



Touching Lives and *Changing Futures*

THE POWER OF CHANGE

Mercy Support Services | 2018 ANNUAL REPORT



Dear friends and partners,

Everyone who calls or comes through the doors at Mercy Support Services has a story to tell. Our Call agents compassionately listen to heart-breaking situations every day of the unexpected changes that occurred in a family life - the circumstances that eventually led them to us. So many things happen in life that we do not expect, and cannot predict. In addition to the changing circumstances, they also have the story they tell themselves, such as "I'm a failure" or "How could God love me?" or "No one really cares." They've heard it for so long they begin to believe it, thinking there really is no way to change things for the better.

In 2012, Pastor André Van Heerden was referred to a local grandmother with 5 grandchildren by Project REACH, she was living in her car, and in need of services. His story was just that of a local pastor, wanting to make a difference in the life of a family. He began to work with the Mercy Network to start a Homeless Coalition, and actively sought out local churches to help find her housing, collectively raising enough money to cover 3 families stay in a hotel.

That small seed of hope that he planted quickly germinated within local individuals and community organizations, uniting and growing into what we now know as Mercy Support Services.

As you read through this Annual Report, you will see the weaving of the story of true change and how Mercy Support Services continues touching lives and changing futures, for so many across Clay County.

Through all of this we know there are some things that do not change, such as the eternal love of God, which is truly the change agent. Our sincere appreciation goes to all of those who have been there and are linking arms with us to continue this story. Our boots-on-the-ground volunteers, donors and partners make it happen every day. As we help others find TRUE CHANGE, we see them rewrite their stories as individuals, which impacts the community, and eventually the nation - one story at a time.

We invite you to join us and help to write the next chapter.

R. Patrick Hayle
Executive Director/CEO
Mercy Support Services, Inc.

In sincere gratitude for their support and sponsorship of our 2019 Annual Report

Janice and Tim Martin

Dr. Robert and Diane Cowie

Rewriting the Story, One Life at a Time

Do you, like me, get a hollow, uneasy feeling when you hear there are 1013 children in Clay County Schools with no fixed address? *"How can I do anything about that?"* Where do we find resources or means to take on such an enormous task?

In Clay County, 12.6% of our population is living below the individual poverty level - under \$12,000/yr. per individual

In 2010, I was going through the same soul-anguish. The data was heart-breaking, but doing something about it felt overwhelming. But I saw a documentary about George Müller, a church pastor in the early 1800's who felt called by God to help street orphans in Bristol, England find lodging. Without personal resources or funding, by the time of his death he provided food, clothing, medical services, lodging and education to over 10,000 orphans.

Can these miracles still be experienced today? Yes, they can. The story of Mercy is proof! When a school social worker phoned to ask if I could find lodging for a grandmother living out of her car with 5 grandchildren. His story inspired me to say, *"Yes, we can help."* From that moment forward, I prayerfully began raising funds from members and friends of the Clay SafetyNet Alliance to accommodate this and other displaced families in a local extended-stay hotel. This decision led to the organization of Mercy Support Services and the renting of two group homes. God eventually opened the way to purchase three homes, which were later sold to buy three quadruplexes!

Helen Keller so aptly said, *"Alone we can do so little; together we can do so much."* It is the collective effort of many individuals like you and me that brings the change this world needs. We cannot allow ourselves to become overwhelmed by the magnitude of need in the world. We are not alone in meeting that need. We have each other. We must just keep connecting, communicating, collaborating and contributing.

Please never underestimate the importance of your individual involvement and support. Mercy needs us to be the hands and feet of this mission. Together we can do so much!



By Pastor André Van Heerden - Director
President of Clay Safety Net
Pastor - Orange Cove SDA Church

A recent ALICE study shows that additionally, 28.1% of our Clay County citizens are employed but do not make enough to meet the basic necessities of life.

www.unitedforalice.org

WHAT COMPONENTS ARE NECESSARY FOR TRUE CHANGE?

Many of the clients we work with come to us with no vision and no hope that their life could be any better. They are limited in their skill set. They have lived in very difficult circumstances that haven't allowed them to see the possibilities of change in their lives and lack the resources to do so. This is where Mercy comes in.



HELP:

When clients reach out to Mercy, our goal is to ensure that they know we care about their overall well-being, not just coming up with a quick fix that doesn't offer permanent change. 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, power bill assistance and a self-sufficiency program.



HOME:

It's very difficult for someone to focus on vision, incentive, or an action plan when they don't even know where they will lay their head down at night. 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 offer programs for those who just need help 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. The saying is so true that, *"People don't care how much you know, until they know how much you care!"* 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 coaches, our goal is to love, care for and serve others while at the same time training and equipping them to be self-sufficient, productive citizens. In this way, we bring hope not only to an individual but also to an entire community and even a nation. Long-lasting, life-changing, world transforming HOPE starts in and through each and every one of us.

Dena Collins
Dir. of Programs
Mercy Support Services

In 2018, you changed
the story by helping
us serve:

2,412
calls for help

159
families with

Rapid Rehousing,
Eviction Prevention,
our Self-Sufficiency
Program and
Recovering Clay.

Over 20
volunteers

graduated from our
Coach Training
Program
overall, to provide life
skills, guidance and
financial coaching to
our residents.

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 2295 calls in 2018, impacting more than 5294 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. Our care agents make follow-up calls ensuring that each caller is helped. The call center has been operational since February 2012.

SELF-SUFFICIENCY PROGRAM

Early in 2010, after hearing repeated pleas for services for displaced families in Clay County, leaders in Clay County decided to step out in faith to make provision for them. Since that time, Mercy has purchased multiple homes and apartment buildings as part of our program of self-sufficiency. We currently offer a 3-6 month Self-Sufficiency Program, which includes supportive housing to qualifying families and individuals.

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 PROGRAM

Mercy Support Services has been awarded a multi-year Homeless Stabilization grant from the State Housing Initiatives Partnership (SHIP) program. The three-year 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 then is reimbursed by the SHIP program. The program is designed to prevent abuse of the system and involves strict guidelines, for example:

- The Eviction Prevention help is limited to six months of assistance per family.
- Rapid Rehousing funds are capped at \$10,000 per household and no more than \$900 per month will be paid to assist families with rent, utilities and deposits.

As would be expected, this aid is only available to those who meet certain risk and income thresholds.

RECOVERING CLAY

Upon the request of State Rep. Travis Cummings and Senator Rob Bradley, Recovering Clay was birthed in September 2017 after the deluge of Hurricane Irma. Facing up to 1400 families displaced from their homes in Clay County, Recovering Clay was commissioned to respond to the unmet needs of those directly affected by the disaster.

Bringing together resources from government, non-profit and for-profit organizations, Recovering Clay operates as a project of Mercy Support Services, with similar goals of getting the right help to the people in need in Clay County, FL.



*Care Coach
Robley Davis
celebrating
graduation
with a client*

Why Mercy?



Finding myself homeless with 5 kids, I only knew one person in Florida. Project REACH referred me to Mercy and Dena Collins. She seemed very concerned about my situation and at that very moment I felt a ray of hope.

After getting all of the documents she requested, I qualified and moved in December. The kids and I were so excited we didn't have to spend Christmas in the van. Ms. Mary, along with the church that sponsors the apt., found us a Christmas tree along with decorations and made sure we felt the Christmas spirit.

I now have a promotion at work, and with the help of my care coaches, a reliable car. I cannot even begin to express how grateful I am for Mercy Support Services and the opportunity I was given to get my life back in order. I see nothing but great things happening for me and my family, continuing forward. The kids and I thank you from the bottom of our hearts.

*T.T.
Mercy Client*

*Jennifer
Boyer and
Janice Martin
volunteer at
the Gala*



*Jim Signorile
presents a
donation from
the Benefit
Concert to
Joelle Marquis,
Chair of
Recovering
Clay*



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Our Staff



R. PATRICK HAYLE - EXECUTIVE DIRECTOR/CEO

After 7 years as Exec. 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 - DIR. 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.

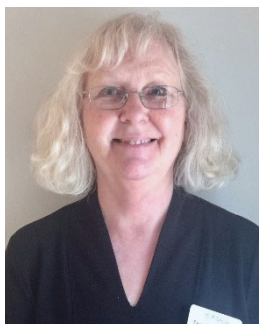


DENA COLLINS - DIRECTOR OF PROGRAMS

Coming from corporate America to the Mercy family in 2017, she brings extensive administrative leadership skills. Also deeply involved in ministry leadership and missions over the last 16+ years, she directly oversees the client call center, intake and screening, rapid re-housing, eviction prevention program, self-sufficiency program, and care coach training.

SOPHIE DENTISTE - ADMINISTRATIVE 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's mission. She was hired as Administrative Assistant to the CEO and Dir. of Development in 2018.



FRANCES WALTERS - 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 usually the first touch that clients experience at Mercy, assisting them with available resources, solutions and hope.

FAITH MANUEL-MCKENNEY - CARE AGENT

Faith is the youngest member of the Mercy family and works as a Care Agent in the Call Center. She is also studying to become an ASL interpreter and founded a ministry called Esther Moment Ministries to support young mothers in need.

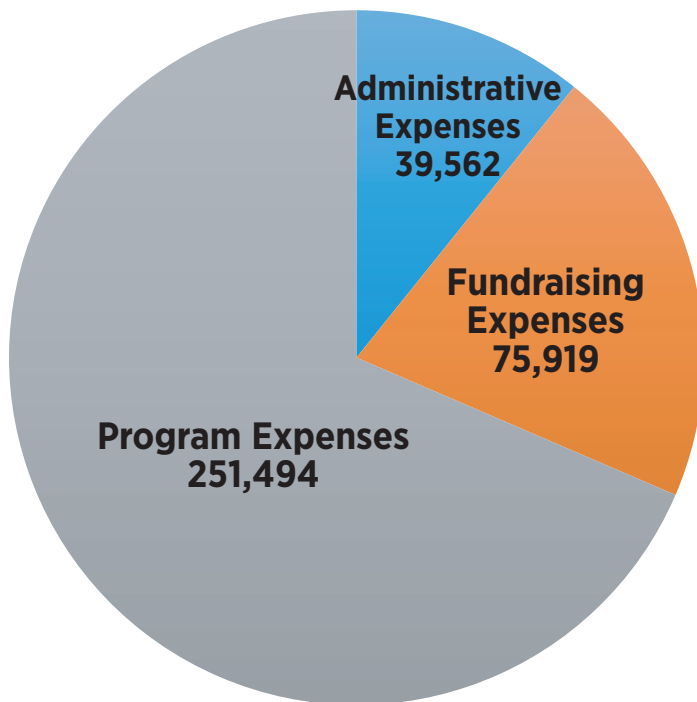
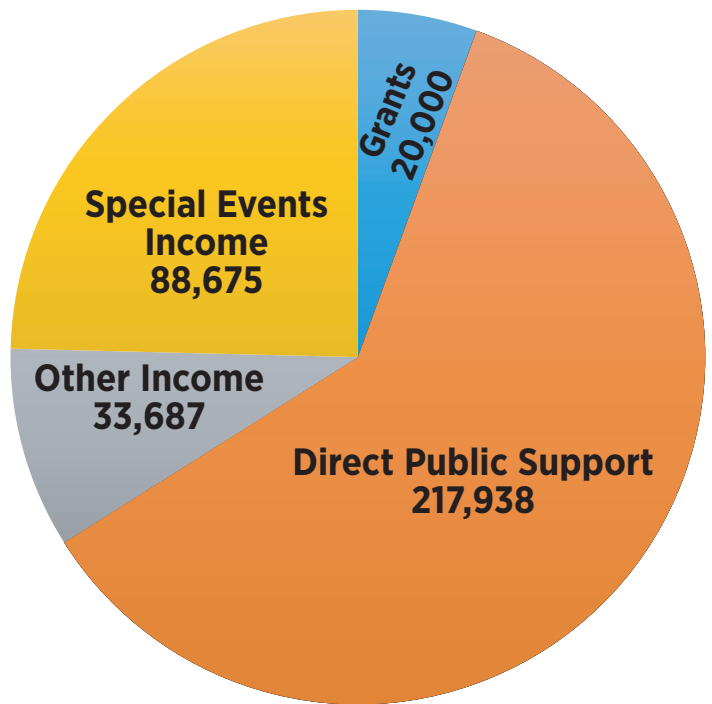


FINANCIALS

Ordinary Income/Expense

Income

Grants	20,000
Direct Public Support	217,938
Other Revenue	33,687
Special Events Income	88,675
Total Income	360,299



Expense

Administrative Expenses	39,562
Fundraising Expenses	75,919
Program Expenses	251,494
Total Expenses	366,975

NOTE: Additional funds from the Operating Reserve Fund were used to cover the Net Ordinary Income balance.

How Can You Help?

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

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.

RECURRING 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.

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

Legacy Giving

Leaving a legacy to Mercy is a significant way to share your heart for Mercy by paying it forward, while helping us to plan out our programs and future needs. 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, owned by an individual at the time of death, which is directed by the provisions of the individual's 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.

Touching Hearts

With our Annual Gala



Chairman of the Board - Mike Serig speaking



Coastal Physicians



Gala Committee - 2018

The 5th Annual 'Champions for Mercy' Gala was a great success, surpassing the prior years in both attendance and dollars raised. Over 200 guests attended the Gala, and the event exceeded its fundraising goal by \$20,000. This year's theme 'Light the Path to Self-sufficiency' spotlighted two Mercy Program graduate families who shared their stories. For many, that was the highlight of the evening.

Lindsey Boetsch of First Coast News, our Emcee, expertly moved the evening along interjecting little known facts

about Mercy. Van Royal, Honorary Chair, kicked off the event with a meaningful message on serving those in our community with the greatest needs. John Ashmen, President of Citygate Network, was the Keynote Speaker, offering a national perspective to the homeless crisis.

Thank you to all of our Lead Sponsors, Table Sponsors, donors, volunteers and guests who made the event a resounding success. Special thanks to our Gala Committee, led by JoLynn Carter.



Honorary Chair - Van Royal and wife, Sandra

Changing Futures

One Hole at a Time



The Vallencourt Team won first Place



The Clay Today team



The Dions and Wensells won the silly picture contest.

The inaugural Jack Myers 'Champions for Mercy' Golf Tournament was a great success, surpassing all goals. The event took place on Friday, April 27th at Eagle Harbor Golf Club. Over 100 golfers hit the links with Jack Myers hosting and Mike Serig, Board Chair, welcoming the participants.

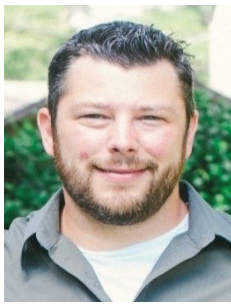
Our inaugural event success was due to the support given by our event sponsors, product donors, volunteers and golf participants. Special recognition to our planning committee: Jim Dion, Mike Youngblood, Lori Gunn, Jon Cantrell, Parveen Hughes, Janey Fox, Stephanie Hewett, Sophie Dentiste, Allen Berry, Steve Conrad, Patrick Hayle and Jeff Boyer.



Jack Myers, R. Patrick Hayle and Jeff Boyer



The Leader of *True Change*



Mike Serig
Board Chairman

I've heard it said that Jesus accepts us right where we are, but loves us too much to let us remain there. As a Christian who is continually maturing in my faith, I have grown to embrace the process of "true change," that is, the process of growing closer to the image and likeness of Jesus.

Through my role at Mercy, I've had the privilege of seeing this true change occur in our clients' lives. Over the Christmas season, I received a call from our CEO, Patrick Hayle. He had received an envelope from a former Mercy client which contained a generous cash donation. When he called to thank her, she said the donation had not been made by her, but by her 18-year-old daughter. Our client's daughter, who had recently gotten her first job, had been setting aside 10% of her paychecks. She prayed about what to do with the money. The Holy Spirit prompted her to serve others by donating the money to Mercy. I was honored to call this young lady and thank her for her generosity and obedience. She shared with me that she plans to attend a local college and is full of hope for the future. She had experienced "true change," as God had reshaped her heart and mind.

As Mercy Support Services continues to grow in servanthood, we are also continually evolving. For some time, we have dreamed of providing one centralized location for services to the Clay County community. Last year, our Board visited the Sulzbacher Village in Jacksonville. The Village provides medical and dental services, day care, housing and other social services in one centralized location. With the Village as inspiration for our own vision, we are moving forward with our goal of providing a "one stop shop" to those in need in Clay County. Please join us in prayer as we explore the possibility of bringing true change to our community in a greater way.

RECOVERING CLAY

With an initial start of \$100K raised by Rep. Travis Cummings and State Senator Rob Bradley, primary resources come from individual donations, a benefit concert and initial First Coast Relief Fund. In 2018, over 61 families were referred to us. Of those, the program was

able to assist 17 families, allocating over \$117,000 in funding.



*John Ward-EOM,
Sen. Rob Bradley,
Bobby and Sarah
Ingram-Molly Hachet,
Rep. Travis Cummings,
Commissioner
Mike Cella*

Why Mercy?



When I sold my business a few years ago I found that I finally had the time I needed to get involved in a cause I felt strongly about. I searched for an organization to become part of and when I learned about Mercy, I knew we would be a good fit. I was raised by a very tough and determined woman that found herself trying to raise two kids on her own. For a period of time we bounced around living with friends and family and I saw how sad this made her, not being able to give us everything she wanted to. I decided at eight years old that one day I would help families like ours have a place of their own. With my background in Real Estate and Home Building I am in a position now to make my dream a reality.

When I first approached Mercy, Hurricane Irma came into Clay County which opened the door to Recovering Clay. I found there was a need for someone with my skillset to help the families overwhelmed with their losses and unmet needs. It is such a rewarding feeling every time I help a person or family get back into their home I could not turn down the opportunity to help as many people as I can.

Tobi McGuigan
Volunteer Contractor
Recovering Clay

Our Volunteers

Changing Lives Everyday



*Congratulations to our
trained and certified
Care Coaches*



Our 2018 Donors

FRIEND

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Anderson, James
Baldasso, Kyle
Banks, Elizabeth
Barr, Michele
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Collins, Dena
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Susan
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Terri
White, Esbon
Wild, Mark and Vicky
Wright, Tony and
Christine
Young, Jake
Youngblood, Michael and
Linda
Younger, Marvin

Why Mercy?



As a local business here in Clay County, we've always looked for ways to be involved in our community. Our home is here, we raised our children here, and we care about the community and our neighbors living in Clay County.

We feel God has blessed us so that we can bless others. God designed us to be in community with one another and we believe God wants us to help and support our neighbors.

We've always considered our community to be like a family. And, like a family, we reach out and support one another in good times and in times of trouble. Our partnership with Mercy allows us to participate directly, helping in a very tangible way.

We are so impressed by the work of Mercy, and the devotion and compassion they put into practice every day. Their work is truly an expression of their love of God and we feel blessed to be part of that. We hope that other businesses like ours will also be moved to do the same.

Duke and Kristina Duncan
Owners - DUBO Roofing
Mercy Donor

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Church

RECOVERING CLAY DONORS

Dion, Jim and Eva
McDonald, John and Sally
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First Baptist of Orange Park
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Fleming Island United Methodist
Church
Grace Anglican Church
Orange Park United Methodist
Church

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

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