



Years
of Mercy in Clay
2020 Annual Report

Showing Mercy - One Life at a Time



In Clay County, 11% of our population is living below the individual poverty level - under \$12,000/yr. per individual

A 2018 ALICE study shows that 37% of our Clay County citizens are employed but do not make enough to meet the basic necessities of life.

In 2006, I began a job with the School District addressing the challenges that homeless children and youth face in succeeding in school. Part of my job was to ensure that each homeless youth had equal access to a free, appropriate public education. Never would I have imagined the number of families in Clay County who found themselves in “transition” – without a home to call their own, living in cars and public places, hotels and on the couches of friends, due to circumstances that were much beyond their control.

I joined in Mercy Network meetings from their humble beginnings and each passing year it grew as more people in Clay were seeing the value and purpose that we all had. Over time, it formed into an organized, collective mission to serve those in need and eventually became **Mercy Support Services**.

André Van Heerden, a local pastor and visionary, helped coordinate the efforts to address these needs. It was André who listened to me as I told the story of a grandmother and her 5 grandchildren who were living in a tent and their van.

Fast forward 14 years, and I was blessed to be part of the very organization that was shaping the way those who had lost hope were being restored. I had seen the other side of the process, and I had referred so many of them directly to this ministry that wraps its tremendous arms around those who are hurting and helps to find solutions.

In a short period of time, we will have the new MERCY VILLAGE - a dream come true for all of us who have worked to make this a reality. Never would I have thought that I would be “coming full circle” as André has always said. Each day is a chance to be a better person and to encourage those whom we serve that “Hope can never be taken away.”

Melissa Whitaker
Program Manager



Why Mercy?

My two daughters and I lived in this area for 10 years, but we don't have any family here. The closest is TN.

I had a good job, but then they got new management and a lot of us were laid off. We had our little savings, and my savings went to rent and then our dryer went out. Sometimes one little thing can cause a snowball of events. You don't know the dryer goes bad but it just keeps running and makes the utility bill extremely high. And then later I got the bill and depleted my savings.

We gave back the house and decided we had to live in the car. We only kept enough belongings that could fit into the car. We slept in the car at night and came to the library during the day to stay cool and look for a job. We lived in the car for 6 months before I found Mercy and Ms. Dena.

It was really scary, dealing with the weather, and strangers banging on the windows at night. When you live outside on the streets, you see everything. People pull up beside you, look in, and the girls were exposed to some pretty inappropriate things.

Mercy supported me in everything – Finances, Spiritual, education, now I know about more than ever. I now have graduated from the program and have a good job.

So when I tell you I found Mercy, and that Mercy has changed our lives, I don't know where we would be. Finding Mercy gave me peace of mind as a mom. I could not focus on what was going on outside our car, and working, and keeping them safe.

And Mercy saved us.

KS - Client

Our Staff



R. Patrick Hayle - Executive Director/CEO

After 7 years as Executive Director of the City Rescue Mission, Patrick serves as Executive Director and CEO of Mercy. His experience and leadership in the community has produced a growth and vision for mercy which has a major impact in Clay County.



Jeff Boyer - Director of Resource Development

Formerly the COO of the YMCA of Florida's First Coast, Jeff began his relationship with mercy as a volunteer in 2016, and joined the staff in 2017. Jeff's position includes direct oversight of marketing and development.



Dena Collins - Director of Operations

Coming from corporate America to the Mercy family in 2017, Dena brings extensive administration leadership skills. Also deeply involved in ministry and missions, she serves as our Director of Operations, overseeing the day-to-day operations, developing strategies and effective processes that move forward the mission of our organization.



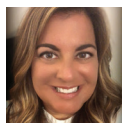
Sophie Dentiste - Development Assistant

With a diverse background in art, business development, and community relations, Sophie was brought in as project manager for Recovering Clay, a special project to help Hurricane Irma victims, and fell in love with the Mercy mission. She is Assistant to the Director of Development.



Frances Walters - Call Center Lead Care Agent

Frances came to Mercy in 2015 as a part-time assistant and in 2017 she was hired as Lead Care Agent. Frances is one of the first touches that clients experience at Mercy, assisting them with available resources, solutions and hope.



Melissa Whitaker - Program Manager

Melissa has had a sincere passion for the issues surrounding homelessness in Clay since her 12 years of working as the Homeless Advocate for the Clay County School District. She directly oversees the Call Center, intake and screening, Rapid Re-housing, Eviction Prevention and, Self-sufficiency Program, and Care Coach Training. She is a cheerful addition to our Mercy family.



Phyllis Simpson - Call Center Care Agent

Phyllis has a plethora of degrees and hands-on experience with Christian Transformational Life Coaching and leadership development. She is one of the cheerful first-responders to the many calls coming into Mercy each day while also working on her doctorate!



Laura Hardegree - Administrative Assistant to the CEO

Laura, a mom of two amazing kids, and her husband Adam have been in full time ministry for over 14 years. They serve at Journey Church where she serves on the creative, prayer and kids ministries. Laura joined the Mercy staff August of this year as Program Assistant and is now Administrative Assistant to our CEO. Her level of integrity, faith and tremendous work ethic have proven to be a wonderful addition to our team.



Steve Schneller - Development Relations

Steve has had ministries in Va, NC and FL as youth minister, associate minister, and preaching minister. 30 years of experience in sales and recruitment, he loves to engage people and meet their needs. He is so glad to be a part of the Development team, continuing the relations with local churches and partnerships, helping others to live full and enriched lives.

Board Of Directors

Dr. Robert Cowie - Chairman
Retired Dentist

Bob Olson - Vice Chairman
Director, Business Operations
Thrasher-Horne Center

Joelle Marquis - Director
Owner, Legacy In Action

Janice Martin - Treasurer
Owner, Accounting For Success

Nancy Ulrich Suddath - Secretary
Parliamentarian
Founder, Ulrich Research Services, Inc.

Connie Thomas - Director
Clinical Social Worker,
Grace House

Brett Kirkland - Director
Area Chairman, C12 NE Florida

Katherine Baustert - Director
Owner, Katherine Baustert State Farm

James (Rick) Wood - President,
The Wood Development Co. of Jacksonville, Inc.

Rev. Pearl Boles - Director Emeritus
Pastor Emeritus - OPUMC

Mike Serig - Director Emeritus
Owner, Earthscapes

Rev. Andre Van Heerden - Director Emeritus
Pastor, Bellevue SDA Church



CHARITY NAVIGATOR
Your Guide To Intelligent Giving

Accounting Consultants

Janice Martin
Mike Field

How Mercy Creates Change

Most of the clients we work with have given up all hope for a better life. They have lived buried under very difficult circumstances. For those who DO desire change, the opportunity can seem lost to them due to an extreme lack of resources and skills to do so. They need hope, vision, and to feel empowered and equipped. This is where Mercy comes in.



HELP:

Our goal is to ensure that clients know we care about their overall well-being, not just coming up with a quick fix. Our agents are trained to respond with compassion to the variety of incoming needs, with recommended resources and referrals that best suit their situation, including our own programs in eviction prevention, utility assistance and a self-sufficiency program.



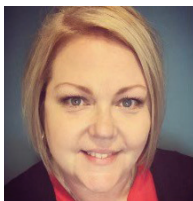
HOME:

Nothing steals your hope and kills your dreams quite like sleeping in your car, on the street or the couches of others. One of the ways we help is to provide temporary housing through our 3-6 month Self-Sufficiency Program. We also partner with Clay County to administer the SHIP funding which assists individuals and families with getting into housing or maintaining their current housing. So many are only one paycheck or circumstance away from losing the roof over their head. We are blessed through these county-supported programs to be able to help them have safe shelter in their most desperate times of need.



HOPE:

HOPE is the most important component of change. You can spin a great vision, with an abundance of resources but if a person has no hope, none of it will mean anything to them. It's only through the love of Jesus Christ and when we genuinely care for another person that we instill hope in their hearts again. The top priority of Mercy is **that EVERY person we encounter feels loved, accepted and respected.** We understand that simply serving others with no responsibility or accountability is detrimental to their well-being. With the help of our care and financial coaches, our goal is to also train and equip them to be self-sufficient, productive citizens. Breaking unhealthy cycles impacts their family and the generations to follow, bringing long-lasting, life-changing, world-transforming HOPE



Dena Collins
Director of Operations
Mercy Support Services

Our Programs

Resource Referral Call Center

Each month, Clay County families and individuals call in to Mercy Support Services to our Care Agents who identify the needs of the caller and match him/her with the appropriate resources. The Call Center received 3413 calls in 2020, impacting more than 6270 people. Our Call Agents take calls from people seeking help in numerous areas, such as utilities, rent, mortgage, medical needs, food, clothing, evictions, veterans' assistance, etc. Using our knowledge of available resources in Clay County, callers are referred to community partners for assistance. Callers with more complex needs are referred to our Program Director for further evaluation. The Call Center has been operational since February 2012.

Self-Sufficiency Program

The Self-Sufficiency Program is designed to assist displaced families in Clay County back to a level of independence, while including housing. Mercy Support Services is not a homeless shelter. This Program offers a minimum of 90 days and up to 6 months of supportive housing while actively seeking additional income, education, childcare, mental well-being and other barriers to being independent. Clients will receive one-on-one Care and Financial Coaching to provide the necessary tools and guidance, in a firm but loving way, for a confident and independent future. Clients will be expected to follow the Program Rules and Guidelines and remain in compliance to continue services.

Care Coaching

Six barriers have been identified that, when addressed, will help someone avoid falling into poverty. They are: housing, employment, childcare, transportation, financial stability, and spiritual growth. Due to the stress that a person in crisis is experiencing, Mercy Support Services trains volunteers to be their Care Coaches and to help access resources on their behalf. A trained Mercy Care Coach will oversee their case plan within the Self-Sufficiency program and SHIP program. Our dedicated team of volunteers is committed to the clients' success.

SHIP (State Housing Initiative Program)

Mercy Support Services has been awarded a multi-year Homeless Stabilization grant from Clay County. The contract allows Mercy to provide funds for both Rapid Rehousing of homeless individuals and aid to those who are in imminent danger of eviction. Since this is a reimbursable grant, Mercy provide the funds to program recipients up front and is reimbursed by the County. The program is designed to prevent abuse of the system and involves strict guidelines for qualification.

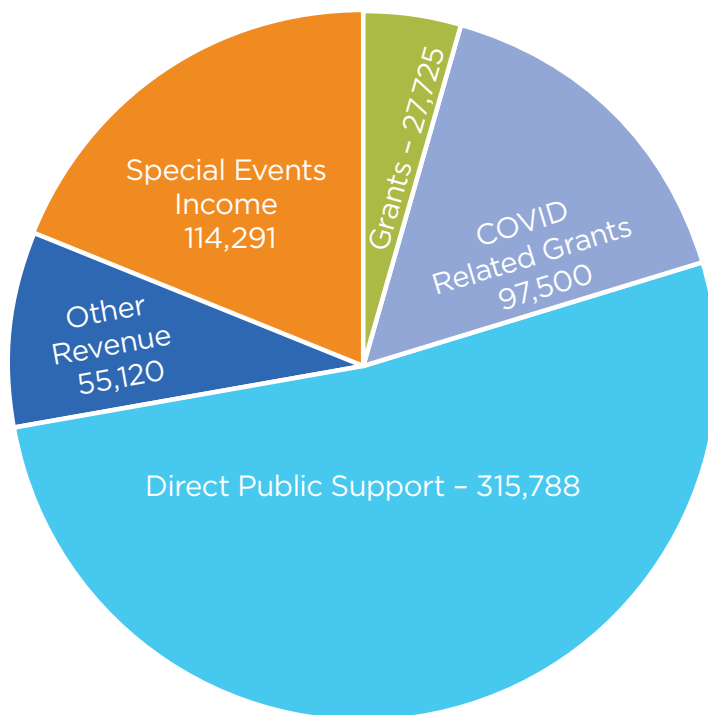
COVID Relief Programs

As soon as the first effects of COVID touched our County, Mercy has been on the forefront providing assistance to families with rent, utilities and food. Over the past year, through the collective efforts of individuals, community groups and local partnerships, Mercy Support Services has spent over \$710,000 for those directly impacted by Covid-related hardships. We have been able to keep 177 families in their homes through the Eviction Prevention and Covid Relief funding, and will continue to offer Eviction Prevention Assistance with non-Covid related funds.



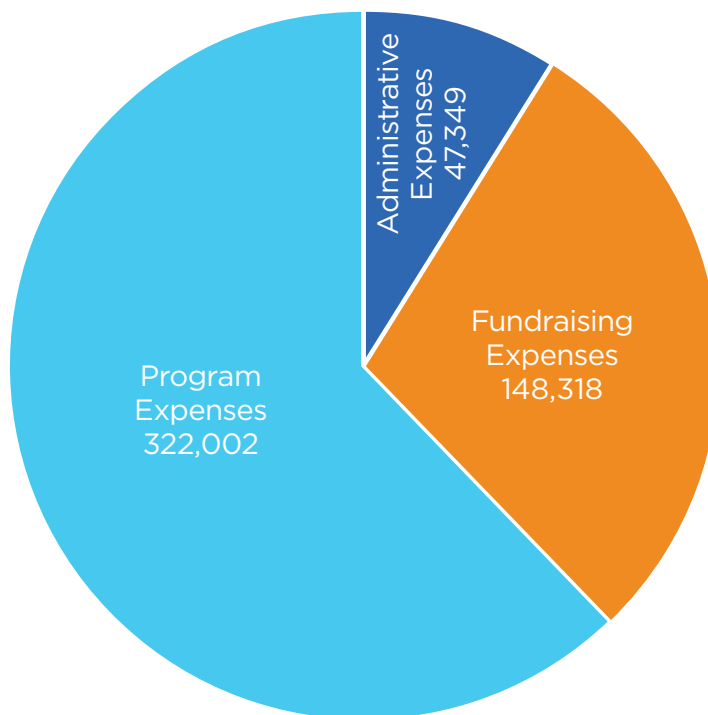
Income

Grants	27,725.00
COVID related grants	97,500.00
Direct Public Support.....	315,788.24
Other Income.....	55,120.16
Special Events Income.....	114,291.00
Total Income.....	610,424.40



Expenses

Administrative Expenses.....	47,349.79
Fundraising Expenses	148,318.56
Program Expenses.....	322,002.41
Total Expenses.....	517,670.76



How Can you Be Mercy?

Donors

Each year Mercy depends on the generosity of our community, businesses and families to help us change lives. Every single gift, large and small, makes a difference in providing housing, resources and educational programs for those in crisis. We serve hundreds of families and individuals in crisis each year. All donations over \$2 are tax deductible. You will receive an email confirmation and receipt for your deduction.

Guardian Donors

Recurring donations make it possible for Mercy to meet the growing demands in Clay County and provide uninterrupted programs and services to those in need. Recurring gifts at any increment allow us to successfully plan and are crucial in helping us implement our annual goals. Guardian donors received extra communications and prayer requests from the Mercy office, and are included in our annual Champions Breakfast.

Legacy Giving

Your bequest to Mercy will enable us to continue our much-needed programs with hurting people even when you are no longer here to share with them. There are many different ways to set up a legacy or bequest based on your personal situation. A Bequest is a gift of personal property, such as money, stock, bonds, or jewelry, which is directed by the provisions of the your will. A Legacy gift is a planned future donation to a charity, given through a will or other form of designation. It is a decision that each person makes in his or her own financial planning process, taking into account their charitable wishes and values. To discuss the options and possibilities, contact Patrick at RPHayle@mercysupportservices.org.

Volunteers

Mercy relies on volunteer committees to help with fundraising events and other activities.

You may also wish to share your skills by becoming a trained Care Coach for Mercy. Our coaches are everyday people who desire to share their gifts and talents in a mentorship program and our Care Coach Training Program is offered seasonally to help them get started. Whether your gifts are spiritual, financial, educational, parenting, career-placement or fundraising, you can make a lasting impact in our Mercy family. Contact Dena at dena.collins@mercysupportservices.org for more information.

Did you know?

- The average recurring donation is \$248
- A monthly gift of \$200 ensures a residential client has work transportation
- A monthly gift of \$400 feeds a family in our program for one month

Did you know?

- Over 80% of donations are comprised of \$500 or more
- \$25 serves one caller in our Call Center
- \$50 provides 1 week of gas cards for work transportation
- \$100 ensures one family has groceries for a week

A Word from Patrick

In October of 2010, I walked into my first Board meeting with the Mercy Network, Homeless Coalition of Clay. My intention was to see what they were doing and help them out until I found a paid position. That was my plan, but God had His own.

In the early days of Mercy we truly walked by faith, and as you can see that faith has grown like a seed planted in fertile soil. When we got the call about the grandmother with 5 grandchildren who lived in her car, we said, "Yes, we can help." but we were

not sure what we would do. We rallied the churches to help pay weekly rates in a hotel and that was the start of case management, the Self-Sufficiency Program.

Fast forward to November 2019. We learned of an available property sitting on 5.1 acres, so we started our pursuit. That was enough land to build apartments. The only problem was we did not have the money.



2018



2016



2011

2010

- **The Mercy Network** President, **André Van Heerden** was referred by **Project REACH** to a homeless local grandmother with 5 grandchildren, living in her car, in need of services.
- The Mercy Network begins a **Homeless Coalition**, and actively seeks to engage **local churches to help** find her housing, collectively raising enough money to cover 3 families in hotel stay.

2011

- Michael and Shelby Serig offered their rental property for use rent free
- **Orange Park Medical Center** donates a vacant building to **The Mercy Network** for 2 years. These became the first offices.
- The Mercy Network team initiated a Call Center.

2012

- **Mercy Support Services, Inc. (MSS)**, a 501 (c) (3) was incorporated as a separate entity.
- **Patrick Hayle** was later appointed as **Executive Director**.
- **Classes began by MSS** staff, monthly, for individuals from local churches and other volunteers who were interested in becoming advocates/mentors to group home residents. Dozens were trained.

2013

- **Community Action Teams (CATs)** were formed to help others recover from catastrophes, disasters, storm damage, etc.
- Through partnership with the **Clay County Housing Finance Authority**, Mercy was awarded money to purchase its first group home.
- **Joelle Marquis**, an Organization Development Specialist, helped to revise the strategic plan.

2014

- **Mercy moves** admin offices to a purchased property in Fleming Island until 2016.
- **Mercy purchases** two quadruplex (8 apts) buildings on Filmore
- The **First Annual Fundraising Gala** "An Evening of International Cuisine" is held at **First Baptist of Orange Park**.

2015

- The **Annual Gala "Inspire Hope"** is held at Hilltop Restaurant.
- **2015 BOARD OF DIRECTORS** included: **Robert Haber, Pearl Boles, Robert Cowie, Ana Hartman, Joelle Marquis, Janice Martin, Mike Serig, Ken Stivers, Eric Twisdale, André Van Heerden, Rich Zeisel.**
- The **Volunteer Appreciation Event** is held at Celebration Church. **André Van Heerden** was awarded the **Pillars of Mercy** for his volunteer leadership.

It is said that great faith comes with risk. We signed a contract to purchase without knowing where God was going to get the money and paid \$25,000 in earnest money. God touched the hearts of a very new local company and the owners responded.

Today we are at 515 College Drive, Middleburg and the front will display a bronze plaque showing the **Legacy in Action** Building. The property includes our offices, room for wrap-around services, and plans to build 65 apartments.

Our faith in God is real and growing daily! Please join us as we touch many more lives, changing many more futures together.

May God bless you!

Patrick

2011



2015



2019



2016

- **Champions for Mercy Gala Dinner** is held at **Thrasher-Horne Center**. Honorable Chair is **Jack Myers**.
- **Patrick Hayle** was awarded the **Executive Director of the year** award at the **Reinhold Foundation's Celebrate Clay Awards Breakfast**.

2017

- **Jeff Boyer**, Director of Resource Development, and **Dena Collins**, Director of Programs join Mercy. **Frances Walters** begins as Lead Care Agent
- Hurricane Irma hits, resulting in the formation of **Recovering Clay**
- The **4th Annual Mercy Gala** is held at the **Thrasher-Horne Center** with **Keynote Speaker, John Thrasher**

2018

- **Sophie Dentiste** is hired as **Assistant to R. Patrick Hayle and Jeff Boyer**.
- The **Inaugural Jack Myer's Champions for Mercy Golf Tournament** at Eagle Harbor netted over 15k
- over 20 volunteer Care and Financial Coaches are now trained in the program
- The **5th Annual Mercy Gala "Light the Path to Self-Sufficiency"** is held at **Thrasher-Horne** with **Keynote Speaker - John Ashmen**.
- Mercy sold the 2 Quads (8 apts) which stimulated the possibility for future growth

2019

- **Melissa Whitaker** was hired as Program Manager
- The **2nd Jack Myer's Golf Tournament** at Eagle Harbor netted over 25k
- The **6th Annual Gala, now called "Night of Hope"** is held at **Sullivan Hall** with **Honorary Chair and Speaker, Sen. Rob Bradley**

2020

- **COVID-19 hit, doubling the incoming needs. With grants and additional funding from the Cares Act, Mercy allocated over \$710,000 to affected families.**
- The new **Heart for Mercy** July Campaign is successful, culminating in the sliming of Patrick Hayle
- The **3rd annual Golf Tournament** is held in Sept, with a successful 2-flight tournament
- The **7th annual Night of Hope** is converted to an online auction, and LIVESTREAM event, from **Journey Church**. Emcees were **Travis and Jessica Cummings** and **JoLynn Carter**
- **Steve Schneller**, Development Relations, and **Phyllis Simpson**, Call Center Care Agent join Mercy
- **Laura Hardegree** is hired to assist with COVID cases in 2020, becoming **Admin. Asst** to Patrick Hayle in 2021.
- **Mercy Support purchases the 5 acre property of 515 College Avenue**. Offices are relocated, with **plans to build** the prospective **Mercy Village**

Touching Hearts One Hole at a Time



Executive Director, Patrick Hayle, and Bob Olson, Board Director, greeting the golfers.



Goofy photo contest - winners: the Hardegree Team



Over 30 volunteers devoted time to help us with a 2 flight day. Thank you all!!



Some teams had way too much fun creating shots for our Goofy Photo Contest!

The **3rd Annual Jack Myers 'Champions for Mercy' Golf Tournament** was a tremendous success. Although the event had to be rescheduled from the original May date to September due to Covid, 96 golfers hit the links in what has become known as Clay County's most 'fun' charitable golf event. The day was filled with fun activities: including several proximity contests, a marshmallow drive, and funny team photo contest. The foursomes were divided into (2) flights of 12 teams each to meet Covid requirements.

Thank you all for your support in helping us make this a 2020 success for everyone! A huge shoutout to our Title Sponsor - Brightstar Merchant Services and our Master Sponsor, State Farm - Katherine Baustert Agency. They were joined by Premier Sponsor - Clay County Port/Reynolds Park. Our Champion Level Sponsors were: U.S. Bank, Trinity Fabricators, Reinhold Corp. and Suburban Auto.

We also want to thank our over 30 VOLUNTEERS that came out that day to make the event possible. We could not do this without YOU!! Also, our Event Committee that planned and gave leadership to the event for the past 8 months, Event Chair: Brett Kirkland, and committee members: Melanie Pitts, Patty Stillwell, Allen Berry, and Jim Dion. Thank you!!

Our next Golf Tournament is scheduled for May 7th, 2021.



The volunteers from State Farm - Katherine Baustert offer waters to passing tournament players



Our Brightstar Title Sponsor, Jason JD Dillaberry with Jim Reynolds.

Changing Futures With a Livestream Event

Flexibility is key, and this year's NIGHT OF HOPE gathering was obviously going to have some Covid challenges. So our loyal committee of volunteers and staff worked diligently researching and planning a modified option that would still raise the much-needed funding for our FALL programs. With a new software, we were able to hold a Virtual Silent Auction, and then a LIVE Auction via Livestream for our donors to participate on the night of the event. Journey Church and their videography crew hosted the filming of the event. Emcees and auctioneers for the evening were Travis Cummings - our Honorary Chair, along with his wife, Jessica Cummings and JoLynn Carter.

“Many are the plans in the mind of a man, but it is the purpose of the LORD that will stand.”

— Proverbs 19:21

Our goal for the night was to raise \$80,000. Many said it could not be done in this challenging season, and we should lower the bar. But our Executive Director, Patrick Hayle, felt that we should RISE TO OVERCOME THE CHALLENGE, NOT SUCCUMB TO IT. By the end of the night we had exceeded \$90,000!! Proceeds from the Night of Hope directly benefit families and children in Clay County. Amazing sponsorships from local individuals and businesses were strong before the event even began. Participation on all levels, donors, staff, supporters, and volunteers helps us continue the critical programs that benefit families in crisis. Thank you all for helping to make this a successful event!

Travis Cummings, Honorary Chair
Bob Cowie, Board Chair
R. Patrick Hayle, Executive Director
Christinne Perez, Event Coordinator



Adam Hardegree of Journey Church Videography team and Jeff Boyer, Dir. Of Development, prepare for the LIVE Auction livestream



Some of our amazing auction committee setting the stage - Lexi Keppel, Andrea Fogarty and daughter, Brennen.



Executive Director, R. Patrick Hayle, with the team of Emcees - Honorary Chair, Travis Cummings, Jessica Cummings and JoLynn Carter

Having a Heart for Mercy



Board of Directors Team, the **FORERUNNERS**, won the rights to Slime first.



Jeff Boyer, our Director of Development, accidentally got a little of the sliming action as well!

Throughout JULY, we challenged our Community with a **HEART FOR MERCY viral campaign, with a GOAL of raising \$10,000** to meet the crucial needs we continue to see day to day. With new content and testimonial videos coming out each Wednesday they reposted and shared the Mercy message. The videos are now on our YouTube channel and we were overwhelmed by the turnout and results of this campaign! SOME OF THE RESULTS WERE:

- 5 teams comprising over **25 volunteers** were in the trenches of social media and emails, asking for support
- **Over \$18,000** was raised with **54 donations**
- **25 NEW donors** stepped up to learn about and help support Mercy
- The **Forerunners**, comprised of our Board, was **the winning team**
- They got to **SLIME our CEO, R. Patrick Hayle**, at the August Finale
- **5 gallons of slime** was made for the event
- Our Director of Development, Jeff Boyer, accidentally got slimed as well
- The viral exposure from everyone's emails and posts expanded our footprint in Clay County

“Bear one another’s burdens, and so fulfill the law of Christ.” — Galatians 6:2



Why Mercy?

As I look back on my time as a Board member and volunteer at Mercy Support Services, I value those experiences as some of the greatest of my life. In addition to volunteering my time, we have had the honor of partnering financially with Mercy for the past 10 years. During that time, we have faced many financial challenges, such as volatility in the national economy, a global pandemic and transitions in our family and career. Despite these unpredictable changes, we have always prioritized giving to Mercy.

When we give to Mercy, we are assured that our contribution will be stewarded well and used for the greatest possible impact. When deciding how to use its resources, Mercy carefully plans

and researches the options. But more importantly, its goals are developed by prayerfully seeking God's will for the organization and its clients. Using this simple philosophy, Mercy has reaped extraordinary blessings that enable it to serve our neighbors. By partnering with Mercy financially, I join in God's mission to shine light into dark places.

“As long as you did for the these, the least of my brothers and sisters, you did it for me.” Matthew 25:40

Mike & Shelby Serig

Our Volunteers – Being Mercy Everyday

Volunteer Appreciation BBQ is Bona-Fide!

We had a great turnout on a beautiful cool evening at the new Mercy offices for our Volunteer Appreciation BBQ Jamboree. It was Bona Fide!! Tattered Remnant blessed us with soft gospel, bluegrass and folk music, while food was cooking on the smoker by The Father's Heart. Hay bales were donated by Rusty Chaney and plants by Pats Nursery. Tents were donated by Journey Church.

Our amazing volunteers enjoyed cornhole, outdoor Jenga, and fellowship. We have a variety of over 75 volunteers, from event planning and preparation to church volunteers who help us with our self-sufficiency clients, as well as trained Financial and Care Coaches. We look forward to spending this time with them and recognizing their value every year and cannot wait till the next one! Won't you join us?? Contact Melissa at mwhitaker@mercysupportservices.org to donate your time and talents to Mercy.



“Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God.”

— Hebrews 13:16

2020 Donors

CAPITAL CAMPAIGN

Bob & Diane Cowie
James & Eva Dion
Journey Church of Orange Park
Legacy in Action Companies
Ken & Joelle Marquis
Odessa Realty Investments

INVESTOR'S CIRCLE

Gary and Julia Myers
Orange Park United Methodist Church

PHILANTHROPISTS

Advanced Disposal
DUBO Roofing Company
First Baptist of Orange Park
Terry & Pam Harris
Jack C. & Sharon Myers
Odessa Realty Investments
Paul & Klare Reinhold Foundation
Michael & Shelby Serig
State Farm - Katherine Baustert

BENEFACTORS

Katherine Baustert
Greg & Barbie Bennett
John Brooks
Clay County Port Inc
Clay Electric Foundation, Inc
Jason Dillaberry
John & Andrea Fogarty
Freedom Destiny Church
William Godfrey
Grace Anglican Church
Hibernia Baptist Church
Tabitha Johnson
Ken & Joelle Marquis
Frank Mayernick
Charles & Danielle Sowers
Warren and Augusta Hume Foundation

PARTNERS

Coastal Physicians
Robert & Diane Cowie
Travis & Jessica Cummings
Duke & Kristina Duncan
The Church of Eleven 22
Florida Blue Foundation
Jacksonville Automobile Dealers
Tim & Janice Martin
Orange Park Presbyterian Church
Reinhold Corporation
Rotary Club of Orange Park
Charitable
Connie Thomas

CHAMPIONS

Accounting for Success
Arsenal Capital Partners
Gregory Barwick
Roland & Kimberly Bitcon
Grady & Pearl Boles
Jeffrey & Jennifer Boyer
JoLynn & Scott Carter
James & Susan Chester
Dena & JC Collins
James & Eva Dion
Elevate Life Church
Michael & Cheryl Field
Karla & Chris Green
Rob & Lori Gunn
R Patrick & Selena Hayle
Glen & Mary Holcombe
James & Lori Horne
Kingsley Chiropractic
Brett & Carol Kirkland
Charles & Xiomara Lever
Michael & Katherine Loader
Maverick Animal Clinic
John & Sally McDonald
Robert & Julie Miller
Glenn & Terri Miller
Lorin & Valerie Mock
Robert & Leslie Olson
Orange Park Medical Center

Stanley & Karen Puckett
Bridget Roberts
Van & Sandra Royal
Ellen Sackett
Cathy Sanders
Randy & Teresa Scott
The Keating Family Giving Fund
TJM Funding, LLC
US Bank
Don Wahl
Marshall & Patti Walker
Dianne Wears
Rick & Susan Wood
David (Greg) & Jeanne Young
Austin Mutual Ins. Co. Foundation

PATRON

Baptist Health Systems, Inc.
Keith & Melanie Bartholomew
CBV Cares, Inc
Michelle Cook
Roderick Crabbe
Paul & Diane Deese
Robert & Sophie Dentiste
Edward Jones - Offices of
Elizabeth Fifer
Family Wellness Center

First Presbyterian Church of GCS

Bruce & Janey Fox
Bill & Tracy Frandsen
Paula Godbee
Alexandra Griffin, Esq.
Ken & Beth Haizlip
Ana Hartman
Dana & Chris Heisler
Karen Henley
Kathy Hester
Ellen Hill
Evelyn Howard
Richard Jacobs
Steven & Patricia James
AJ & Carole Johns
Edward & Linda Kelly
CJ & Harriet Kicklighter
Robert Kight
Sharon Kay Manly
Roland & Florence Marquis
William Mcfarland
Steve McIntyre
Adam Mullennix
Nipper Family Trust
Orange Park United Methodist Women
Laura Pavlus
E Vaughan & Ginger Rivers
Steve & Suni Snyder

George & Nancy Suddath
David & Tracy Tarkington
The Angelo Group
The Beach Company
Melissa & John Whitaker
James Williams
Ted Yoho

GUARDIANS

Connie Arrington
Keith & Melanie Bartholomew
Katherine Baustert
Greg & Barbie Bennett
Virginia Bernard
Grady & Pearl Boles
Jeffrey and Jennifer Boyer
James Calandro
JoLynn & Scott Carter
James & Susan Chester
Dena Collins
Robert & Diane Cowie
Robert & Sophie Dentiste
Jason Dillaberry
James & Eva Dion
DUBO Roofing Company
Duke & Kristina Duncan
Michael & Cheryl Field

Ann Finneran
First Baptist of Orange Park
First Presbyterian Church of GCS
Freedom Destiny Church
John & Bert Gates
Paula Godbee
William Godfrey
Grace Anglican Church
Rob & Lori Gunn
Ken & Beth Haizlip
Tephi & Martin Halverson
Laura & Adam Hardegree
Terry & Pam Harris
Ana Hartman
R. Patrick & Selena Hayle
Hibernia Baptist Church
Ellen Hill
Glen & Mary Holcombe
James & Lori Horne
Jacksonville Automobile Dealers Assoc
Steven & Patricia James
Paula & Robert Jenkins
AJ & Carole Johns
Journey Church Of Clay County
Raymond & Marsha Lee
Michael & Katherine Loader
Ken & Joelle Marquis
Tim & Janice Martin

John & Sally McDonald
William Mcfarland
Robert & Julie Miller
Lorin & Valerie Mock
Adam Mullennix
Bill & Kathlyn Nipper
Robert & Leslie Olson
Orange Park Presbyterian Church
Orange Park United Methodist Church
Peter Pylipow
Ellen Sackett
Steve Schneller
Michael & Shelby Serig
Charles & Danielle Sowers
State Farm - Katherine Baustert
Linda Tanner
David & Tracy Tarkington
Connie Thomas
TJM Funding
Janice Tucker
Marshall & Patti Walker
Frances Walters
John & Melissa Whitaker
Mark & Vicky Wild
David (Greg) & Jeanne Young
Marc and Deborah Youngblut

“Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God.” — Hebrews 13:16

PARTNERING ORGANIZATIONS

Career Source
Celebration Church
Christ's Church of Fleming Island
Clay Behavioral
Clay County Sheriff's Office
Clay Safety Net Alliance
Clothes Closet
Community Foundation of NEFL
Council on Aging
Department of Children and Families
Elder Source
Elevate Life Church

The Church of Eleven 22
First Baptist of Orange Park
First Presbyterian Church of GCS
Fleming Island United Methodist Church
Florida United Methodists
Freedom Destiny Church
Grace Anglican Church
Grace Episcopal Church
Grace House Counseling
Green Cove Springs Food Pantry
Hibernia Baptist Church
Island View Baptist Church
J.P. Hall Children's Charities

Jacksonville Veteran Center
James Boys (OPUMC)
Jewish Federation of Jacksonville
Journey Church
Kids First
LINK Staffing
MHRC quest
NEFL Community Action Agency
Non-Profit Center of NEFL
Orange Cove SDA Church
Orange Park Presbyterian Church
Orange Park United Methodist Church
People Ready

Project REACH
Quigley House
Red Cross
Reinhold Foundation
Sacred Heart Catholic Church
Salvation Army
SHIP – State Housing Initiative Program
Springs Church
St. Catherine's Catholic Church
St. John's Housing Partnership
St. Luke's Catholic Church
The Way Free Medical Clinic
United Way

A MESSAGE FROM THE BOARD CHAIR

Ten years ago, Mercy Support Services journey began with the simple gesture of handing out a hotel voucher to homeless individuals and families to get them off the street and free from living in their car. We have had four office location changes and now own a beautiful 7,000 square foot building on 5 acres of land - our new office and the future site of Mercy Village. We have grown to having a full and part time staff of nine with a budget that is nearly four times greater than it was when I joined the board, ending each year in the black with no debt. We continue to add new volunteers and donors who wish to be a part of the work we are doing.

Ten years of our programs have already begun to yield a generational change that we can impact.

Patrick ran into a young man in Jacksonville whose was in our program several years back. He and his wife witnessed the transformation that took place with their daughter while the three lived in one of our apartments. He was very proud to tell Patrick that he now owns a business that employs other people and that his daughter was enrolled in college. The "Mercy Ripple Effect" has already affected two generations of this family and will continue to give hope to more generations to come.

But the most exciting news is that the site plans and civil engineering for Mercy Village are in the final step. Our plans are to have 65 apartments for our program clients, seniors, veterans, and workforce housing that will also include 2 dormitory style units for 8 unaccompanied high school students.

We will develop a student self-sufficiency program modeled after our highly successful self-sufficiency program for adults. The growth that has occurred since our inception and the progress that has taken place in 2020, (despite a world-wide pandemic) can only affirm our belief that the Lord has been the key to our success.

We are called as Christians to be the hands and feet of Jesus and be a voice of those in need. With God's continued help we will be able to see the completion of His Village.



Bob Cowie
Mercy Board Chair

Mercy Support Services is a Christ-centered organization that serves the people of Clay County who are circumstantially in need by providing services that guide them to self-sufficiency through an active network of compassionate-hearted people and organizations.



...getting the right help to people in need!

www.MercySupportServices.org

904.297.4052

info@MercySupportServices.org