



Mercy's **Resource and Referral Call Center** is the hub of information and resources for callers who need assistance in Clay County. Individual needs are assessed and referrals are provided in numerous areas, including, but not limited to: utilities, rent, mortgage, medical needs, food, clothing, evictions, and veterans assistance.

Our goal is to lift individuals up and give them a healthy sense of dignity that they're deserving of. Our heart has always been to provide love and hope that empowers people to use their God-given abilities to care for themselves and their families.

### **What you can expect when you call Mercy:**

- \* **The patience & integrity of our trained Care Agents**
- \* **To be spoken to with dignity, respect & empathy**
- \* **To receive encouragement & support**
- \* **Guidance on different services or resources available in the area based upon the specific need/s**
- \* **To be given appropriate options to resolve issue/s through established providers and partners**
- \* **Steward individuals and families into the appropriate systems of care**

**MercySupportServices.org**  
**info@MercySupportServices.org**  
**904-297-4052**

# Our Programs

The goal of all Mercy Programs is to promote client self-sufficiency through collaborative partnerships within our Community, whether through Churches, Private Businesses, Corporations, Individuals or Philanthropic Groups. Our philosophy is to surround individuals and families with the necessary supports that most effectively promote independence. We achieve this through the use of trained Program Coaches who provide guidance, consistency, accountability, motivation, emotional support and promote confidence. Clients in any of our Programs will be expected to follow the Program Rules and Guidelines and remain in compliance to continue services.

The **Self-Sufficiency Program** assists displaced families in Clay County with supportive, interim housing while on their journey to becoming self-sufficient. This program offers a minimum of 90 days of supportive housing while clients are actively seeking additional income, education, childcare and mental well-being; removing barriers and promoting independence.

The **Rapid Rehousing Program\*** assists homeless families in Clay County with obtaining a home that they will call their own. If approved, a family in our Rapid Rehousing Program can expect a maximum of one-year of ongoing assistance while actively working towards independence.

The **Eviction Prevention Program\*** assists families in Clay County who are facing eviction to maintain their current housing. If approved, a family in our Eviction Prevention Program can expect a maximum of 6 months of rental assistance (including delinquency) while actively working towards independence.

