



MERCYHOUSE

2016 – 2017

REPORT TO THE
COMMUNITY

WWW.MERCYHOUSE.NET



A Message from Our Founder



Dear Friends of Mercy House,

As we reflect on all that has been accomplished in the past year at Mercy House, I am amazed at the impact that has been made. Since July 1, 2016, Mercy House has worked constantly to end homelessness in the communities in which we serve. We opened the doors for housing, restoration, and hope. Together with our staff, Board of Directors, and volunteers, we served vulnerable men, women, children, and families each day.

Last year, we set a goal to prevent or end the homelessness of 1,200 men, women, and children. Through the support and generosity of people like you, we were able to surpass that goal by preventing or ending the homelessness of 1,390 individuals! This impact is great and allows so many in our communities to say "I'm Home" for the first time in a long time. **Together, we overcame the odds and created new futures for those in our care.**

This past year at Mercy House we have grown and expanded our programs as well as our community impact, and our voice. We have opened new shelters, including Bridges at Kraemer Place, and the HomeAid Orange County Family CareCenter. We have been given the graced opportunity to serve those in need and to end the homelessness of the most vulnerable men, women, and children.

Because of your support, we look to the future with enthusiasm and are able to continue this great work each day. Through the generosity, time, and concern of our volunteers, donors, and supporters, we make a difference each day in the lives of those who need it most.

We are grateful for your ongoing support which helps us bring renewed hope to the lives of families and individuals as they say: "I'm Home."

With sincere gratitude,

Father Jerome T. Karcher
Founder and Board Chair

*"MERCY HOUSE IS HOPE,
MERCY HOUSE IS DIGNITY.
MERCY HOUSE GAVE ME MY LIFE BACK."* - MAUREEN



Our Results:

Last year, Mercy House set a goal to prevent or end the homelessness of 1,200 men, women, and children. We surpassed that goal and provided a permanent housing solution to **1,390** men, women, and children in our communities! See the individual impacts of our programs below:



Mercy House's Homeless Prevention Program served 73 families including **219 individuals**



Mercy House's shelter programs ended the homelessness of **107 men, women, & children**



Mercy House's ongoing permanent housing programs provide a permanent housing solution to **1,064 unduplicated individuals**

- 566** through Rapid Re-Housing
- 288** in our Affordable Housing Programs
- 210** in our Permanent Supportive Housing Programs

Community Impact

The cost of homelessness vs. the cost of housing



\$85,631

Annual Cost Homeless in Emergency Shelters



\$98,199

Annual Cost of Health Service Utilization

According to the cost study of homelessness conducted by UCI in partnership with the Orange County United Way and Jamboree the estimated average annual cost for service utilization and criminal justice contacts for a chronically homeless person living on the streets and in emergency shelters is \$85,631. Additionally for the same population, an estimated average annual cost of health service utilization is \$98,199.



By housing this population in all of our PSH projects it is estimated that we are contributing to a more than **\$27M cost savings** to the community.



Compared to the annual estimated rates of service utilization with the cost to run our PSH programs, it is **88% more cost effective** to put someone into a Mercy House run PSH project than to leave a chronically homeless person on the streets.

PROGRAM SPOTLIGHTS



Bridges at Kraemer Place is the County of Orange's most recent shelter, a 24-hour emergency shelter located in the City of Anaheim designed to meet the immediate needs of men and women who are experiencing homelessness in our communities. Operated by Mercy House, Bridges at Kraemer Place currently serves 100 men and women and will serve

up to 200 individuals in Phase 2 in 2018. Upon completion, Bridges at Kraemer Place will operate a multi-service center, have an on-site health clinic, full kitchen, and more! Each client served at Bridges at Kraemer Place has the same goal: to overcome their homelessness. Mercy House staff work directly with each client to provide the support they need to find a permanent housing solution.



The HomeAid Orange County Family CareCenter, operated by Mercy House, opened in the Summer of 2017 and serves homeless families in Orange County. Families entering the CareCenter will be provided with emergency shelter including separate family sleeping quarters for each individual family, nutritious meals, case management, and connections to local resources. The Family CareCenter serves up to 15 families at a time and is equipped with a learning lab, kitchen, and play area for children. This shelter creates the opportunity to transform lives and connect families to permanent housing solutions, bringing a lasting end to their homelessness.



Jane & Mark

Out of the Santa Ana Riverbed and into a home.

Jane and her husband, Mark, met Mercy House in a most unusual way: in a local hospital, just a few short days after giving birth to their first child. In the days leading up to the early delivery of their baby, Jane and Mark were living in a local emergency shelter; prior to that, they had been living in the Santa Ana Riverbed for almost 8 months. After a job loss led to financial stress, Mark and Jane became homeless when they couldn't pay their bills. While on the streets, they stayed clean and sober, and did whatever they could to get a meal, a shower, and find their way out of the riverbed.

When Mark and Jane found that Jane was pregnant, they knew that there had to be a better way to raise a child than in the Santa Ana Riverbed; they began to seek out other resources, including emergency shelters, where they were connected to new resources, one of them being Mercy House's Permanent Supportive Housing program.



"Mercy House went the extra mile for us. We were in the hospital after I gave birth to our little girl, and in came two case managers from Mercy House. They told us that they were there to finish up our paperwork so we could move into an apartment, so we could have a safe place to bring our baby girl home to," Jane explained. "They came to us. They met us where we were at. They didn't have to, but they did, and I'm so glad for it."

This wasn't Jane and Mark's first encounter with Mercy House. They'd stayed at the Armory before and received services at the Anaheim Check-In-Center, but the timing of a permanent solution to ending their homelessness couldn't have been better.

"It was such a blessing. I can't explain how grateful we are. We have a place to be a family, a place to raise our little girl. We have a place to be a mom and a dad, and a place to call home," shared Jane.

BOARD OF DIRECTORS

Father Jerome T. Karcher,
Founder and Board Chair

Raymond M. Bukaty

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Danielle Farias

Larry Haynes, Executive Director

Quality of Life

This year, Mercy House conducted a survey with our clients who recently overcame their homelessness and moved into permanent housing. We found that the impact of housing goes beyond four walls:

YOUR OUTLOOK
ON LIFE



+83%

IMPROVED

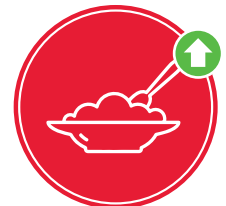
THE AMOUNT
YOU SLEEP



+74%

IMPROVED

THE AMOUNT OF
FOOD YOU EAT



+64%

IMPROVED

HOW YOU FEEL
ABOUT THE FUTURE



+74%

IMPROVED

YOUR
HAPPINESS



+78%

IMPROVED

YOUR
SAFETY



+78%

IMPROVED

MISSION STATEMENT

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