

A Word From Our Executive Director



R. Patrick Hayle Executive Director/ CEO

My dear friends and supporters:

As we reflect on the past year and all that has been accomplished, my heart is full! In some ways, 2022 was a year of restoration. We were repairing damages from the fallout left from the pandemic years in our country that affected so many of our neighbors. It required extra funds, new staff and even modifications to our programs to accommodate the struggles we met on a daily basis.

In addition to that, we were presented with new challenges. Over 300 households reached out for Rapid Rehousing and Eviction Prevention assistance, this compared to the 125 inquiries in 2021. These programs provide rental assistance to help Clay County residents find a home or remain in theirs. Although the funding was available for these programs, the combination of extremely high rent increases and the shortage of affordable housing, many families could not benefit from this assistance. And, if they were able to find housing with our assistance, their income alone could not sustain that level of rent when the assistance came to an end.

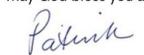
You see, our programs serve not only those who are in poverty but also the 37% of Clay County who are unable to make ends meet, although they DO have homes and employment. Their income does not allow them to meet the basic necessities of life, as proven in the United Way's A.L.I.C.E.* study. This could be the cashier at the store where you shop, or the gentleman driving your Uber, or the friend in your Bible Study. It could be your

neighbor's son, who is learning a trade as an apprentice, and cannot afford a home for his family and young children. Or the single mom who is struggling to finish a certification, work a job, and has to choose between food or childcare. Even some of our first responders fall into the ALICE group. That is why Mercy is standing in the gap and we want to do more even in the midst of uncertainty and unpredictable times we are living in.

What comes to my mind is Proverbs 3:5-6, "Trust in the LORD with all your heart and lean not on your own understanding; in all your ways submit to him, and he will make your paths straight." If you have not read that entire chapter of Proverbs 3, I highly recommend it. We are encouraged to seek Godly wisdom in the face of uncertain times and even sudden disaster. God will guide us through. It goes on to say, "Do not withhold good from those to whom it is due, when it is in your power to act." And that is where we all come in. Our power to Act.

This annual report reflects on the call that so many in our community have answered resoundingly, with ACTION. This is the only way Mercy is able to continually serve and respond to so many needs in Clay County. You are the amazing souls who take action when you are called, and continually show up. I thank you. We lock arms with you, and we have faith that we all will continue to fight the good fight together through any storm we encounter as we move forward in the new year – Transforming Lives and Building Community!!

May God bless you all!



Our Mission

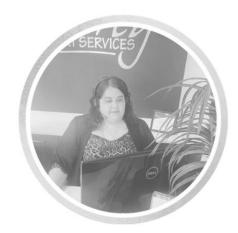
Mercy Support Services is a
Christ-centered organization that
serves the people of Clay County
who are circumstantially in need
by providing services that guide
them to self-sufficiency through
an active network of
compassionate-hearted people
and organizations.



Adult Self-Sufficiency Program

Supporting
transformation of those
in crisis who seek an
independent and
sustainable future, while
removing barriers that
restrict progress.





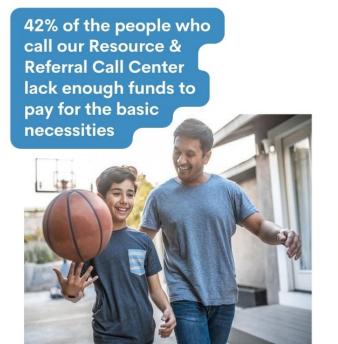
Call Center

Providing relevant and timely resources and referrals to those seeking assistance.



Student Self-Sufficiency Program

Supporting the growth and development of homeless unaccompanied youth who seek to graduate high school and obtain employment, enlist in the military, or enroll in college or trade school.



YOU ARE HELPING A DAD AND HIS SON PLAY AGAIN!

All Program Clients are provided Financial Coaching to assist them in becoming financially independent and better plan for their future.





37% of the people who call our Resource & Referral Call Center are seeking affordable



YOU ARE GIVING MOM A STOVE AGAIN!

All Program Clients are provided with a completely stocked kitchen. In addition, all clients are taught basic life skills and are provided a Life Coach to help map out a future that is sustainable.

YOU ARE GIVING KIDS A WARM & COMFY BED!

All Program Clients are provided a space that promotes spiritual, mental and emotional well-being.

in 2022 crisis did not discriminate

COMMUNITY

2,283

Calls for resources and referrals to local community partners



15
individuals placed in
Mercy supportive
housing



PARTNERS 3,314

individuals impacted through active resources and referrals in Clay County

families housed with Eviction Prevention and Rapid Rehousing funds





2022 COMMUNITY PARTNERS

Advent Lutheran Church Aging True Answers Health & Resource Facility CareerSource Florida **Celebration Church Christ's Church Clay Behavioral Health Center** Clay County Sheriff's Office Clay Electric **Clay Safety Net Alliance Clay Utilities Community Foundation of NEFL Connect Financial Ministries Department of Children & Families ElderSource Elevate Life Church Eternal Redeemer** First Baptist Church of Orange Park First Baptist Church of Middleburg **First Coast Women's Services** Fleming Island United Methodist Church **Fresh Ministries Grace Anglican Church Grace House Counseling Green Cove Springs Food Pantry Hibernia Baptist Church** Impact Clay J.P. Hall Children's Charities

Journey Church



Kid's First of Florida Living Hope Christian Church **Mercy Auto** Mission of the Dirt Road MHRC Quest Jacksonville **NEFL Community Action Agency New Beginnings** Nonprofit Center of NEFL **Operation Barnabas Orange Park Clothes Closet Orange Park Presbyterian Church** Orange Park United Methodist Church **Project REACH Quigley House Reinhold Foundation River Christian Church** Sacred Heart Catholic Church St. Luke's Catholic Church St. Catherine's Catholic Church Salvation Army Saved 2 Serve Seeds of Love State Housing Initiative Partnership **Stay Suites of America** St. John's Housing Partnership The Church of Eleven22 The Way Free Medical Clinic **True Life Church United Way of NEFL**





Janice Martin, Board Treasurer 2022 Volunteer of the Year

Why do I choose Mercy?

caring, fun, and loving people and this is the reason I am devoted to this program – we have an amazing team. We have laughed, cried, and prayed together, sometimes all in one meeting. We never stop learning, we never stop caring. I also get the opportunity to witness firsthand "ONLY GOD" moments, like when a father who has not worked for years is offered a job on the spot, then the apartment they looked at with a 5-month waiting list is suddenly available and this apartment gets filled with a gracious gift of furniture. It is the first time in their 20 years together they have a place of their own. Their story only gets better! Their 18 yr old son is now finding his way, working for the first time. All PRAISE TO GOD!

Last year we served 3,314 individuals and that is not possible without a dedicated staff and group of volunteers. Being a part of something that is making an impact in our county is time well spent...it's God's work!

CUMULATIVE VOLUNTEER HOURS DEDICATED TO MERCY CLIENTS AND PROJECTS

Marshall & Patti Walker Mercy Donors & Volunteers

• We choose Mercy because we share their vision to prayerfully assist local families in meeting physical, financial and their spiritual needs. We especially support emphasis the sustainable self-sufficiency. Perhaps most importantly, we trust the people of Mercy to use whatever resources we are able to contribute (time, talent, treasure) in an efficient manner that pleases and honors God. 99 -the Walkers

YOUNTER lives are impacted

The reason I choose Mercy is quite simple - it's the mission. Good people can find themselves in a situation where they need a bit of help. As a single, working mother in my own past, I understand just how close that line is. Taking the time to spread the word and help Mercy keep the lights on is what I do! 99 -Andrea

Andrea Fogarty
Donor & Night of Hope
Committee Chair

Serving Mercy has given me the opportunity to partner with an organization that not only helps people in need, but also helps them break out of the cycles and patterns of life that are crating their neediness. Unlike many other nonprofits, Mercy is providing the tools to repair one's brokenness and not allowing them to remain comfortable in it. 99 -Brett



when

Brett Kirkland
Donor, Board Member &
Golf Committee Chair



INVESTORS CIRCLE \$25,000 +

Greg & Barbie Bennett †*
Ellen Hill †*
Katherine Baustert State Farm Agency †*
Orange Park United Methodist Church *
Greg & Jeanne Young †*

PHILANTHROPISTS \$10,000 - \$24,999

Jason Dillaberry *
Jim & Eva Dion †*
DUBO Roofing Company *
First Baptist Church of Orange Park *
Tim & Janice Martin †*
Ron Pizur
Michael & Shelby Serig †*
Lisa & Paul Valentine †
Warren and Augusta Hume Foundation

BENEFACTORS \$5,000-\$9,999

Wally Barrs †
Keith & Melanie Bartholomew *
Clay County Port Inc.
Bob & Diane Cowie †*
Terry & Pam Harris *
Hibernia Baptist Church *
Journey Church *
Brett & Carol Kirkland †*
Legacy in Action Companies †
Ken & Joelle Marquis †*
Jack & Sharon Myers *
River Christian Church *
Teresa Scott †
Tom & Elena Van Berkel
Rick & Susan Wood †*

PARTNERS \$2,500 - \$4,999

100+ Women Who Care About Clay

Accounting For Success All Pro Heating & Air Rosalyna Avila † Baptist Health Systems, Inc. Scott & Jolynn Carter †* Circle K-South Atlantic Division College Automotive Specialists JC & Dena Collins †* Duke & Kristina Duncan * First Federal Bank Bruce & Janey Fox Tom & Teresa Gaslin * William Godfrey * Grace Anglican Church * Jim & Lori Horne * **Brett & Diane Hutchings** Derek & Tabitha Johnson Kingsley Chiropractic Alexandria Mederos Lorin & Valerie Mock * Manny & Sabrina Navedo †* Orange Park Presbyterian Church * Jay & Cathy Patterson * Paul & Klare Reinhold Foundation Reinhold Corporation Justin Sorrell David & Kim Stallings * The Church of Eleven22 * Connie Thomas †* John Thrasher † Marshall & Patti Walker * Wood Development Company

CHAMPIONS \$1,000 - \$2,499

Karl & Susan Babb † Gregory Barwick Katherine Baustert * Steve & Linda Blair * Grady & Pearl Boles * Jeff & Jennifer Bover †* Henry Brown † Capital City Bank CBV Cares, Inc. James & Susan Chester * Sheila Chisholm Coastal Health Mike & Sandy Collins Fred & Sheri Cone Robert & Sophie Dentiste * Dave & Sandy Faraldo Michael & Chervl Field †* First Coast Cardiovascular Institute Don Gibson Bill & Angela Gill Chris & Karla Green Hagan Ace Hardware Samir Hanna Geraldine Hartin R. Patrick & Selena Hayle †* HCA Florida Orange Park Hospital Jacksonville Automobile Dealers Assoc., Inc. * Gregg Kaufman † Daniel & Cynthia Leporati Michael & Katherine Loader * Tamara Maeder * John & Sally McDonald * William & Denise McFarland * Tobi McGuigan *

CHAMPIONS \$1,000 - \$2,499

Billy & Kimberly Nelson Marla Newman Bill & Kathlyn Nipper * Leah Olivolo Bob & Leslie Olson ∗ Orange Park Medical Center Auxillary David & Diantha Owen † Kim Parker Robert S. Gunn Allstate Insurance Agency Ellen Sackett * Seth Schulte Paul & Phyllis Simpson †* SouthState Bank Charles & Danielle Sowers * Omar & Kate Spilsbury St. Luke's Catholic Church George & Nancy Suddath * Linda Tanner * The Angelo Group True Life Church Mike Vallencourt Vallencourt Construction Kristi Wahl John & Melissa Whitaker * Williams & Rowe Co., Inc. Marc & Debbie Youngblut †*

ADVOCATES \$500 - \$999

Jeremy Albers Joan Bradley Stephanie Brinley James Calandro Calvary Chapel of Jacksonville

2022

ADVOCATES \$500 - \$999

Dennis & Adriana Cascante Central Baptist Church Clay County Fair Association Sarah Cornell Chad & Gina Cummings Anthony & Teresa Denton Obi & Shelby Dorsey Lucas Downard Bryan & Becky Gillan Paula Godbee **Anthony Gonzales** Gordon Chevrolet Judith Hahn Tephi & Martin Halverson Adam & Laura Hardegree * Chiqui & Ana Hartman Glen & Mary Holcombe * Jason LeBlanc

Renee Large Jeremy Miller Isaac & Carey Morford

Orange Park Methodist Church Men's Group *

Michael & Trish Paulk Todd & Melanie Pitts Anne Poole

Dennis Posey Tom Reber **Bridget Roberts** Jim & Kathy Signorile Carrie Turansky

Andre & Juliet Van Heerden *

* denotes Guardian Partner † denotes Capital Campaign Giver

PATRONS \$100 - \$499

Barry & Alice Allred Connie Arrington * Dan & Kathy Baker Danielle Baker Una Baker Brown Natalie & Joel Barczak Virginia Bernard * Ray Brewer Sara Burge Christs Church Greg Coleman Michelle Cook David & Sally Coughlin David & Ruth Cromwell David Daly

Kip & Tiffany Deckerhoff

Rebecca Didi

Edward Jones/Elizabeth Fifer

George & Ann Egan **Everlee Real Estate** Deborah Farmer Crystal Farrell *

Fleming Island United Methodist Church

John & Andrea Fogarty Raymond & Sarah Forbess Tom & Eileen Freeman Daniel Gaynor Scott Geeser

John & Leslie Gilliland Glowacki Engineering *

Stanley Halter Larry Hart Frances Harting Jay Heather J. Tim Helms Rob Hetzel Rosanne Housend †

PATRONS \$100 - \$499

Shelly & Jim Hughes * IT Assist Team Rick & Pam Jacobs Steven & Patricia James * Ed Jamro

Joseph Jasmon Jimerson Birr, PA AJ & Carole Johns Wade Johnson Nancy Jones Sandra Jones Jim Kelly Jacqueline Kent Linda Kent Joe & Lexi Keppel Carol Klein Lisa Knight Ed Kuhl

Jeff & Allison Kusch Elizabeth Lane Doris & Emile Latour *

Rose Lepore

James & Sylvia Ludwig Ed & Leslie Mallard Richard Manley Sharon Kay Manly * Maverick Animal Clinic Melanie Pitts Realtor, LLC

Claudette Mercier Dennis Minium

Mr. Appliance of Orange Park

Dick Mueller Bo Norton

Orange Park United Methodist Church

Women's Group David & Pat Osteen James Pace

PATRONS \$100 - \$499

Penney Retirement Community, Inc.

Mel & Christinne Perez *

Deena Pond Crowford Powell Dan Pryor Rich Pyle

Alexandra Reinhardt Phyllis Renninger Gordon Reynolds

E Vaughn & Ginger Rivers Charlie Robinson

Barbara Roth Hank Sawyer John Scorby Jesse Searls Doug Seelev

Gerald & Martha Sidner James & Ann Smith *

Lionel Staplefoote Mark Szaks

Ron & Jenny Tague

The Urban Bean Coffeehouse John Thompson

Bill Thorne Fred & Illy Track Martin Tubbs Janice Tucker Gil Velazquez Diana Walker Dianne Wears* Annette Webb* Melissa Webber Monica Wheeler Paul & Sue Williams *

Christopher Wojtowicz

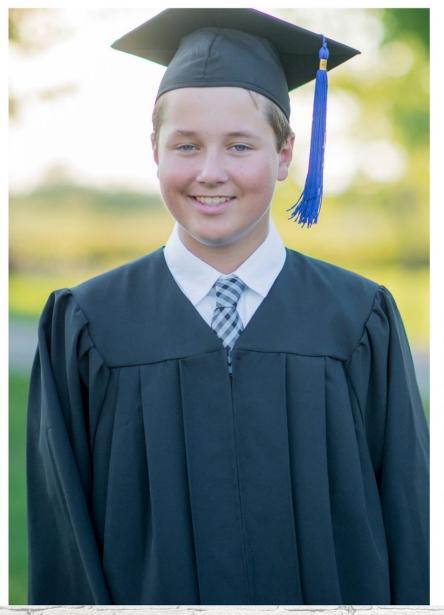


A single mom with a newborn and a 15-year-old forced to live with their grandmother in a one-room, run-down shed due to recent circumstances. Our Care Agent took immediate action to find relevant solutions by contacting our community partners. Within a week, she secured housing. Days later, she was connected to a local ministry for furniture and another ministry for household goods and clothing. A local women's group donated funds for essential items, and a local food pantry stocked her refrigerator and pantry. They were finally able to get a good night's rest thanks to Community!





A single mom and her 15-year-old son were living in a tent at a local state park. One of our Ministry Partners contacted us for help. Her client was yearning for a deeper walk with Christ and a new beginning after a recent crisis. Within 3 weeks of her first visit to Mercy, they started a new life in a safe, affordable home together. She was cared for, heard, loved, and prayed for during her time with us and will receive Mercy's financial coaching as she continues her path to self-sufficiency.





A young man who lost both parents to drugs and transitioning into adulthood with no support. By living in our Supportive Home with a healthy, married couple, he has been able to learn important life skills, healthy relationships, time management, financial control, work ethic, and what life beyond his previous circumstances can look like. He will graduate in the Spring and move into his next phase by attending trade school. He's got a whole new outlook on life and his own journey has just begun.





	2022	2021
Individuals, Churches, Corporations, Foundations & Designated	\$304,867	\$341,286
Gifts In-kind	\$30,000	\$26,970
Total Contributions	\$334,867	\$368,256
Special Events	\$171,252	\$206,708
Other Income	\$94,506	\$89,649
Total Special Events & Other Income	\$265,759	\$296,358
Total Support & Revenue	\$600,625	\$664,613













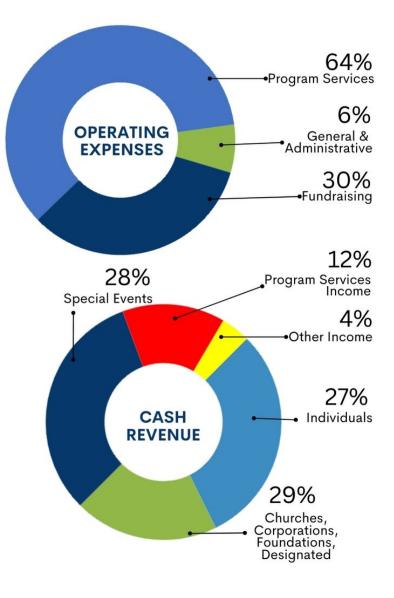








	2022	2021
Case Management	\$220,596	\$203,645
Resource & Referral Call Center	\$119,941	\$116,961
Client Housing	\$83,583	\$58,017
Total Program Services	\$424,120	\$378,623
General & Administration	\$40,804	\$42,169
Fundraising	\$200,826	\$201,847
Total Support Activities	\$241,630	\$244,015
Total Expenses	\$665,750	\$622,639
Change in Net Assets	\$344,012	\$495,492
Net Assets, Beginning of Year	\$2,605,234	\$2,109,741
Net Assets, End of Year	\$2,949,246	\$2,605,234



2022 BOARD OF DIRECTORS





Dr. Robert Cowie (Ret.) 2022 Chair



Bob Olson Vice Chairman Incoming Chair Executive Director, Thrasher-Horne Center



Janice Martin Treasurer Owner, Accounting for Success



Nancy Ulrich-Suddath Secretary & Parliamentarian Ulrich Research Services



Katherine Baustert Director Owner, Katherine Baustert State Farm



Brett Kirkland Director Area Chairman, C12 NE Florida



Teresa Scott Director President/CEO, Penney Retirement Community



Connie Thomas Director President/CEO, Impact Clay



Mike Serig Director Owner, Earthscapes Design Build



James (Rick) Wood Director President, The Wood Development Company of Jacksonville, Inc.

A Word From Our 2022 Board Chair



Dr. Robert Cowie Board Chair, 2020-2022 Greetings!

As we reflect on the past year, we had hoped to break ground in the spring of 2023. However, we were advised recently by a professional NPO fundraiser to refrain from the site work until all funds have been raised for the first building. We are heeding the counsel and redoubling our efforts with the Capital Campaign. The Village will be successful through the partnership of, not only individuals, but also businesses, foundations, and grant opportunities.

Our new Heritage Partner planned giving program will also provide another avenue for support and ensures its security into the future. In the meantime, the need for housing grows and our programs thrive when we are able to place clients, so the Board is exploring opportunities to expand our services until the Village is completed.

On a personal note, December 31, 2022 marked the end of my 9 years on the Board, the ast two as Board Chair. In accordance with our By-Laws, directors are only eligible for three consecutive 3-year terms but will remain as a Director Emeritus and continue to work as the

Capital Campaign Chair. I have been blessed by the time I have had with Mercy and the spiritual growth I have experienced – by those on the Board, Patrick, and the incredible staffhe has assembled, the volunteers and donors, and especially the clients we have helped. Thank you all for all you do!



MERCY VILLAGE CAPITAL CAMPAIGN

Capital Campaign Funds Raised YTD (including pledges)

Capital Campaign Expenses YTD (including purchase of property, architectural drawings, misc.)

(\$1,576,793)

\$2,181,793

Capital Campaign Balance (including pledges)

\$605,000

YOUR IMPACT 2022 ANNUAL REPORT

When YOURE CALLED lives are impacted





R. Patrick Hayle Executive Director/CEO

When I finished my MBA in 1986, it was clear that God was calling me from counting beans to making beings count. In 2010 as my assignment at City Rescue Mission ended, even as I was considering going in another direction, He did not change the Call and here I am!



Dena Collins
Chief Operating Officer

Personal testimony. Reflecting back, I realize that through my own life struggles, healing, restoration, and transformation; along with developing me through my corporate America experience and ministry involvement over the years, God was grooming me to support the mission and vision of Mercy Support Services all along. My life's passion is to see the lives of others transformed through the power and love of Jesus Christ. Being a part of Mercy Support Services allows me to live out that passion!



Jolynn Carter Development Director

ee I have a heart for Mercy because I strongly believe God calls us to not just help others but help others Thrive! Helping raise funds for our critical Programs is truly a gift God has allowed me to be a part of.



Phyllis Simpson
Growth & Enrichment Manager

"I have a heart for Mercy because at the core of who we are and what we do, is who I am personally called to be. As a Christian transformational life coach who counsels, I'm called to walk alongside of our clients empowering them to live a sustainable independent future.

When YOURE CALLED lives are impacted





Danielle Bridges Programs Associate



Programs Associate



Cynthia Hale Staff Accountant



Melissa Whitaker Development Associate



Laura Hardegree Executive Assistant

We have a heart for Mercy because Mercy has a heart for Jesus and our community! We are on a mission to walk out His great commission to love God first and love our neighbors as ourselves. We know this is our calling because God has woven the passion to love people, as they are, into the fiber of our souls and made it the desire of our hearts. Getting to be the hands, feet and heart of Jesus is one of the greatest honors and passions of our lives. Just like the little drummer boy we stand before Jesus in awe and wonder, overwhelmed with gratitude, knowing that we don't have a gift fit for a King, yet somehow understanding we do have an instrument to play. So, we will spend our days saying yes to love and doing our best to play our drums for our Savior.

