

PEOPLE BY BACK HOME



Manny, Emmanuel House Resident

A life lived beyond the limits is always accompanied by an incredible journey. Manny, an Emmanuel House resident, has defied the odds, overcome death, and begun to live a life that he loves.

At the age of 20, Manny began a banking career; he fully supported himself and was quickly advancing in his job. After five years of dedicated work, he was faced with news that would alter his future: Manny was diagnosed with Hodgkin's Lymphoma and HIV/AIDS within just a few weeks of each other.

With this news, Manny followed the advice of his doctor and went through surgery for his Hodgkin's Lymphoma; during the surgery, damage occurred to his median nerve, leaving his left arm partially paralyzed. Accompanying his paralysis, Manny was also given a short six months left to live. It was then that he defied the odds and overcame death, even returning to work for another seven years. His health continued to struggle and the emotional stress begun to wear on him heavily. He lost his job and because of his limited network of friends and family, Manny became homeless.

When Manny arrived at Mercy House's Emmanuel House, he was shy and soft spoken.

"When I moved into Emmanuel House, I didn't know what to expect; I had just hit rock bottom, and was trying to pull myself together. I've always been very spiritual," Manny explained, "and I knew that 'Emmanuel' means 'God with us.' I knew that God had brought me here, and that even though I had lost all certainty, God was sheltering me here."

As Manny adjusted to the newfound roof over his head, he began to open up and let Emmanuel House be a place of hope and community.

"It's great to be among people who share my diagnosis," says Manny. "When you're the only one in the room with HIV, and you're trying to take your medication, it's hard to hold it all in. Living here gave me the courage to get on with my life. I saw people living at Emmanuel House who had jobs or were going to school. It gave me hope, and even though it took me a while, I got a job and now I can support myself again."

Like many at Emmanuel House, Manny's gratefulness for Mercy House and Emmanuel House overflow from his heart.

"From the bottom of my heart, I appreciate everything that Mercy House does and what Emmanuel House has done for me. When I set foot in this place for the first time, I had peace, I wasn't afraid anymore. During my time here, I've felt at home."

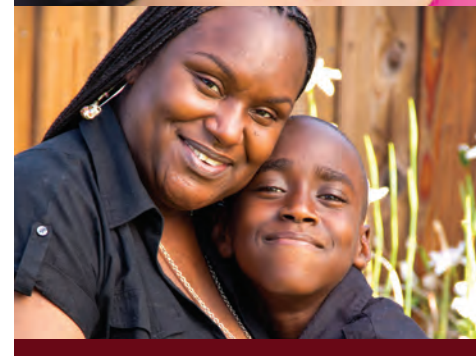
In late spring, Manny was hired at a local department store as a team leader. As he continued to excel in his work, he knew it was time to transition out of Emmanuel House and into his own place. Now, Manny is transitioning out of Emmanuel House, ready to move into a place of his own.

"I get to support myself now. It makes a difference in so many ways. What Emmanuel House has done for me, I can't thank you enough."

THANK
YOU
TO OUR
GENEROUS DONORS



You make a difference in the
lives of our clients.



HELPING PEOPLE FIND THEIR WAY



Mission Statement

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

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MERCY HOUSE

2013-2014

REPORT TO THE
COMMUNITY

WWW.MERCYHOUSE.NET

A Message From Our Founder

Dear Friends of Mercy House,

It is with great pride that I share with you our 2013-2014 Report to the Community. As you review the information contained throughout these pages you will learn of the significant impact that Mercy House has had on our community - in total, providing housing, shelter and supportive services to over 4,500 individuals.

Over the past two decades, change and growth have become an inevitable part of our culture at Mercy House and last year was no exception. Just as we experienced waves of growth in the past, our expansion of services again highlights our understanding that no single organization is going to end homelessness. Rather it is only through cooperation and partnership that we will bring this about.

This past year, we have witnessed the impact of such partnerships:

- By partnering and coming together with the Sisters of St. Joseph and the Interfaith Shelter Network, 64 homeless adults received transitional shelter who would not have if those programs had disappeared.

- Through our partnerships with the City of Ontario, City of Anaheim and the City of Costa Mesa, we have changed the way we think about service engagement by meeting people directly where they live and were able to provide services to over 400 individuals in our outreach programs.

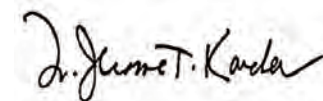
As we look to next year we are excited about the new partnerships on the horizon that will enable us to:

- Place more homeless families back into housing;
- Provide new starts for those escaping domestic violence situations;
- End the cycle of poverty by providing college opportunities for formerly homeless students;
- Provide low-to-no threshold year round emergency shelter to those in danger of dying on the streets.

With homelessness on a decline both nationally and locally we are on the cusp of great change. At Mercy House we hope to use our 25 years of compassionate care and experience to reshape our system of care and to touch and improve more lives. And with your help that is exactly what we'll do. It is literally up to us.

We would not be the organization we are today without the support of our donors and friends. Your financial and other support help us to continue pushing the envelope on homeless services, year after year. As our partners, we hope that all of you take pride in what you have allowed us to accomplish this year.

Thank you for your enthusiasm and commitment - you have our sincere gratitude.



Father Jerome T. Karcher
Founder and Chairman

DURING THE 2014-2015 FISCAL YEAR **MERCY HOUSE** IS ONCE AGAIN COMMITTED TO PREVENTING OR ENDING THE HOMELESSNESS OF **500** INDIVIDUALS WHO WILL COME THROUGH OUR DOORS.

566

Housing Placement Goal

During the 2013-14 Fiscal Year Mercy House set a goal to prevent or end the homelessness of over **500** people. With your support we were able to secure and maintain stable housing for **566 individuals** who came through our doors!



64 FAMILIES

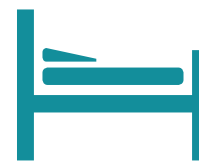
Homeless Prevention

Mercy House's Homeless Prevention Program rescued **64 families**, including **153** men, women, and children, from losing their homes, falling into homelessness and entering the shelter system.

Emergency Shelters and Services

This year Mercy House served **4,353 homeless** individuals; meeting immediate needs and providing connections to restore dignity and stability.

This includes **2,010** people through our Emergency Shelter Programs, **535** through our Family Redirection Program, **1,384** at the Ontario Access Center, and **424** at the Anaheim Check in Center.

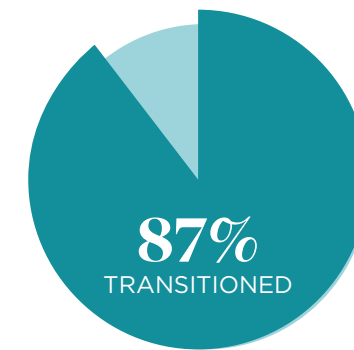
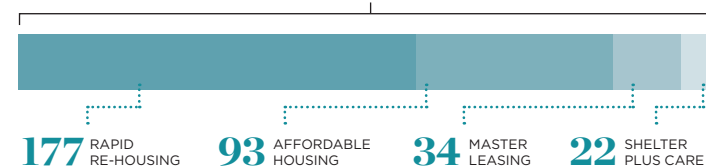


4,353 INDIVIDUALS

Permanent Housing

Mercy House's ongoing permanent housing programs were able to provide housing to **266 unduplicated individuals**; including **177** people through Rapid Re-Housing, **22** through our Shelter Plus Care program, **34** in our Master Leasing Program, and **93** in our affordable housing programs.

 **266** INDIVIDUALS



Transitional Shelter

This year Mercy House served **198** homeless men, women, and children in our transitional shelters; of those **87% successfully transitioned** into their own stable housing, or remain active in our programs.



Reaching Out to the Most Vulnerable Among Us

Meeting people where they are - geographically, philosophically, emotionally - is the essence of outreach to people experiencing homelessness. Rather than expecting people to access services on their own, outreach efforts take the services to where people are. Oftentimes the first and only point of contact for people who might otherwise be disconnected, outreach workers seek to develop relationships with those most vulnerable to provide or connect them with needed services.

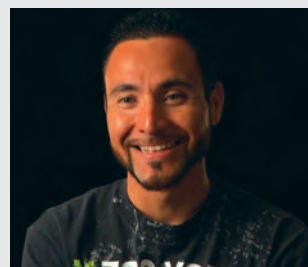
This past year Mercy House, in partnership with the City of Anaheim, created the La Palma Park Check In-Center. The Check-In Center, located right in the heart of the park grounds, provides the means to outreach and engagement that is critical to ending the homelessness for those who call the park "home".

The cornerstone of the Check-In Center is the creation of storage facilities to store the personal belongings of the park's residents. The storage facilities act to clean up the park area as well as provide safety and security for the individuals whose belongings are kept within. Other services provided include basic needs items such as ID assistance, bus passes, resource referrals and the coordination of food distribution by volunteers and other organizations.

In its first year of operation, the Check-In Center has had tremendous and unexpected results, including:

- 424 individuals served;**
- 262 individuals received off-site referrals;**
- 45 individuals have left for housing opportunities.**

Mercy House looks forward to continuing our partnership with the City of Anaheim in following year.



“Mercy House is a breath of fresh air; a stepping stone to something better.”

- Jesse



“When you have a home, you don't feel alone in this world; Mercy House came to my rescue.”

- Cathy

