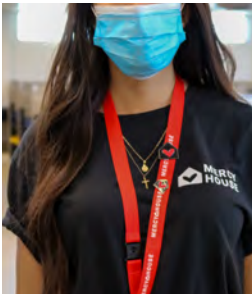




MERCY  HOUSE

ANNUAL REPORT 2019-2020



MISSION STATEMENT

To be a leader in ending homelessness by providing a unique system of dignified housing opportunities, programs, and supportive services.

LETTER FROM FOUNDER FATHER JEROME T. KARCHER

Mercy House has seen unimaginable growth, yet our mission remains the same — to end homelessness. During our expansion this last year, we opened three new year-round emergency shelters and broke ground on two new permanent housing locations. We expanded further into Ventura County and have plans to open new programs there this year. Additionally, we have moved into Los Angeles County — a new area for us — and expanded existing programs in Orange County. With every new program, our philosophy and values continue to stay the same: to help people find their way home by upholding human dignity and self-sufficiency.

As we look back on one of our most impactful years yet, we cannot help but feel a sense of overwhelming gratitude. Even though this year has been difficult for so many of us, we find hope in our faith and the self-sacrifice we have seen in our staff, volunteers, and donors. We were only able to accomplish all of our successes through the generosity of our committed supporters.



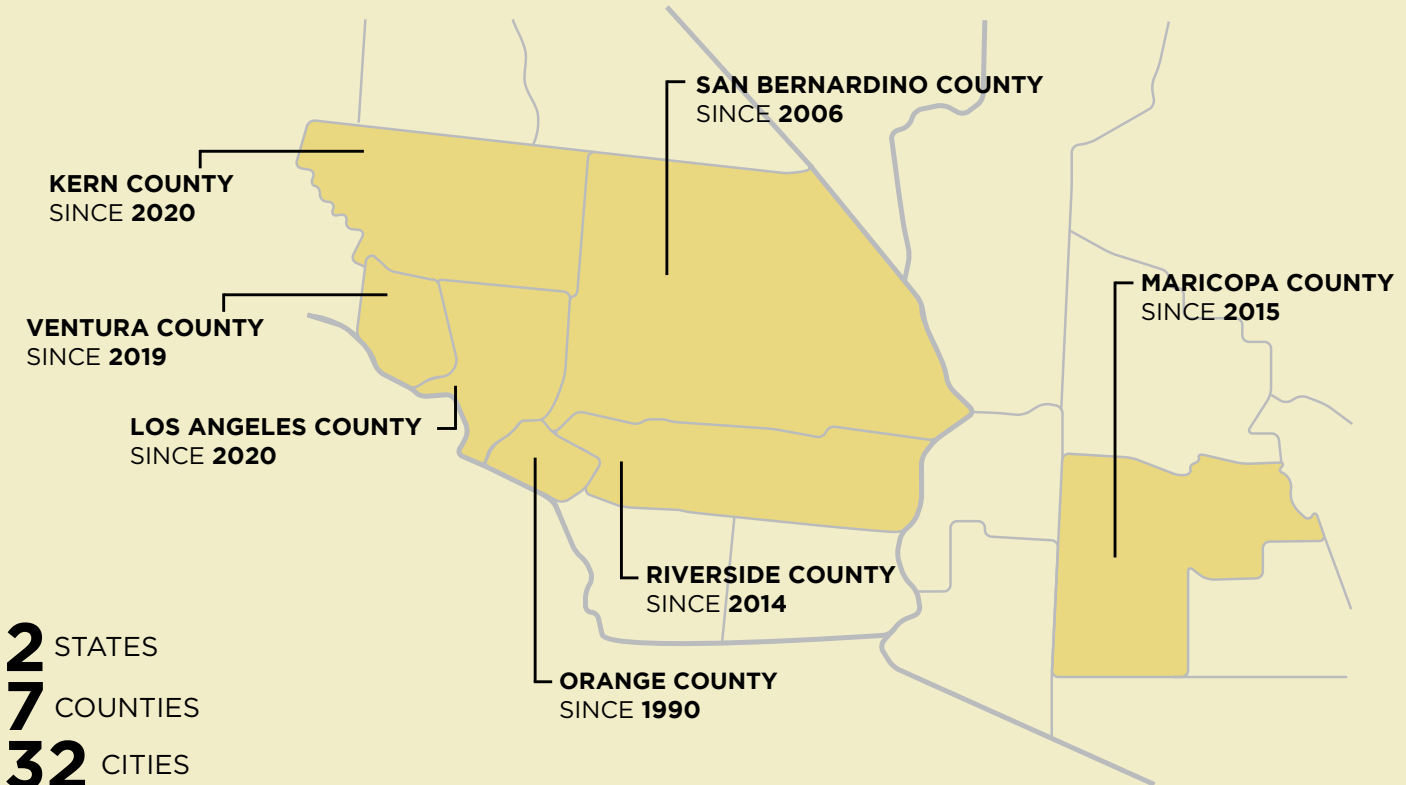
BOARD OF DIRECTORS

Father Jerome T. Karcher	Jeremy Elkins
William Baker, Jr.	Phillip Kaplan
Gary Belz	Richard Lopez, Esq.
James Brooks	Lisa Marcus
Raymond Bukaty	Rich Masterson
Mladen Buntich, Jr.	Linda Nguyen
Tim Clyde	Christie Pettus
Daryl Cole	Jim Righheimer
Thomas Conway	Lisa Rumbaugh

EXECUTIVE TEAM

Larry Haynes | Chief Executive Officer
Patti Long | Chief Operations Officer
Timothy Huynh | Chief Program Officer
Allison Davenport | Chief Strategy & Compliance Officer
Linda Wilson | Chief Housing Officer
Mary Ellen Gross | Controller

WHERE WE WORK



HOW WE WORK

Mercy House's goal is to end the cycle of homelessness of those who enter our system of care.



This starts when we meet an individual experiencing street-level homelessness. Through our **OUTREACH PROGRAMS**, we provide immediate relief and find a path to get them off the streets.



When a client is placed in an **EMERGENCY SHELTER**, we work alongside the individual to find and obtain permanent housing as rapidly as possible. We do this by connecting them to a Housing Navigator who works with them to identify their needs and barriers.



In **PERMANENT HOUSING**, we provide housing to qualified households through homeless prevention, residential services, and housing placement. Our goal is to give our clients a second chance at establishing a home and creating a life of self-sufficiency and success.

350

individuals were placed into permanent housing in Orange County, California

\$100K

of financial assistance was provided to more than 500 individuals in partnership with the Orange County United Way's Pandemic Fund

5,000

bednights of emergency shelter in motels to unsheltered individuals in Ontario, California

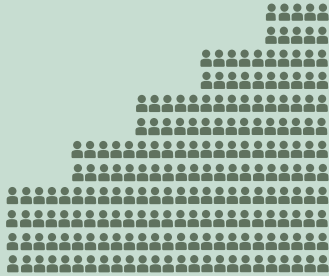
\$9.1M

saved by California taxpayers by housing individuals in emergency shelters across Southern California

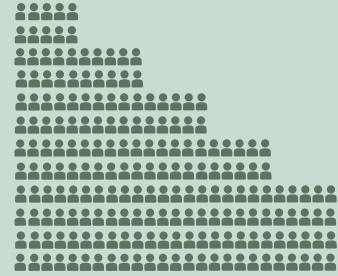
OUR COVID-19 RESPONSE

Since March 4, 2020, when the Governor of California proclaimed a "state of emergency," we have been working to prevent homelessness and continue to help individuals find permanent housing.

OUR PROGRAMS WORK



WE ENDED THE HOMELESSNESS OF
1,684
MEN, WOMEN, AND CHILDREN



OUTREACH

300

individuals were served through our outreach programs in South Orange County, California

EMERGENCY SHELTER

4,182

individuals were served through our emergency shelters

PERMANENT HOUSING

1,247


individuals were served through our permanent housing programs

COST SAVINGS

\$38M

reduced service, criminal justice, and health service costs to the community through our permanent supportive housing programs

PLACEMENT GROWTH



39%
increase in housing placements

403 individuals exited from emergency shelters into permanent housing & another 119 into temporary housing

SUCCESS RATE

clients who were served in the last two years who exited to permanent housing destinations & did not return to Homeless System

99%	94%	92%
Homeless Prevention	Permanent Supportive Housing	Rapid Rehousing



Sandra and her two teenage boys arrived at The Link after being illegally evicted from their apartment. Before arriving at the shelter, Sandra was working as a Certified Nursing Assistant, but due to the lack of childcare and prior health problems, she was forced to take a leave of absence. After connecting with a Housing Navigator, Sandra was referred to the Mainstream Voucher Program through the Anaheim Housing Authority. They were soon awarded a housing voucher and we assisted the family with their deposit. Sandra and her two teenage boys now have a place to call home and to start rebuilding their lives.

Sandra, The Link Emergency Shelter
Santa Ana, CA

WHO WE SERVE

At Mercy House, our mission is to address homelessness at every level and to anyone in need.



FAMILIES

1,266

individuals served



SINGLE WOMEN

1,462

individuals served



VETERANS

260

individuals served



DISABLED
INDIVIDUALS

1,876

individuals served



CHRONICALLY
HOMELESS

1,692

individuals served

FINANCES | 2019-2020

24.1M


2019-2020 operating budget

115%
increase in
operating budget
from last year

93%
of funds go directly
to our programs

 **\$300K**
value received in donated in-kind goods

 **\$320K**
value of 10,693 hours volunteered by 749 individuals

 **387** **AND GROWING!**
employees at Mercy House

Operating Budget Growth since 2016

7.4M
2016-2017

9.6M
2017-2018

11.2M
2018-2019

24.1M
2019-2020

31.2M
2020-2021

OUR TOP DONORS

2019 GOLF TOURNAMENT SPONSORS

BrightView Landscape Development
CDC Designs
Commercial Surety Bond Agency
Diversified Investment Services
ES America
Father Jerome T. Karcher
Ferreira Construction
Griffith Company
Hobas Pipe USA
Huntington Beach Jeep
Joe and Vickie Conway
Laborers' Local 652
Larry Haynes & Donna Lynn Haynes
Manatt, Phelps & Phillips, LLP

Mladen & Jennifer Buntich
Olson Precast
Pacific Boring
Paul & Lisa Marcus
Ray & Lisa Bukaty
Reyes Construction, Inc.
South Coast Cabinet
Sperry Commercial
St. Kilian Catholic Church
The Masterson Family
Timothy & Margaret Leyden
Trench Shoring
United Rentals
W. Brown & Associates Insurance Services
White, Nelson, Diehl, Evans CPA

2020 LIVING WITH HEART GALA SPONSORS

Barbara & John Larson
Barbara Wall
Burriss Burriss Law, APC
Carl Karcher
Cole & Company Wealth Management
Father Jerome T. Karcher
Kimberly & Christopher Fox
Larry & Donna Lynn Haynes
Maureen & Phil Ramer
Michael Ray
Michele Turner
The Sugar Shack Café
Mladen & Jennifer Buntich
Murray Company
National CORE
Olson Precast

Pacific Boring
Paul & Lisa Marcus
R. Julian Enterprises
Ray & Lisa Bukaty
Reyes Construction, Inc.
Rich & Susan Masterson
Rick Hackett
Rita Hansen
San-Ra' Tax Services, Inc.
Stan & Nancy Brown
Steve & Kathy Allison
Thomas Conway
Tim & Diann LeVecke
Tim Clyde
Trench Shoring Company
White Nelson Diehl Evans LLP

FOUNDATION GIFTS OVER \$10K

Allergan Foundation
Anaheim Community Foundation
Annenberg Foundation
Bank of America
Capital Group Co. Charitable Foundation
Charitable Ventures of Orange County, Inc
Cooper Housing Institute

Croul Family Foundation
Draper Family Foundation
General Motors
George Hoag Family Foundation
Hoag Memorial Hospital Presbyterian
Kaiser Permanente
Marisla Foundation

MUFG Union Bank Foundation
Niagara Bottling, LLC
O.L. Halsell Foundation
Orange County United Way
Pacific Premier Bank
San Manuel Band of Mission Indians
Sisters of St. Joseph Healthcare Foundation
St. Joseph Health System

The Devto Support Foundation
The Keith & Judy Swayne Family
Foundation
The Tyrone Heritage Foundation
United Way California Capital Region
Ventura County Community Foundation
Wells Fargo Foundation
Western Digital

LOOKING AHEAD PERMANENT HOUSING

CASA QUERENCIA

Location | Santa Ana, CA

Projected Opening | Fall 2020

Development Partner | Community Development Partners,
Integrity Housing

Community Partners | City of Santa Ana, County of Orange,
Orange County, Health Care Agency, Solari Enterprises

Casa Querencia means “A place where one feels safe, a place from which one’s strength of character is drawn; a place where one feels at HOME.” Formally known as The Aqua, this permanent supportive housing program will serve as such a place for 56 men and women who previously were experiencing chronic homelessness, including seniors and those suffering from severe mental illness.



LA PLACITA CINCO

Location | Santa Ana, CA
Projected Opening | Fall 2020

Development Partner | Community Development Partners,
Integrity Housing

Community Partners | City of Santa Ana, Solari Enterprises

The former Tiny Tim Plaza was renamed by local community members as La Placita Cinco and is in the midst of its transformation. As Mercy House's first mixed-use project, it will provide 50 new units of housing serving low-income families and commercial space for existing, as well as new retail and non-profit businesses. Included in the revitalization of this site are shared open spaces that include a central plaza, park area, an urban farm, and fitness zones all designed to promote engagement and interaction among residents and the broader community.



LOOKING AHEAD EMERGENCY SHELTERS

BAKERSFIELD NAVIGATION CENTER

Projected Opening | Fall 2020
Community Partner | City of Bakersfield

The 150-bed shelter will provide shelter and high-impact wrap-around services to previously homeless adults. As the operators of the Navigation Center, our goal is to help each guest stabilize their living situations, improve their mental and physical health, increase their independence, and move on to permanent, stable housing. There will also be a number of services included at the Navigation Center that involve veterans services, job training, veterinary or animal care, medical health services, and more.



HUNTINGTON BEACH EMERGENCY SHELTER

Projected Opening | Fall 2020
Community Partner | City of Huntington Beach

The Huntington Beach Emergency Shelter will provide shelter to 174 individuals experiencing homelessness on the streets of Huntington Beach. Similar to the other navigation centers we operate, the focus will be helping our clients find long-term, permanent housing opportunities. Huntington Beach needed an emergency shelter for a long time, and we are thrilled to be a part of this project.



MERCY HOUSE

WE HELP PEOPLE FIND THEIR WAY BACK HOME

www.mercyhouse.net