis A. Hollings  
Mr. & Mrs. Gerard Holwell  
Mr. & Mrs. John Holzapfel  
Mr. & Mrs. William Hudson  
Dr. & Mrs. Howard Israel  
S. Elaine Jahrsdoerfer  
Mr. Eric Jenal  
Julia Jenne  
Ciara Jensen  
Dr. Keith H. Johnson  
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Mrs. Linda Karales  
Richard Karras  
Mr. & Mrs. William T. Keller  
Mr. Edward Kelly  
Mr. & Mrs. Kevin Kelly  
Mr. & Mrs. Mark Kenedy

Mr. & Mrs. Robert Kennedy  
Mr. & Mrs. Joseph Killeen  
Mr. & Mrs. Russell H. Kittel  
Kiwanis Club Patchogue  
Mrs. Phyllis Klecka  
Klein Family Fund  
Mr. & Mrs. Bob Kleinhans  
Steve Konopelski  
Mr. & Mrs. Raymond Kreuscher  
Mr. Richard Kreuscher  
Mr. & Mrs. Robert Kuzinski  
Mr. & Mrs. Joseph Lachat  
Mr. & Mrs. Edwin Lachick  
Mr. & Mrs. Douglas Lange  
Mr. & Mrs. James Larvin  
Mr. & Mrs. John L. Lehner  
S. Marie Carolyn Levand  
Linda Lieberman  
Jerry Liguori  
Mr. & Mrs. Robert Lohrey  
Arline F. Loures  
Mr. & Mrs. Mike Love  
Patricia Lunetta, RD  
Mr. Gerald Lynch  
Jane C. Lynch  
Mr. & Mrs. Robert MacDevitt  
Ms. Jane Macina  
Patrick Mack  
Mr. & Mrs. William S. Mack  
Mr. Joseph Magee  
Mrs. Joline D. Mahr  
Mr. Douglas Manditch  
Mr. & Mrs. Gregory Mangini  
Rev. James P. Mannion  
Mr. & Mrs. Richard Marlborough  
Mr. & Mrs. James Marquardt  
Dr. & Mrs. William Marrin  
Ms. Kathryn L. Matos  
Mrs. Frances Mattace  
Carol Mazzochi  
Ms. Pauline F. McAssey  
Mary McAward  
Ms. Rosanne McAward  
Mr. & Mrs. Gerard McCarthy

*and time,*

# MERCY HAVEN THANKS OUR CORPORATE *and* INDIVIDUAL SUPPORTERS

Mr. & Mrs. John McCartin, III  
Mr. & Mrs. Thomas McCartin  
Mr. & Mrs. William McCartin  
Mr. & Mrs. Patrick McCormack  
Mrs. Marie McGrath  
Mr. & Mrs. William McGrath  
Mr. & Mrs. Hugh McGrory  
Mr. John J. McHale  
Paddy McHugh  
Mr. & Mrs. John McNamara  
Ms. Kathleen McNamara  
Mr. & Mrs. Neil McShane  
Mr. & Mrs. Scott McVetty  
Mr. & Mrs. Joseph Mercurio  
David Moldovan  
Jenelle Moran  
Donna Moravick  
Quintana Mullen  
Mr. & Mrs. Kenneth Mulroy  
Mr. & Mrs. Mark Munnely  
John Murray  
Mr. & Mrs. Robert Murray  
Mr. & Mrs. Thomas Murray  
Mr. & Mrs. Gregory Naclerio  
Jeff Nagel  
Mr. & Mrs. Kenneth Nastri  
Mr. Victor Nelson  
Sara Nespoli  
Mrs. Kathleen A. Neumann  
Ms. Kathleen Norton  
Mr. & Mrs. Richard J. Norton  
Dr. and Mrs. John O'Brien  
Mr. & Mrs. Patrick J. O'Brien  
Mrs. Dolores O'Connell  
Erin O'Connor  
Ms. Theresa I. O'Connor  
Mr. & Mrs. Emmett J. O'Hara  
Donna O'Hearon  
Mr. & Mrs. Jerry O'Leary  
Mr. & Mrs. Richard S. Onze  
Mr. & Mrs. Anthony Oricoli  
Mr. & Mrs. Stephen Overton  
Mrs. Evelyn Padovano  
Mr. & Mrs. Vincent Paglino  
Mr. Vincent Palazzolo  
Dr. and Mrs. John Pallotta

Patricia M. And Robert Y. Simmons  
Charitable Fund  
Mr. & Mrs. Frank Pesce  
Mr. Anthony Petraco  
Mrs. Genevieve Phillips  
Jennifer Pizzino  
Clarissa J. Pomroy  
Ms. Joyce Poturica  
Mr. & Mrs. Emil Press  
Mr. & Mrs. John Pullen  
Mr. & Mrs. Paul Quartararo  
Queen of The Rosary  
Mr. & Mrs. Thomas J. Quigley  
Mrs. Rochelle Racanelli  
Mr. & Mrs. Steve Rapoport  
Margot Razziano  
RC Church of St. James  
Mr. Edward P. Redmond  
Mr. & Mrs. William Regan  
Mr. & Mrs. George Reich  
Mr. & Mrs. Jeffrey Reid  
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Gloria Rosenau  
Dr. & Mrs. Saul Rosenstreich  
Ms. Eileen Rosenthal  
Mr. & Mrs. David Rowan  
Rev. John Rowan  
Mr. & Mrs. Alfonso Ruggeri  
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Mr. & Mrs. Thomas Russo  
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Claire Rymer  
Saint John the Evangelist  
Dr. Mark Sandberg  
Ms. Linda Sanwald  
Mrs. Carol Sauer  
Ms. Carole Sauers  
Kathleen M. Scanlon, Esq.

Mr. & Mrs. Dominick Scaringella  
Louise Scarola  
Mr. & Mrs. Robert Schaefer  
Mr. Thomas P. Schalk  
Mr. & Mrs. David Schecher  
Mr. & Mrs. Gregory Scherff  
Mrs. Kathleen M. Schiro  
Mr. & Mrs. Peter Schleipman  
S. Joan Schmidt  
Mr. & Mrs. Lawrence Schroeder  
Mr. Stephen H. Schuster, MAI  
Mr. & Mrs. Edward Sconzo  
Edward N. Sconzo, Jr.  
Dr. & Mrs. Rajagopal Seshadri  
Ms. Kathleen Shanley  
Mr. & Mrs. Robert Shannon  
Ms. Joann R. Signorelli  
Mrs. Mary Lou Singleton  
Sisters of St. Joseph  
Mr. & Mrs. Brian Smith  
Ms. Elizabeth Smith  
Mr. & Mrs. Gerard Smith  
Ms. Susan E. Smith  
Mr. & Mrs. Vincent Smith  
Mr. Louis Snyderstrup  
Susan Solimando  
Lori Sorensen  
Mr. & Mrs. Edward Spiegel  
Ms. Patricia Spiegel  
Mr. & Mrs. Ernest A. Spina  
Katie Srubinski  
Mr. Richard Stecker  
Mr. & Mrs. Dick Strine  
Suffolk County Dist 10  
Dorothy J. Sullivan  
Mr. & Mrs. Salvatore Tamburo  
Mr. & Mrs. Paul Tapogna  
Deborah Tascone Kennedy  
Mr. & Mrs. Kenneth Taylor  
Mr. & Mrs. Warren Taylor  
Ms. Ann Teatom  
Honey Marie Theogene  
Ms. Maureen Thresher  
Eileen C. Tittmann  
Ms. Diane Tornejal  
Ms. Linda Tos

Diane Trotta  
Ms. Laura Trunzo  
Dawn Tuminello  
Lynda Tuttle  
Dr. Judy A. Valyo  
Maureen Vecchione  
Deacon & Mrs. Al Vigliotta  
Mrs. Rose M. Vincent  
Mr. & Mrs. Robert Wagemann  
Maryellen Walsh  
Mr. & Mrs. George Wasielek  
Mr. & Mrs. Edward Weissman  
Ms. Barbara Wilson  
Jane L. Winsch  
Mr. Brian Winter  
Mr. & Mrs. David Winter  
Mr. & Mrs. Dennis Winter  
Mr. & Mrs. Douglas Winter  
Joseph Xuereb  
Frank Zambanini  
Mr. & Mrs. John Zaretti  
Mr. & Mrs. Henry M. Zembruski, Jr.  
Mr. James Zima  
Brian Zwolak

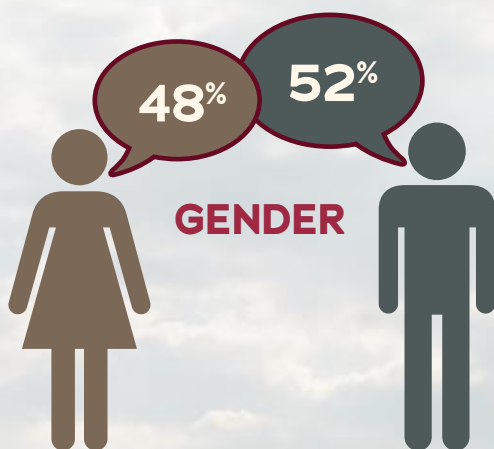
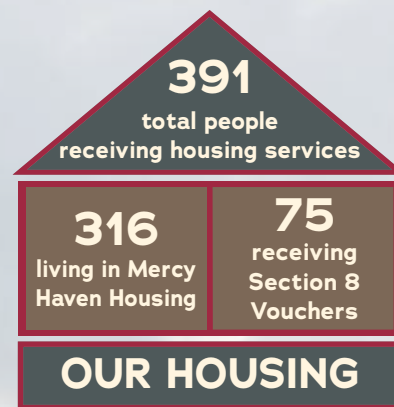
## SISTERS OF MERCY

Our Lady of Peace Convent,  
Lynbrook  
S M Carmelita Shaughnessy  
Sister Barbara Faber  
Sister Bonaventure Mackey  
Sisier Camille D'Arienzo  
Sister Elizabeth Calfapietra  
Sister Frances Picone  
Sister Georgette Zalewska  
Sister Joan Fry  
Sister Kathleen Nolan  
Sister Margaret Cullen  
Sister Martha McKenna  
Sister Mary dePorres McAllen  
Sister Mary O'Connor  
Sister Maureen Gregory  
Sister Patricia Hartigan  
Sister Regina Williams

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



# 2017 - STATISTICS



## HOUSING STABILITY

in Supportive Housing  
and Pleasant Gardens

Residents have lived with Mercy Haven:	
15 years or more	9%
10 - 14 years	9%
7 - 9 years	13%
3 - 6 years	30%
1 - 2 years	26%
Less than 1 year	13%

## POPULATION

Age	% of Population
0-5 yrs	5%
6-10 yrs	5%
11-17 yrs.	6%
18-35 yrs.	18%
36-64 yrs.	54%
65+ yrs.	12%

# MERCY HAVEN'S 2017 FINANCIAL REPORT

The following information is derived from the Mercy Haven Consolidated Audited Financial Statement for the fiscal year ended December 31, 2017, as audited by Cullen & Danowski, LLP, CPA.

## **Income Sources**

Government Contracts and Grants	\$ 3,573,116
Resident Services	2,796,524
Contribution and Fundraising Income	429,364
Grant Income	716,384
Investment Income	121,941
Other Income Net	227,022
<b>Total Income Sources</b>	<b>\$ 7,864,351</b>

## **Program Expenses**

Program Services	\$ 6,814,252
Support Services	720,787
Fundraising and Development	176,733
<b>Total Program Expenses</b>	<b>\$ 7,711,772</b>

**Change in Net Assets** **152,579**

**Beginning Net Assets** **1,539,043**

**Ending Net Assets** **1,691,622**

**Total Liabilities** **9,482,361**

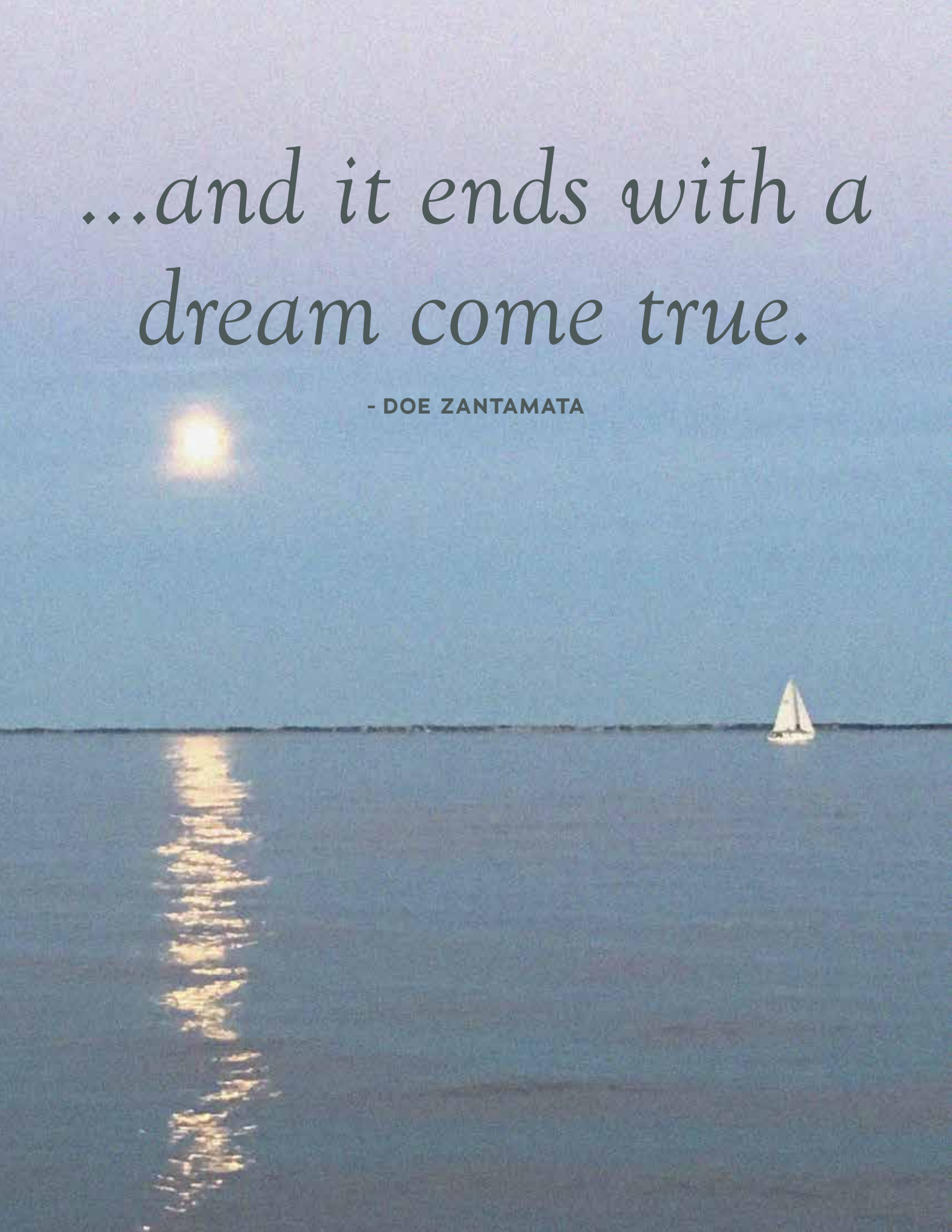
**Total Assets** **\$ 11,173,983**

Mercy Haven, Inc. is committed to responsible and transparent stewardship of the funds we receive from our supporters, both public and private.



*...and it ends with a  
dream come true.*

- DOE ZANTAMATA



## BOARD OF DIRECTORS

CHAIRPERSON  
Dorothy Overton

VICE CHAIRPERSON  
Patrick T. Collins

TREASURER  
Ronald J. Eagar

SECRETARY  
Fred Brendel

## DIRECTORS

Ninonde Cabrol	Jane Macina
Domenico Ciaccio	Thomas Quigley
Paul Conefry	Douglas Russell
Jim DiGiovanni	Mark Sandberg
Edward Grayson	Jessica Totino
Denise Green-Jackson	
Patrick J. Hickey	EXECUTIVE DIRECTOR
Anthony A. Lauto	S. Patricia Griffith, D. Min., LMSW

*It always seems impossible  
until it's done.*

- NELSON MANDELA

## ADVISORY COUNCIL

Jacqueline Bendick	John Healy
Katherine Connors	Eileen Hickey
Patrick Demery	Douglas Manditch
Denise Watson-Farley	S. Mary McGrory
Bryan J. Farrell	Joyce Racanelli
Charles Ferraro	Msgr. John Rowan

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.



859 Connetquot Ave., Ste. 10  
Islip Terrace, NY 11752  
631-277-8300  
[www.mercyhaven.org](http://www.mercyhaven.org)

## *- Thank You -* 2018 MERCY BUSINESS PARTNERS

- GOLD -  
Empire National Bank  
Ridgewood Savings Bank

- BRONZE -  
Farrell Fritz, PC  
Meyer, Suozzi, English & Klein, PC  
New York Community Bank  
Northwell Health

Non-Profit Org.  
U.S. Postage  
**PAID**  
Permit No. 125  
Sayville, N.Y.  
11782

## SAVE *the* DATES!

Mercy Haven's  
19<sup>th</sup> Annual Golf Outing  
Monday, June 4<sup>th</sup> 2018  
Hamlet Golf & Country Club  
Commack, NY

Mercy Haven's  
33<sup>rd</sup> Annual Fall Cocktail Party  
Sunday, November 4<sup>th</sup> 2018  
Southward Ho Country Club  
Bay Shore, NY