

# MERCY HOUSE

CELEBRATING 25 YEARS



## 25 YEARS OF HELPING PEOPLE FIND THEIR WAY BACK HOME

**2014-2015** | REPORT TO THE COMMUNITY



FATHER JEROME T. KARCHER

## A Message From Our Founder

Dear Friends of Mercy House,

2014 - 2015 was an exciting year! We are proud to have been able to continue to serve our community by providing hope and housing to thousands of individuals and families -- just as we have done for 25 years. We know that it is only with the support of friends like you that we are able to continue our mission to help all people realize their fullest potential and become self-sufficient. Thank you!

**Our agency has been very cost effective in serving over 5,700 individuals through our various programs and services last year.** While we take great pride in this number, it does not tell the whole story of who we are and what we do. In measuring the "right things" we must look at our *outcomes* and not our *outputs* and to whether or not our programs and services are successfully meeting our mission to end homelessness.

As such, in 2014-2015 we set a goal to end or prevent the homelessness of over 500 people. I am happy to report that **we surpassed this goal by 63%, securing or maintaining stable housing for 816 individuals. In our dedication to this direction, we will push ourselves even further this next year, increasing our goal by 80% and striving to end or prevent the homelessness of 900 individuals.**

### How will we accomplish this goal?

**Strategically.** We will expand our permanent supportive housing programs through new and existing partnerships, innovation and new developments that will enable us to provide housing solutions to an unprecedented number of households.

**With the continued support of our loyal donors, volunteers and supporters.** While we have grown in size and stature over the past 25 years, our accomplishments would not be possible without the generosity of each and every person who has given some of their time, some of their wealth and some of their heart to join us in a vision where the most vulnerable among us can find a dignified place to call home.

As you learn of the successes and on-going expansion of our agency in this report, we hope you will find your own calling in this mission to end homelessness and join us as we transform not only the lives of people around us but also our communities.

With sincere gratitude,

Father Jerome T. Karcher  
Founder and Chairman

DURING THE 2015-2016 FISCAL YEAR, MERCY HOUSE WILL INCREASE OUR HOUSING PLACEMENT GOAL BY 80%; COMMITTING TO PREVENT OR END THE HOMELESSNESS OF 900 INDIVIDUALS WHO WILL COME THROUGH OUR DOORS.

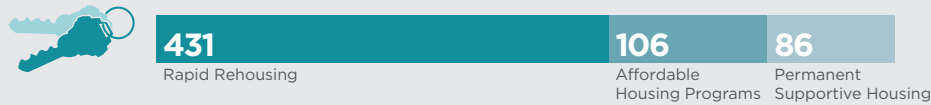
### HOUSING PLACEMENT GOAL

816

This year at Mercy House we set an ambitious goal of preventing or ending the homelessness of over **500** people in our community. By expanding our programs, and implementing new innovative strategies we were able to exceed our goal by over **63%** preventing or ending the homelessness of over **816** individuals this year!

### PERMANENT HOUSING

Mercy House's ongoing permanent housing programs were able to provide housing to **623** unduplicated individuals this year, including **431** people in Rapid Rehousing, **106** in our affordable housing programs and **86** in Permanent Supportive Housing.



### EMERGENCY SHELTERS AND SERVICES

This year Mercy House served **4,852** homeless individuals in our Emergency Services programs: meeting immediate needs and providing connections to restore their dignity and stability.

This includes **2,078** people in the Armory Emergency Shelter, **536** through our Family Redirection Program, **1,255** at the Ontario Access Center, **643** at our new San Bernardino Access Center, and **340** at the Anaheim Check in Center.

### TRANSITIONAL HOUSING



= 218  
INDIVIDUALS

This year Mercy House targeted our Transitional Housing programs to provide pathways out of homelessness to the most vulnerable homeless people staying on the streets and in emergency shelters. We were able to serve **218** homeless men, women, and children in these programs, successfully transitioning **70** of them into their own stable permanent housing.

### PROGRAM SPOTLIGHT:

## Permanent Supportive Housing

How do you end the homelessness for the woman who has been on the streets for 10 years, for the disabled veteran on the street corner, for the man who seeks refuge at the emergency shelter year after year?

*The answer: Permanent Supportive Housing*

When chronically homeless people are safely housed, we see lasting benefits for those individuals and the community.

### What is Permanent Supportive Housing?

Permanent Supportive Housing (PSH) is a nationally recognized, proven and cost-effective solution for reintegrating chronically homeless and other highly vulnerable homeless families and individuals with psychiatric disabilities or chronic health challenges into the community by addressing their basic needs for housing and providing ongoing support.



There are an estimated 800 chronically homeless men and women in Orange County, meaning they've been homeless for 1 year or longer, or have experienced 4 episodes of homelessness within 3 years and live with a disabling condition.

### How does our community benefit from Permanent Supportive Housing?

Chronically homeless people are the most costly and present the most complex challenges of all homeless populations. They can spend years living on the streets, cycling in and out of expensive emergency rooms, substance abuse treatment facilities and jails. Costing between \$30,000 to \$50,000 per person per year (Interagency Council on Homelessness).

Studies throughout the nation have provided growing evidence that permanent supportive housing costs about 50% or less than leaving the homeless to live on the streets.

Experience shows us that with permanent housing and access to supportive services, chronically homeless people will begin to rebuild their lives, while communities see significant cost savings to tax payers.

80% DECREASE IN POLICE INVOLVEMENT & JAIL TIME

65% DECREASE IN EMERGENCY ROOM & AMBULANCE USE

### What is Mercy House's response to Permanent Supportive Housing?

As a leader in serving the most vulnerable of populations, Mercy House currently provides 45 units of permanent supportive housing to formerly homeless and disabled individuals. By next year, Mercy House will increase these units by 207% to include 138 units of PSH for chronically homeless individuals.

207%  
INCREASE IN  
PSH UNITS



THANK YOU TO OUR GENEROUS DONORS! YOU MAKE A DIFFERENCE IN THE LIVES OF OUR CLIENTS.

## SUCCESS STORY:

### Detrice, Assisi House Resident



When Detrice and her two daughters lost their home, it was their faith, hope, and perseverance that kept them moving forward, believing that they would find an answer to the tragic circumstances they faced. Little did they know that Mercy House would be a vital part of their answer.

While working a full time job, Detrice noticed that she was experiencing several health issues. **After serious symptoms and several tests later, the doctors diagnosed Detrice with leukemia. They also discovered that she had a recent major stroke; leaving her unable to work.**

Desperate and determined Detrice packed her belongings with her two daughters and tried to make arrangements to stay with family and friends until they could get back on her feet. **Despite her attempts,**

**no one was able to help Detrice and her family, forcing them to stay at a motel. After driving her daughters to school each morning Detrice spent her time searching for housing while her daughters spent their time focused on maintaining their grades at school.** One of her daughters, Akayla, was a senior in high school and wanted to pursue her dream of attending college.

Days turned to weeks and Detrice found herself unable to continue paying for a motel, leaving her no choice but to sleep in her car with her two daughters. **While living in their car, Akayla maintained a 4.2 GPA, stayed involved in extra-curricular activities and kept her dream of college close to her heart.**

After weeks of sleeping in their car, Detrice and her family were approached by the car company to repossess their car as they were unable to make payments. In that state of utter hopefulness, Detrice received the call that would change their life: a vacancy was available for her family at our Assisi House Transitional Shelter.

Detrice found herself unable to continue paying for a motel, leaving her no choice but to sleep in her car with her two daughters

The Mercy House Staff welcomed Detrice and her two daughters with open arms providing them with the resources they would need to become self-sufficient once again. **Akayla successfully graduated from high school and was accepted into Chico State University on a full scholarship. Generous Mercy House supporters sent in donations to help pay for her graduation fees, college entrance fees and funds to purchase a new laptop and school supplies to help Akayla begin her higher education this Fall.**

Overwhelmed by both the staff and donors of Mercy House, Detrice expresses her sincere gratitude: **“Thank you Mercy House, because without you, my children and I would not be successful today... We love you, our new family.”**

#### MISSION STATEMENT:

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



www.mercyhouse.net



CELEBRATING 25 YEARS

1990-2015  
25 Years of Service



**1988**  
Mercy House is incorporated

**1990**

Mercy House begins services, opens up Joseph House, and hires its first employees



**1994**

Regina House opens for single mothers and their children



**1999**  
Homeless Prevention Program begins and Mercy House Center opens (Santa Ana)

**2001**

Emmanuel House Opens

**2005**

San Miguel Residence Opens



**2006**  
Mercy House expands to the Inland Empire

**2008**

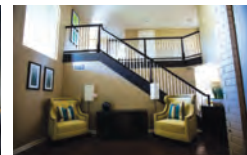
Mercy House creates Family Redirection Program

Mercy House becomes operator of the Armory Emergency Shelter Program



**2009**

Homeless Prevention and Rapid Rehousing Programs expand to meet housing crisis needs



**2012**

Permanent Supportive Housing expands to include two new facilities and a partnership with Wakeland Housing



**2013**  
Anaheim Check in Center begins

Mercy House partners with faith-based community to continue legacy of Bethany and Interfaith Shelter Network programs

**2014**

Home Front Camp Anza for Veteran Families breaks ground

