

# ENDING HOMELESSNESS IS POSSIBLE

MERCY♥HOUSE  
annual report  
2022 - 2023







## MISSION STATEMENT

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

## LETTER FROM OUR BOARD CHAIR

Father Jerome Karcher founded Mercy House over 30 years ago with one goal: To end the homelessness of individuals and families with a compassionate, cost-effective and dignified solution.

Today this is still the goal, and thanks to his vision, and your generous support, we celebrate our most impactful year to date, ending or preventing the homelessness for 2,254 individuals. We did this through a variety of programs, including street outreach, emergency shelters and affordable housing with supportive services.

In my years on the board, I've learned there is no such thing as "The Homeless Person." Every one of our clients has a unique story. Mercy House meets our unhoused clients where they are, providing everything from one month of rental support for a working family to remain housed, to more substantial supportive services and housing for the most vulnerable of our clients.

This last year, Mercy House has continued its path of tremendous growth. Thanks to the efforts of our amazing staff, and with your generous support, we have recently added:

- Legacy Square, a 93-unit complex in the heart of Downtown Santa Ana,
- St. Michael's, a 50-unit complex in Riverside
- Hulen Bridge Shelter, a 24-bed shelter also in Riverside
- a 12-unit housing complex, navigation center, on-site medical clinic, and meal program in the City of Corona

It has been such a pleasure to work so closely with CEO Larry Haynes and the leadership of Mercy House, ensuring that its number one priority will always be the men, women, and children we serve.

As we answer God's call in our work for Mercy House, we remember the teachings that Father Jerome embodied, that every person is born with inherent dignity and that homelessness is an affront to that dignity. I know I speak for all of Mercy House when I say we are deeply honored to build on the legacy of Father Jerome at Mercy House. Thank you for joining us in this mission!

- Ray Bukaty, Chariman of the Mercy House Board

# LAST YEAR AT A GLANCE

WE ENDED THE HOMELESSNESS OF

# 2,254

MEN, WOMEN AND CHILDREN

## 96%

of those in our permanent supportive housing programs maintained their housing or exited to permanent housing

## 367

disabled and chronically homeless individuals were provided housing and services

## 484

individuals exited our emergency shelters for permanent or temporary housing

We operated

# 4

unique program types



#### OUTREACH

Our outreach team connects with individuals experiencing homelessness in order to assess their needs and work to get them the resources and care they need.



#### EMERGENCY SHELTERS

Our emergency shelters provide beds, showers, meals, and housing navigation to those experiencing homelessness.



#### PERMANENT HOUSING

Our permanent housing communities provide affordable housing to formerly homeless individuals and those at-risk of homelessness.



#### COORDINATED ENTRY DATA SERVICES

Our data team manages the Orange County Coordinated Entry Service, which coordinates care between homeless service providers across the region.



# LAST YEAR'S NEW PROJECTS



## LEGACY SQUARE

Santa Ana, CA

Legacy Square, a pioneering affordable housing community in the heart of Santa Ana, transforms an underutilized parcel of church-owned land into 93 homes while investing \$10 million in community transit amenities, a park and other improvements to the surrounding neighborhood. The 100% affordable community provides one-, two- and three-bedroom homes for individuals and families earning less than 60% of the area median income. Thirty-three homes are reserved for previously unhoused or extremely low-income individuals.



## HULEN BRIDGE SHELTER

Riverside, CA

The Hulen Bridge shelter provides 24 beds of emergency shelter to those experiencing homelessness in the city of Riverside. The shelter is unique in that it provides private rooms to each of its guests, allowing them a degree of privacy rarely found in emergency shelters.



## HARRISON HOPE CENTER

Corona, CA

The Harrison Hope Center provides a variety of services to our homeless neighbors on the streets of Corona including 40 beds of emergency shelter, on-site medical services provided by Centromedico, and transportation out into the community.



## ST. MICHAEL'S

Riverside, CA

The project will provide 50 one- and two- bedroom rental units in two adjoining two-story walk-up-style buildings. Additionally, the newly designed St. Michael's site will provide a variety of outdoor community spaces ranging from public to private and designed to serve the different emotional and social places residents experience while they live here. Amenities designed to promote interaction among residents include a courtyard area, gathering circle, and play area.

# HOW YOU'VE HELPED OUR AGENCY GROW

We now have over

# 600

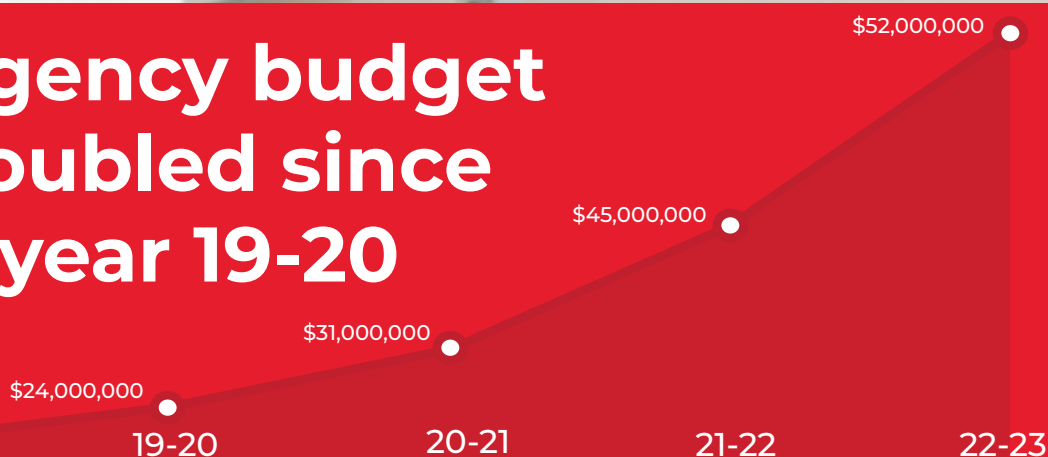
dedicated team members  
fighting homelessness

We've experienced a

# 34%

increase in housing  
placements in 2022 - 2023

**Our agency budget  
has doubled since  
fiscal year 19-20**



In the last fiscal year we opened

# 134

units of permanent housing

# MIKE AND PAULA'S STORY

Mike, Paula and their two daughters found themselves on the street after Mike lost his job and the family fell behind on rent. In March of 2022 they came to the Family Care Center in Orange, CA looking to regain their housing and rebuild their lives.

With the help of Mercy House navigator Sandra, they were able to secure a spot at the Finamore Place Project, an affordable housing community operated by the Anaheim Housing Authority.

Now that they're safely housed, Mike is looking forward to finding another job and creating a stable future for his wife and two daughters.

Congratulations to Mike, Paula and the whole family on finding their way back to housing!





# LOOKING AHEAD



## FRANCIS XAVIER RESIDENCE

Santa Ana, CA

Comprised of 16 total affordable housing units, there will be 4 ADA units and 12 non-ADA units. To give a comfortable, home-like feel, it will also include an indoor-outdoor community space and wrap-around health services such as therapy, case management, addiction counseling, and more.



## VISTA DE LA SIERRA

Riverside, CA

Vista de La Sierra will offer 80 affordable apartment homes for those with household income-qualifying maximums at various set-asides ranging from 30 to 60 percent of the area median income. Thirty-nine apartment homes will be reserved for individuals for those experiencing homelessness or at-risk of homelessness.



## PROJECT HOMEKEY

Costa Mesa, CA

Located in Costa Mesa, Motel 6 provides 88 units of permanent affordable housing for households earning below 30% and 50% Annual Median Income. 30 of the units are reserved for formerly homeless Veterans, ten for individuals struggling with mental illness and at-risk of homelessness, and 48 set-aside for very low-income seniors. Mercy House will be providing supportive residential services to the very low-income senior residents.

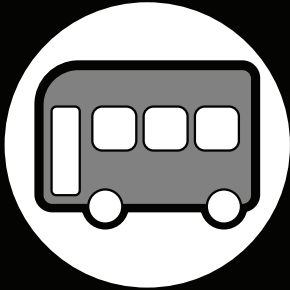
**“Thank you for all your support this year. We’re proud of what we’ve accomplished and we look forward to the work that’s ahead of us.”**

-Larry Haynes, CEO

## BOARD OF DIRECTORS

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# How your donation can help



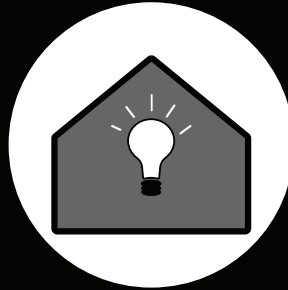
**\$25**

provides vital  
transportation  
to a client



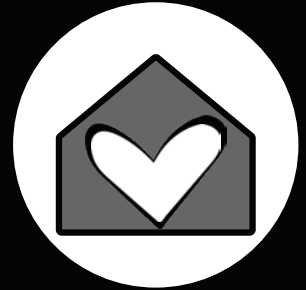
**\$100**

provides meals  
to a shelter client  
for a week



**\$500**

provides a utility  
deposit for a  
senior house-  
hold



**\$1000**

provides rental  
assistance to  
keep a family in  
their home



## MERCY HOUSE

We help people find their way back home

Contact us - [development@mercyhouse.net](mailto:development@mercyhouse.net)