



TABLE OF CONTENTS

- Our Story 2
- Leadership 3
- Financials 4
- Employee Spotlight 5
- Events 6
- Successes 6
- Awards 7
- Donors 8
- Honor & Memorial Gifts 14
- Partners of Hope 15

OUR VALUES

Security • Dignity • Community • Respect • Compassion • Accountability

OUR MISSION

Tender Mercies transforms the lives of homeless adults with mental illness by providing security, dignity, and community in a place they call home.

OUR VISION

To be the premier provider of permanent supportive housing for homeless adults with mental illness.

OUR PURPOSE

Tender Mercies purpose is to provide housing and supportive services for homeless adults with the histories of severe mental illness. Our permanent supportive housing model addresses the root causes of homelessness, thereby preventing a return to the streets for our region’s most vulnerable persons.

Dear Friends,

Thank you for helping Tender Mercies make it through a year unlike any other. Because of you, lives continue to be transformed and our organization perseveres.

When the world shut down in early 2020, Tender Mercies was one month into one of the largest undertakings in our 36 years – leasing up a new permanent supportive housing project constructed to provide a safe, dignified home to 57 additional men and women. While the pandemic slowed down our initial lease-up of The 821 Flats, it did not deter us.

Many organizations were forced to make the “pandemic pivot,” and we were no exception. Our 24/7 supportive housing programs continued uninterrupted – the essential nature of our housing and our frontline staff has never been more evident; staff who were identified to telework did so successfully. Rigorous safety protocols including accelerated cleaning/ disinfection, PPE, and social distancing, were implemented to keep residents and staff safe. Substantial changes to our meal program were put into place and even with these restrictions our dedicated group of volunteers, ensured residents received regularly scheduled meals.

Lack of affordable housing is the leading cause of homelessness, and our region’s dire shortage of affordable housing has been well documented. Because of your support, over 200 men and women who might not have had access to affordable, safe housing were able to recover and rebuild in their own home at Tender Mercies. In addition, 99% of residents maintained their housing at Tender Mercies or exited to permanent housing. Residents often come to us at one of the lowest points in

their lives, but they also come to us with resilience, abilities, and talents. At Tender Mercies, those strengths and gifts are celebrated and built upon.

Our Board’s strategic leadership, our incredibly skilled staff, dedicated volunteers, and generous donors share a collective responsibility for ensuring 199 men and women can call Tender Mercies home on any given night. We sincerely appreciate your support, and we look forward to continuing our impact - together.

Sincerely,



Russel Winters, CEO



Ron Cramer, Board President

LEADERSHIP

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Chief Executive Officer

Kelli Halter
Chief Operating Officer

Deanna Hengge
Development Director

Stacy Lutz
Human Resource Director

Josh Burgess
Facilities Management Director

Darlene Guess
Support Services Director

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EMERITUS

Eileen Mechley (1940–2020)

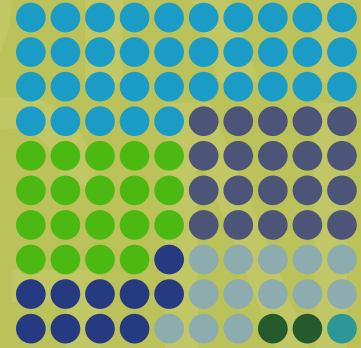
Frank Harkavy (1926–2003)

Marcia Spaeth, Union Savings and
Guardian Savings Banks

Joseph H. Feldhaus,
Xavier University

Revenue

\$5,723,582*

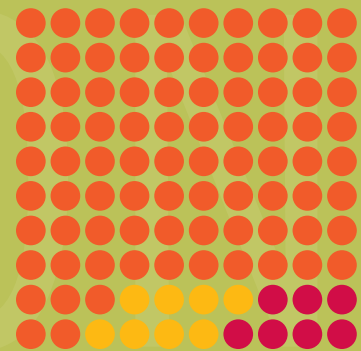


Grants	\$1,977,281	35%
Other	\$1,123,324	20%
Donations	\$1,091,687	19%
In-Kind Donations	\$598,195	10%
Rent	\$574,695	10%
Special Events	\$166,970 (minus expenses)	3%
Forgiveness of Indebtedness	\$118,913	2%
United Way	\$72,517	1%



Expenses

\$4,673,836**



Programs	\$3,966,460	85%
Management and General	\$382,367	8%
Fundraising	\$325,009	7%



END OF YEAR
NET ASSETS
\$18,326,195

*Does not include investment returns.

**Does not include depreciation or amortization.

Tender Mercies Over the Years

STACEY WITHERSPOON



WHAT ADVICE DO YOU HAVE FOR SOMEONE WANTING TO GET INTO THIS LINE OF WORK?

This job is not for everyone! You must have thick skin, quickly learn not to personalize things, and pick your battles most days. You must learn to meet people where they are, not where you want them to be. The accomplishments you see the residents make, both small and large, make it all worthwhile. I often see former residents in the community that are now doing well who thank me for my help even when they were struggling at the time, and that is why I do what I do! Tender Mercies is a great place to gain experience, you get experience with mental illness, homelessness, substance abuse and often, medical conditions. The rewards by far outweigh the rough days!

WHY DID YOU START WORKING AT TENDER MERCIES?

I started working at Tender Mercies part-time for extra money. I was already working in the field and was familiar with the agency from having clients living at Tender Mercies.

HOW HAS TENDER MERCIES MOST SIGNIFICANTLY EVOLVED DURING THE LAST 25 YEARS?

When I first started at Tender Mercies we were only serving around 125 residents. Now we are serving almost 200 and soon to be more! I think our reputation and presence in the community has grown in a great way. We strive to be good neighbors in a neighborhood that changed around us. Every time I tell someone where I work, they already know about Tender Mercies and share positive things they have either experienced or heard.

WHAT HAS STAYED THE SAME THE LAST 25 YEARS?

The mission and passion to serve this often overlooked, misunderstood, and neglected population. I think we strive to help people see past the stereotype mental illness carries in our community.

HOW WOULD YOU LIKE TO SEE TENDER MERCIES EVOLVE IN THE NEXT 25 YEARS?

I would love to be able to serve as many folks as we can. A large percentage of the homeless population is struggling with mental health issues, they deserve our help.

WHAT DO YOU WANT THE COMMUNITY TO KNOW ABOUT TENDER MERCIES?

That we are not a shelter, we are Permanent Support Housing. Tender Mercies does a great job of working with chronically homeless folks that are also living with mental illness, this can be a hard transition for some residents. We meet folks where they are at and do our best to keep them from becoming homeless again.

TELL US HOW MANY READING GLASSES YOU HAVE, WHICH ONE IS YOUR FAVORITE AND WHY?

Too many to count! I have them on my desk, in my purse and in almost every room in my house. At home I normally just keep a pair on my head!

WHAT DO YOU LIKE TO DO WHEN YOU ARE NOT AT TENDER MERCIES?

I enjoy walking, going to Dance Fitness class, cooking, baking and spending time with friends and family.

25 YEARS TENURE

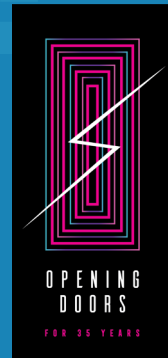


Events

The 29th Annual golf outing Presented by Path Forward, hosted at Wetherington Golf & Country Club on June 7, 2021, raised nearly \$109,000. The 18-hole tournament featured a variety of course contests, lunch, dinner, raffles, and silent auction.

Golfers welcomed the former play-by-play voice of Major League Baseball's Cincinnati Reds, Marty Brennaman and wife Amanda!

Save the Date for next year's Tee Up outing on June 6, 2021



Like so many events, the November 14, 2020 Opening Doors gala, pivoted to a completely virtual event. Guests enjoyed the event from the comfort and safety of their homes while enjoying hand delivered celebration boxes filled with treats and dinner.

Celebrity hosts Bob Herzog, Local 12 with Chris and Janeen, WGRR Mornings kept the 80's themed night fun and entertaining while sharing the stories of the men and women whose lives have been transformed at Tender Mercies.

The generous support of sponsors and our friends from AlloyFX made this night possible, raising much needed funds during such a challenging time.

Success Working with Residents

One of the most essential factors in Tender Mercies' success, is the dynamic between residents and staff. Building a healthy rapport establishes trust which is key to creating meaningful goals specific to each individual. Many residents struggle with confidence when trying to heal and recover, and consistent support from staff helps them reach their full potential.

Tevis Adularescence, Service Coordinator at 821 Flats, believes that "coming in every day with a positive attitude and allowing my own struggles to be visible to enhance the understanding that we all experience challenges is a strong component when establishing trust." He also makes an effort to celebrate the successes around him. This contributes to our "Success/Progressive culture" that supports staff's ability to assist residents in establishing goals and serve as their primary reinforcement during this process and finding something to celebrate every day during their journey.

Paula, a resident at Tender Mercies is a recent example. She overcame her hesitation and worked diligently for over two years to complete and attain her diploma. This process is overwhelming and can be intimidating, but she kept at it. Her persistence prevailed and her success has inspired many including her son who is considering this same path.



“ In our role supporting residents, we work to help them see the best version of themselves. ”

It takes time and respect that everyone is on their own timeline.

Tender Mercies culture values that success is measured through each individual's progression. ”

– Tevis Adularescence

Awards



**Sister Kathleen Kelly Lifetime Achievement Award
The Hall Family**

The Hall Family's commitment to Tender Mercies has been significant during our entire 36-year history. Beginning with one of our founders, Rev. Chris Hall. The Hall's have been selfless with their time, talent, and treasure since the inception of our organization. We honor and remember Chris' brothers, Cliff and Bill, who will be remembered as our avid ambassadors, helping us transform lives.



**Community Partner
AlloyFX**

AlloyFX is an invaluable partner. When our largest annual event went virtual due to COVID-19, Alloy stepped in utilizing their digital and technological expertise to help Tender Mercies create the unexpected and raise critical monies during the pandemic.



**Neighborhood Partner
MiCA 12/v**

Mica is a family run, independent gallery and gift boutique on the corner of 12th and Vine Street and a supportive neighbor of Tender Mercies since 2007. Mica continues to support Tender Mercies and advocate for the residents in our neighborhood. Even when they faced recent difficult times, giving back to Tender Mercies and their community was still on the forefront. Thank you for being an incredible neighbor!



**Volunteer of the Year
Rita Johantges**

Rita, founder of Jeanne's girls has volunteered for over 25 years and retired from serving during the pandemic as she celebrates her 89th birthday! Amazing!

Special Recognition for 2020

Ursuline Academy & Julie Whalen

Julie led the involvement of Ursuline Academy during 2020, having her students sew masks, make Valentine's cards to relieve the loneliness during lockdown for the residents, and create a supply drive to benefit Tender Mercies. Julie's hand in educating the leaders of our future about mental illness and homelessness has been a special addition to our community.

Church of Our Savior

Church of Our Savior, led by Pat Greer, has volunteered for over 30 years, bringing new faces to the Dana Building.

The Peterson Group

The Peterson Group, led by Bonnie Peterson, has served at Harkavy for over 33 years.



We are fortunate to have more than 2,000 volunteers who donate their time and resources throughout the year. Without their support, we could not provide what residents need to thrive.

We want to recognize a special group of volunteers who have retired from serving.

- Petersons' Monday Nighters33 years
- Our Lady of Lourdes – Group A26 years
- Church of the Saviour25+ years
- Jeanne's Gals25 years
- Bross Group.....23 years
- Sonrise Church Group (2 Groups) 16 years
- Maggie Rosch & Friends..... 10+ years
- Our Lady of Visitation..... 10+ years
- Phillip's CME 10+ years
- St. Monica – St. George Parish..... 10+ years
- Ullrich Family 10+ years

THANK YOU FOR YOUR SERVICE CARING FOR THE MOST VULNERABLE

Thank You to Our Donors



Thank you to all the donors who wish to remain anonymous.

We greatly appreciate each gift given in support of Tender Mercies and have made every effort to ensure the accuracy of this listing. We regret any errors.

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\$20,000+

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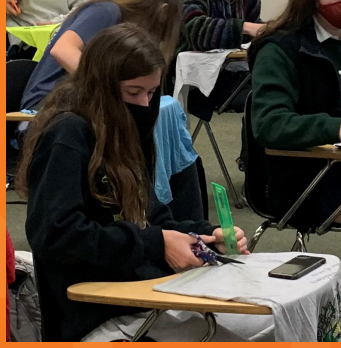
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\$1-\$999

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INVEST IN OUR MISSION AS A PARTNER OF HOPE

Did you know that 1,000 people are homeless on any given night in Hamilton County alone? It cost more than \$40,000 per year to keep an individual alive on the streets versus only \$50 a day at Tender Mercies. With a shortage 40,000 affordable housing units in our region, the need is constant.

You can make a difference by joining Tender Mercies as a Partner of Hope, providing essential support for our Permanent Housing Program.

To learn more about becoming a Partner of Hope in 2022 and opportunities to name a space, contact: giving@tendermerciesinc.org



Tender Mercies transforms the lives of homeless adults with mental illness by providing security, dignity, & community in a place they call home.



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