

# 2023 Annual Report

LOOKING FORWARD



TRANSFORMED LIVES  
BUILDING COMMUNITY

# A Word from Our Executive Director

As we look ahead, the future holds a multitude of possibilities and opportunities for Mercy Support Services. **Looking forward** is not just about envisioning what lies ahead; it is about embracing the challenges and opportunities that come with fulfilling our mission and serving our community.

As the Executive Director, I see **looking forward** as a mindset—a commitment to continuous improvement, innovation, and impact. It is about staying true to our mission while also being flexible and adaptive to the evolving needs of those we serve.

**Looking forward** means setting ambitious, yet attainable goals that push us to reach new heights of excellence in our programs and services. It means leveraging our strengths and resources to maximize our impact and make a tangible difference in the lives of others. It also involves cultivating strong partnerships and collaborations with like-minded organizations, supporters, and stakeholders who share our vision and values. Together, we can amplify our efforts and create positive change on a larger scale. Imagine living in a community where everyone has the opportunity to thrive!

As we navigate the complexities of our work, **looking forward** reminds us to remain resilient and adaptable in the face of challenges. It is about learning from setbacks, celebrating successes, and staying committed to our long-term goals, even in the face of adversity. In essence, **looking forward** is about **HOPE**—a belief that together, we can create a brighter and more promising future for all. It is about inspiring others to join us in our journey and empowering them to be agents of positive change in their own communities.

I remain committed to leading Mercy with vision, integrity, and compassion. Together, let us embrace the opportunities that lie ahead and continue to make a meaningful difference in the lives of those we serve.

As we start this year together, I want to express my genuine gratitude to you for your contribution to the mission. Whether through donations, volunteerism, or advocacy, your support has been instrumental in our success, and we are profoundly grateful for your generosity.

May God bless you,

*Patrick*



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# Together, we are making a difference.

But we have a long way to go. Let's stay committed to making positive change.

**CRISIS**  
*doesn't*  
**DISCRIMINATE**

Mercy is committed to increasing awareness and funding to assist those who seek our services.

**Provided**

**4,461**

Direct Services and Referrals to Community Partners

**Total Community Impact**

**6,920**

individuals

OVER  
**200%**

GROWTH IN NEED FOR SUPPORTIVE HOUSING SERVICES & INTERVENTIONS TO ASSIST IN SUSTAINING SELF-SUFFICIENCY

**7 out of every 10 callers**

are seeking affordable housing solutions



## Homeless Prevention Programs



**15** families successfully rehoused

**10** families provided supportive housing

**32** families avoided eviction

**105**

children have a safe place to sleep

**The Ongoing Need**



Individuals who were unassisted with housing programs due to lack of available resources

**1,485**

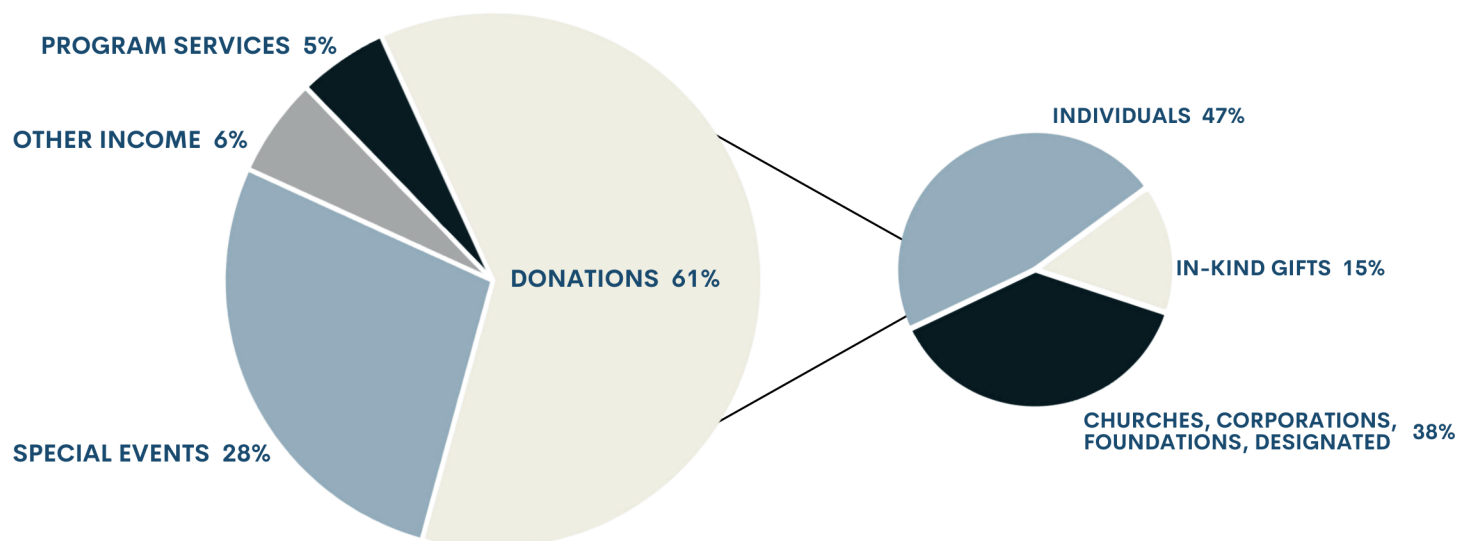
**788**

Children who DO NOT have a safe place to sleep due to lack of available resources

# 2023 Revenue

	2022	2023
Individuals, Churches, Corporations, Foundations & Designated	\$304,867	\$418,520
Gifts In-kind	\$72,312	*\$75,000
<b>Total Donations</b>	<b>\$377,179</b>	<b>\$493,520</b>
Special Events	\$171,252	\$222,668
Other Income	\$94,506	\$91,789
<b>Total Special Events &amp; Other Income</b>	<b>\$265,759</b>	<b>\$314,457</b>
<b>Total Support &amp; Revenue</b>	<b>\$642,938</b>	<b>\$807,977</b>

\*Estimated, subject to change



**NonprofitCenter**  
of Northeast Florida



COMMIT. CONNECT. CREATE.



THE COMMUNITY  
FOUNDATION  
FOR NORTHEAST FLORIDA

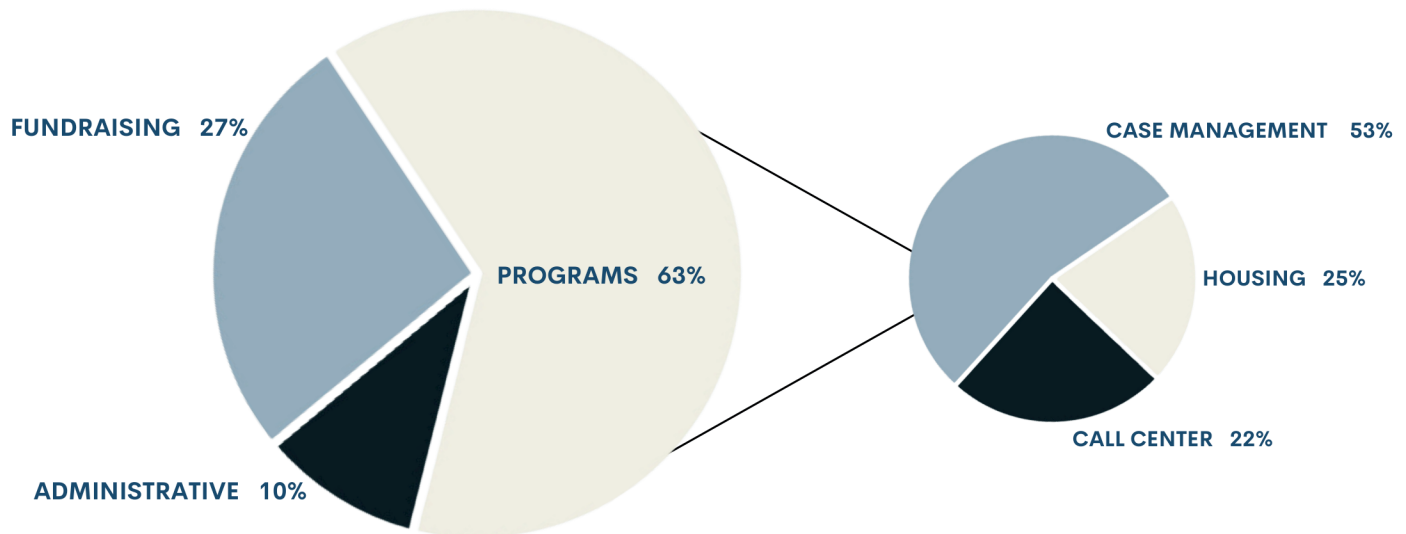
*Giving Back. Giving Forward.*





# 2023 Expenses

	2022	2023
Case Management	\$262,908	\$278,744
Resource & Referral Call Center	\$119,941	\$111,842
Client Housing	\$83,583	\$127,574
<b>Total Program Services</b>	<b>\$466,432</b>	<b>\$518,160</b>
General & Administration	\$40,804	\$82,124
Fundraising	\$200,826	\$218,838
<b>Total Support Activities</b>	<b>\$241,630</b>	<b>\$300,962</b>
<b>Total Expenses</b>	<b>\$708,062</b>	<b>\$819,122</b>
Change in Net Assets	\$344,012	\$62,200
Net Assets, Beginning of Year	\$2,605,234	\$2,886,795
Net Assets, End of Year	\$2,949,246	\$2,948,995



Help and hope found here

# Looking Forward: From

“Mercy is helping me look towards a better future financially and pushing me to reach my goals that I never thought I could 5 years ago. It's been a bumpy ride, but mercy and their support team as been with me since day 1. They answer all my questions, they even talk with me through anything I'm currently going through or have. Without mercy support and their love and care for me and my family I wouldn't be where I'm at today Financially.”

B.N., Self-Sufficiency Program Client

“Looking back at my life, between 2022 when I first walked into Mercy and now, I have to admit I have accomplished a lot more progress than what I would ever have accomplished on my own in my whole life.

Mercy has spiritually, personally and professionally prepared me, guided me, and supported me along the way in my hardest life battles!

I have accomplished many wins during my time participating at Mercy, however, I have also suffered losses. But God and this incredible organization have stepped in and up for me to bridge the gaps in my path towards Self-Sufficiency.

I hold a steady income. My children have safe and great day care and school. My children have a safe and comfortable home to grow up, learn and rest in. I trust the team, despite sometimes my self doubt and life fears, but Mercy eases most of my worries and makes my journey delightful and structured.

Although all of these blessings I hold come from God, through Mercy, I have always received wise council. I consider Mercy 1/2 part of the team and myself 1/2. Our family is a work in progress, but I trust God's plan in my life.”

J.R., Self-Sufficiency Program Client

Forgetting the past and looking forward to what li  
receive the heavenly prize for which G  
Philippians:



# the Heart of our Clients

*“Mercy provided me and my boys with a place to live so that I could focus on the things I needed to do to be able to position myself and my children for greatness. Without the shelter provided, there is really no telling where me and the boys would be at this point in our lives.*

*We were also gifted with a reliable vehicle that has also played a big part in our progression. I strongly believe having reliable transportation helped tremendously in landing the amazing promotion I received at work.*

*As of recent, I have been meeting with [my coaches] to get a strong hold on my finances. All I can say is “WOW.” I have been very open about needing assistance with my money management and our few encounters have already exceeded my expectations. I went from being nervous about the unknown, to now, being excited about what’s to come. For the first time, in my entire life, I see purpose and am being proactive with all of my financial decisions. I have never been more confident and am excited to continue reaching my goal of financial freedom!*

*I am currently meeting with [my Life Coach] working on digging deep and figuring out “What does life look like for me?” I cannot express the appreciation I have for her patience with me, while trying to figure all of this out. We are in the process of finding a “work balance” which will also allow me to conquer all of these hurdles that may stand in the way of reaching my goals when it comes to family time and self-care.*

*Everyone I have come in contact with, in the Mercy organization, has contributed to my growth in this journey and I will forever be grateful for this experience.”*

T.T., Self-Sufficiency Program Client

es ahead, I press on to reach the end of the race and  
od, through Christ Jesus, is calling us.

3:13-14



# 2023 Donors

## INVESTOR'S CIRCLE

Ellen Hill  
Katherine Baustert State Farm  
Orange Park United Methodist Church  
Rick & Susan Wood  
Greg & Jeanne Young

## PHILANTHROPISTS

Accounting for Success  
Greg & Barbie Bennett  
Mike & Sandy Collins  
College Automotive Specialists

Sherrie Gullede  
Ken & Beth Haizlip  
Hibernia Baptist Church  
David A. King, Attorney at Law

Kingsley Chiropractic  
Brett & Carol Kirkland  
Legacy in Action Companies  
Charles & Xiomara Lever

Murphey Family Foundation  
Jack C. & Sharon Myers  
Northeast Florida Builders Association  
Bob & Leslie Olson  
Orange Park Woman's Club

## BENEFACTORS

Baptist Health Foundation  
Charles and Joyce Darby Family  
Foundation  
Tina Clary  
Clay County Port/Reynolds Park  
Clay Electric Foundation  
Bob & Diane Cowie

Mark Dillaberry  
Jim & Eva Dion  
DUBO Roofing Company  
First Baptist of Orange Park  
Florida Blue Foundation  
Florida Education Foundation  
Terry & Pam Harris

Housing Finance Authority Of  
Clay County  
Journey Church Of Clay County  
Tim & Janice Martin  
River Christian Church  
Michael & Shelby Serig

The Community Foundation For  
Northeast Florida  
Connie Thomas  
Van Berkel Family Foundation  
Warren and Augusta Hume  
Foundation  
Wells Fargo Philanthropy

## PARTNERS

Shane Adair  
Gerald & Kathryn Agresti  
Baptist Health Systems  
Jeff & Jennifer Boyer  
Rob & Jennifer Bradley  
Stephanie & Jonathan Brinley  
Scott & JoLynn Carter  
Sheila Chisholm

Christ's Church  
Coastal Specialties  
Dena Collins  
Duke & Kristina Duncan  
Tracy & Bill Frandsen  
Tom & Teresa Gaslin  
William Godfrey  
Grace Anglican Church

R. Patrick & Selena Hayle  
Peter & Angela Kruse  
Ken & Joelle Marquis  
Tobi Mcguigan  
Lorin & Valerie Mock  
Orange Park Presbyterian Church  
Paul & Klare Reinhold Foundation  
Gina Polite

Realty Asset Management Group  
Reinhold Corporation  
Teresa Scott  
David & Kim Stallings  
George & Nancy Suddath  
The Church of Eleven22  
The Players Championship  
Marshall & Patti Walker

## CHAMPIONS

Donna Anderson  
Roger & Gail Arrowsmith  
Karl & Susan Babb  
Keith & Melanie Bartholomew  
Blackbaud Giving Fund  
Steve & Linda Blair  
Grady & Pearl Boles  
James Calandro  
CBV Cares, Inc  
James & Susan Chester  
Andrew Christman  
Circle K  
Michael & Peggy Cirino  
Community First Credit Union  
Sarah Cornell  
Lindy & Christine Eulenfeld  
Dave & Sandy Faraldo  
Michael & Cheryl Field

First Coast Cardiovascular  
Institute  
First Coast Conservatives  
First Federal Bank  
Bruce & Janey Fox  
William & Holly Frandsen  
Graham Holdings Company  
Chris & Karla Green  
Chiqui Hartman  
Michael Harvey  
HCA Florida Orange Park  
Hospital  
HighPoint Community Church  
Jim & Lori Horne  
Chad & Cyndi Hughes  
Steve Ivey  
Jacksonville Auto Dealers  
Association

AJ & Carole Johns  
Gregg Kaufman  
Doris & Emile Latour  
Daniel & Cynthia Leporati  
Michael & Katherine Loader  
James Machado  
Tamara Maeder  
Roland & Florence Marquis  
John & Sally McDonald  
William & Denise McFarland  
Glenn & Terri Miller  
New Beginnings Christian  
Fellowship  
Bill & Kathlyn Nipper  
Odessa Realty Investments  
Steve & Jerri Opsahl  
David & Diantha Owen

Jay & Cathy Patterson  
Renda Broadcasting  
Robert S. Gunn Insurance  
Ellen Sackett  
Paul & Phyllis Simpson  
SouthState Bank  
Ron & Jenny Tague  
Linda Tanner  
The Firm Driving School  
Cody Thorne  
Kristi Wahl  
Melissa Webber  
John & Melissa Whitaker  
Williams & Rowe General  
Contractors  
Janet Wilson

## ADVOCATES

Sue Achtemeier  
Ameris Bank  
Lisa Ashworth  
Eric & Rosemary Belock  
Paul Bennett  
Jason Birdsall  
Citygate Network  
Clay County Fair Association  
Russell & Carol Jo Creighton  
Escape Me Orange Park  
First Coast YMCA

Joe & Lexi Keppel  
Tyra Nelson  
OldCastle APG  
Hugh & Mari Anne Peeples  
Rob & Stephanie Price  
James Rolland

Bryan Gillan  
Paula Godbee  
Grub Brothers  
Hagan Ace Hardware  
Steven & Patricia James

Rob Schoonover  
Southern Classics  
Charles & Danielle Sowers  
Dustin & Cindy Staples  
The Angelo Group  
Bill & Carla Thorne  
True Life Church  
Andre & Juliet Van Heerden  
Vystar Credit Union  
Dianne Wears  
Marc & Debbie Youngblut



# A Donor's Story

*What an honor to be asked to share my personal testimony and why I became involved with Mercy Support Services! To lay the groundwork, it's important to share a brief testimony of how God was at work in own life when I first became involved.*

*Due to a series of bad choices, I lost my job, house and vehicle while raising two children on my own. I was in a crisis and cried out to God for help. He answered! I began attending church regularly, became involved in the Celebrate Recovery ministry and in 2011 surrendered my life to Jesus. This led to finding sobriety and by God's amazing grace, mercy and love, this November I will celebrate 13 years of being clean and sober.*

*So, in 2012 I was coming out of a season that, if it had not been for my faith in God, a loving and supportive family, my children and I would have experienced homelessness ourselves. My family didn't have excess means and it was a struggle, but God made a way for me and my children as it took about one year to get back on my feet. During this time, I remember heavily learning on Romans 8:28 "He works all things for good according to His purpose", as well as Galatian 5:16-26 "Fruit of the Spirit."*

*I first recall meeting with one of Mercy's founders, Andre Van Heerden, at a fellowship meeting in 2012. As he explained what Mercy was about, as you can imagine given the recent events in my own life, I was immediately drawn to the mission of helping people who were in crisis with dignity, compassion, and love, but also personal accountability. The more I learned and after meeting with the team behind the mission, I felt compelled to help. In the beginning, it was by giving my time, providing encouragement, and spreading community awareness. As time went on and as God continued working in my life, I was compelled to begin supporting Mercy by giving monthly as a Guardian Partner and have since included sponsorships at various events throughout the years.*

*By talking about these things, I hope you hear how awesome God is, that He has a plan, and we can all be a part of it by supporting Mercy and the beautiful ministry He has created and called all of us to help build for His glory!*

*As time has gone on and God continues to do amazing work through the entire Mercy team, volunteers and donors, I consider it an honor and blessing to be with like-hearted brothers and sisters in Christ who work together providing much needed financial support to Mercy Support Services.*

*Thanks to all y'all for your love and support of Mercy Support Services!*

*-Jason (JD) Dillaberry*





# 2023 Board of Directors



Bob Olson  
Chair  
Executive Director, Thrasher-  
Horne Center



Mike Serig  
Vice Chair  
Owner, Earthscapes Design  
Build



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



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

## Board Emeritus



Dr. Robert Cowie



Pastor Pearl Boles



Pastor Andre Van Heerden

“Friend, be encouraged: There’s more to  
your life than you can see.”

Janean Freeman, COMPEL



# A Word from Our Board Chair

*In 2023, Mercy Support Services underwent a transformative period, marked by the recognition from its Board of Directors that the organization was entering a new phase of growth. While navigating the challenges of "mission creep," common among compassionate organizations, the Board took a proactive approach by reassessing Mercy's direction and objectives. This introspection led to a strategic refocusing, with an emphasis on rebuilding our foundation, refocusing our self-sufficiency programs, expanding our circle, and enhancing community awareness.*

*A pivotal aspect of this realignment was revisiting Mercy's vision and mission statements to ensure they accurately reflected the organization's current state and more importantly to fix our eyes on looking forward. We adjusted our vision to "Transformed Lives and Building Community" and our mission to "Through Christ, we empower our neighbors who are circumstantially in need to strive for a stable and sustainable future. We provide self-sufficiency programs that ensure accountability and measurable results." Additionally, we launched a comprehensive review of our Self-Sufficiency program, resulting in the implementation of a four-tiered approach aimed at facilitating genuine transformation through more time, tailored support, and life coaching.*

*Another Board effort focused on deepening our understanding through our Building Committee on a realistic project timeline and updated costs associated with Mercy Village. We also worked on formalizing our structure and processes as it relates to our bylaws, committee structures, and gift acceptance policies. By shifting our focus to outcomes, Mercy aimed to articulate its impact more effectively, highlighting the critical need for its services within the community. This period also saw a 35% increase in operating budget, a testament to the dedication of our staff and the generosity of our stakeholders.*

*Mercy remains committed to addressing the ongoing challenges faced by our community. The Board's focus for the upcoming year and looking forward is on innovation and expansion, seeking new avenues to provide resources and support to those in need. By deepening existing programs and ensuring organizational resilience through structural enhancements, Mercy aims to continue meeting the evolving needs of the community with compassion and effectiveness.*

*God Bless & Thank all of you for your continued support,*



**Bob Olson**  
Chair, MSS Board of Directors



Commit your work to the Lord, and your plans will be established.  
Proverbs 16:3

# Looking Forward: Mercy Village

*The Capital Campaign and the Building Committees, guided by the Board of Directors, have been hard at work to see Mercy Village become a reality. With the final plans in hand, we now have precise details to submit to contractors for estimates regarding site work and vertical construction. Originally estimated at \$12 million for all four buildings, this figure was established pre-COVID, based loosely on comparable square footage. Now, we have refined estimates: \$1.3 million for site work and \$5 million for the initial building. These updated numbers give us optimism for breaking ground this fall.*

*We actively engage with potential supporters, urging them to leverage their own personal network to bolster Mercy's impactful initiatives and future plans. Our outreach extends to individuals, local businesses, organizations, corporations, foundations, and grant opportunities. We have received overwhelmingly positive responses as both the needs and awareness have expanded.*

*What commenced as a local mission in Clay County to foster transformation and community has transcended borders. A parallel endeavor, tailored to a slightly different demographic, is already underway in Bradford County. Moreover, discussions are underway in Putnam County to establish a mission similar to ours. We honor all that God is doing in this season and specifically for the hearts of our supporters and donors.*

*I eagerly anticipate extending invitations to our groundbreaking ceremonies.*

*-Robert Cowie  
Chair, Capital Campaign Committee*



[mercysupportservices.org](https://mercysupportservices.org)



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