



CELEBRATING

35
Years



tender
mercies

2020 ANNUAL REPORT

Tender Mercies provides an affordable, safe, permanent home for men and women experiencing homelessness and mental illness.

MISSION

Our services help residents recover, rebuild their stability and independence, and reconnect with their community.

VISION

To be the premier permanent supportive housing provider in the region.

PURPOSE

Compassion drives us to create security, dignity, and community. We believe in the opportunity to thrive and grow. Transformation inspires us and brings hope and promise.

VALUES

Security

Dignity

Community

Accountability

Respect

Compassion

3 Priests

started Tender Mercies

in 1985

95%

of people would recommend Tender Mercies to a friend needing help

Dear Friends of Tender Mercies

Together, we are engaged in truly transformative work. For 35 years, Tender Mercies has helped over 2,500 homeless adults with mental illness recover and rebuild their lives. We welcome individuals who have faced food and shelter insecurity, untreated mental illness, violence/abuse/neglect, and the elements. Thanks to our generous supporters, volunteers, along with our skilled staff and Board leadership, we can provide more than just a home.

Our results continue to show the difference we make—in 2019, 99% of residents maintained their housing at Tender Mercies or moved into permanent housing in the community. Permanent Supportive Housing provides a safe and comfortable home with holistic support services that help everyone we serve live with greater independence and with dignity. At the end of 2019, we were working to lease up our new building at 821 Flats to make an even greater impact on our region's affordable housing crisis. As a result, 57 additional residents now call Tender Mercies home.

Your support in 2019 prepared us for the unexpected challenges COVID-19 has presented to all of us in 2020. The funding need is greater now than ever to provide security, dignity, and community to our residents as they and our staff adjust and work to stay safe.

Tender Mercies is the only regional agency whose sole purpose is to transform the lives of homeless adults with mental illness. Our role in the community is a critical one, and as stewards of your gifts, we continue to focus on quality, consistency and serving the most vulnerable.

Together we are leading through challenging times and focusing on our strengths and opportunities to deliver on the compass of our strategic plan. Our success would not be possible without your support, engagement, and commitment.

We are incredibly proud of our rich heritage and of the housing model that our founders pioneered 35 years ago, and we are truly grateful for your support.

With Gratitude,



Russell Winters
Chief Executive Officer



James Whalen
Board President

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EMERITUS

Joseph H. Feldhaus
Eileen Mechley (1940 - 2020)
Marcia Spaeth
Frank Harkavy (1926 - 2003)

LEADERSHIP TEAM

Russell Winters
Chief Executive Officer

Kelli Halter
Chief Operating Officer

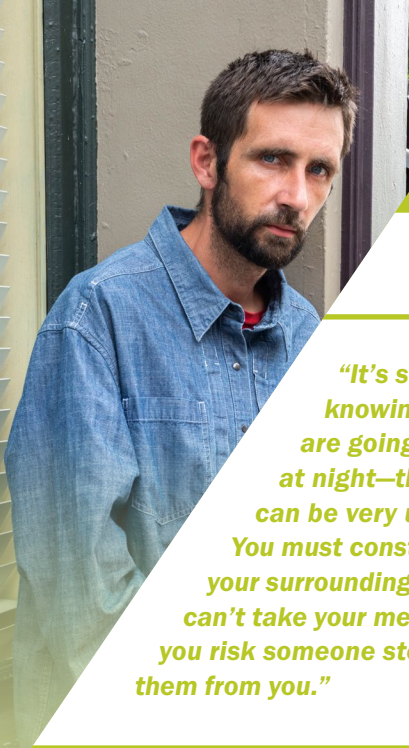
Deanna Hengge
Development Director

Randy Damron
Finance Director

Josh Burgess
Facilities Management Director

Darlene Guess
Support Services Director

Winsome Wilson
Human Resources Director



Meet David

“It’s scary not knowing where you are going to sleep at night—the streets can be very unsafe. You must constantly check your surroundings. You can’t take your meds because you risk someone stealing them from you.”

David grew up in Kentucky the oldest of two siblings, living what he would say, a fairly normal life. In high school David was a member of the basketball and baseball teams and did exceptionally well in both. He felt he had a good life and family behind him, but in 2009 his life changed. After the death of his infant daughter, David began using drugs to numb his pain and soon became addicted to Oxycodone. In order to support his habit, he began selling, but when he still couldn’t afford his habit, he moved on to heroin. David became homeless before he was 30.

After spending time in jail, David was released early, with no resources and without a place to live. Eventually, through an outreach worker at PATH, David learned about Tender Mercies.

When David came to Tender Mercies he was so grateful to feel a sense of security, dignity, and community which he had not felt in quite some time. He was shocked by how friendly and supportive the staff and residents were. When David first walked into Tender Mercies, he was desperate, vulnerable, and uneasy. As David continues to adjust to his new home at Tender Mercies, he is starting to feel a sense of community, and acceptance and dignity. Being at Tender Mercies allows him to utilize the resources he needs to continue to recover from his addiction. David hasn’t had a key to his own place in a long time and feels grateful and fortunate to have a place he calls home.

6 buildings

provide apartments that foster independence

199 residents provided a home & support services

50% came directly from the streets

20% of new referrals were chronically homeless

15 residents had 2+ disabling health conditions

49

residents served in **After Care**

14

residents in **Employment Training**

40

residents served in **daily living skills support**

15

residents served in **Peer Support**



Meet Lakeesha & Shiralyn

Lakeesha came to Tender Mercies in 2012. When she arrived she was extremely reserved and withdrawn from others. Shiralyn, who had already been living at Tender Mercies when Lakeesha arrived said, "Lakeesha was so shy she wouldn't speak to anyone but the staff and only when she needed her medication." Eventually the two were introduced, and have been great friends ever since.

Both Lakeesha and Shiralyn take part in programs like Kroger Keys To Health and the PaycorIT program at Tender Mercies both made possible through grant funding. Programs like these have helped Lakeesha and Shiralyn become more independent and have given Lakeesha with the confidence she needed to engage in her community.

Lakeesha and Shiralyn are extremely thankful for their strong community at Tender Mercies and for the friendship, they have created.

Lakeesha and Shiralyn have built a strong friendship and both take pride in being able to pay their own rent without the fear of losing their home while also enjoying freedom and security.

54%

of all residents have

no income

63% *of residents*
increased

their income

from all sources

99%

residents remained in housing or moved to housing in the community

Our Volunteers

VOLUNTEER FEATURE | Sydney Greathouse

In 2017 Sydney Greathouse began volunteering at Tender Mercies as an Associate Board member. At first, she served meals with the Board and later began serving additional meals with friends. After learning Tender Mercies mission through a co-worker, Sydney instantly knew she had to get involved. She was intrigued and eager to learn more. Sydney has shared her pride of volunteering with her daughter Eva, who also enjoys volunteering at Tender Mercies.

"I cannot put into words the amount of joy the residents bring me. Great "punny" jokes from Cleo, or a new set of rad earrings crafted by DJ Larry. All the stress, worry, exhaustion from the day seems to melt away when I am there."

Sydney believes that the goodness in our city is solely a reflection of how we treat and take care of those most vulnerable. "Everyone is worthy and deserving of love, dignity and a home." Sydney hopes that more young adults will become involved with Tender Mercies and help our community continue to grow. Sydney is excited to become the new Associate Board Chair and continue to inspire other Young Professionals to volunteer.

"Being an adult is hard, stressful, and exhausting, but no matter how stressful my day is, it always turns around as soon as I step foot into Tender Mercies."



2,000+

volunteers
donate
time and
resources



Turner

TURNER CONSTRUCTION VOLUNTEERS

The Turner Construction Group came last fall to help paint and reconstruct some of the wood panels along the fence behind the residency on Pleasant Street. Each year Turner Construction sends out a group of first-year employees to complete community service projects that serve and bring change to the local downtown areas. Through these small projects, Turner hopes to build more community relationships and make an impact inside and outside of their organization.

Become a Part of our Family

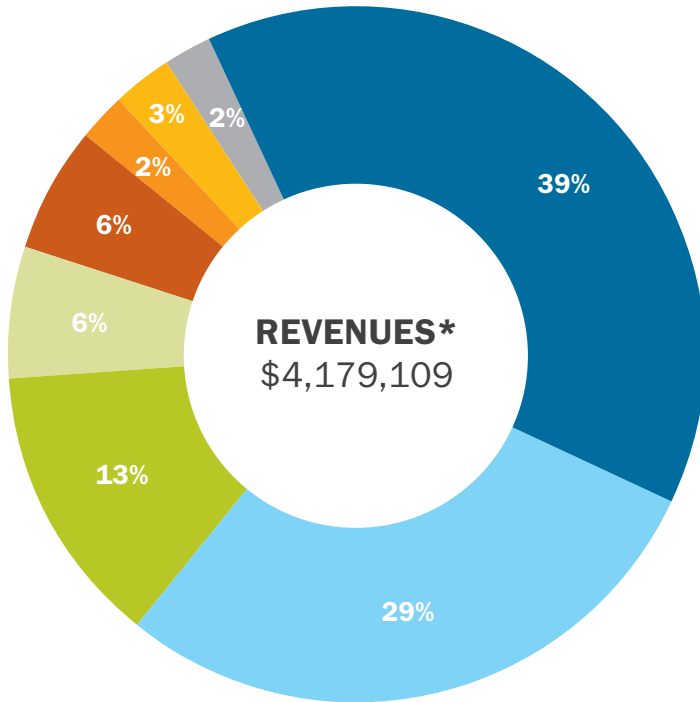
Tender Mercies is fortunate to have the support of thousands of volunteers each year who help provide a home to residents as they rebuild. Opportunities to help include providing meals and resident activities, landscaping, cleaning, and serving on a committee. Volunteers make it possible to provide security, dignity, and community to 199 men and women each year.

To find opportunities where you can make a difference in the lives of those in need visit tendermerciesinc.org/volunteer or call **Rudy Frank** at **513-639-7027**

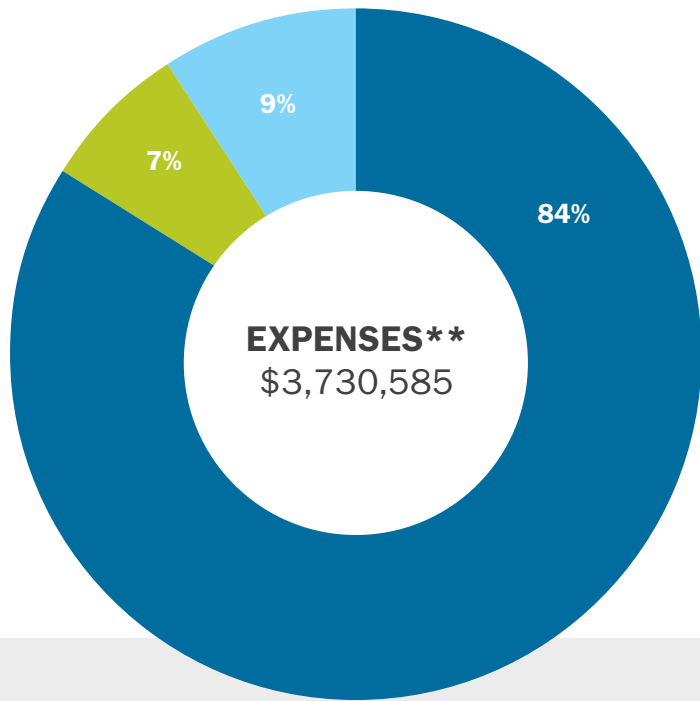
Finances

End of Year Net Assets

\$10,986,353



Grants	\$1,611,458
Donations	\$1,208,624
In-Kind Donations	\$549,260
Resident Rent	\$265,504
Special Events (minus expenses)	\$256,590
Forgiveness of Indebtedness	\$118,913
United Way	\$80,815
Other	\$87,945



Programs	\$3,139,007
Management and General	\$318,096
Fundraising	\$273,482

*Does not include investment returns.

**Does not include depreciation or amortization.



Awards



VOLUNTEER OF THE YEAR

Kathy Norton has volunteered at Tender Mercies for over 15 years alongside her daughter Stephanie. Together, they provide lunch for Dana Hotel residents the last Thursday of each month. Kathy and Stephanie enjoy interacting with residents and finding activities in the community residents can participate in.

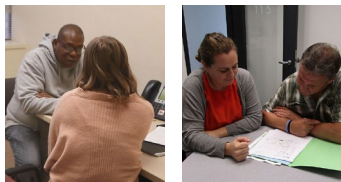
The residents are always happy to see the Nortons, and the uplifting, positive spirit they bring with them.

Events

Opening Doors

2019 OPENING DOORS GALA

The 2019 Opening Doors Gala hosted at Music Hall on November 2, 2019, raised nearly \$265,000. Guests enjoyed dinner, dancing, entertainment, and the opportunity to learn more about Tender Mercies and the men and women whose lives have been transformed. The generous support of sponsors and guests make home possible!



COMMUNITY PARTNER OF THE YEAR

Greater Cincinnati Behavioral Health Services (GCB) is a great partner of Tender Mercies. They are invaluable to our Support Services staff in ensuring the complex needs of residents are met. Today, GCB provides case management services to most of the men and women who call Tender Mercies home. GCB is a great collaborator and their partnership is key to the work we do!



Cincinnati Metropolitan Housing Authority

NEIGHBORHOOD PARTNER OF THE YEAR

Cincinnati Metropolitan Housing Authority partnered closely with Tender Mercies to provide a home at 821 Flats to individuals experiencing homelessness and mental illness. Because of this strong partnership, each of the 57 apartments at the 821 Flats are filled with individuals who now live with security, dignity, and community, and hope and promise.



28TH ANNUAL GOLF OUTING

The 28th Annual golf outing hosted at Wetherington Golf & Country Club on August 31, 2020 raised more than \$100,000 to help save the lives of the men and women who call Tender Mercies home. The 18-hole tournament featured a variety of course contests, lunch, dinner, raffles, and silent auction. Cincinnati Enquirer Sports Columnist Paul Daugherty joined golfers for dinner and Cincinnati Coin Laundry took first place for the second year in a row. Save the Date for next year's Tee Up outing June 7, 2021.

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KeyMakers

\$20,000+

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\$10,000 - \$19,999

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\$5000 - \$9999

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Creating Opportunity

\$1000 - \$4999

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84.51
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\$1 - \$999

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We value and appreciate your kindness and generosity. We make every effort to ensure the accuracy of the names listed. However, if your name is incorrect or omitted, please contact **513-639-7021** so that we can update our records. Donations listed were received from **January 1 to December 31, 2019**.

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* Our thoughts are with the families of those who have passed in 2019/2020



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your
help

28,565

individual
meals
served



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Tender Mercies thanks the generous donors who pledged in 2019 to the United Way Workplace Campaign. Your support drives the work we do in our community!

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

1,000

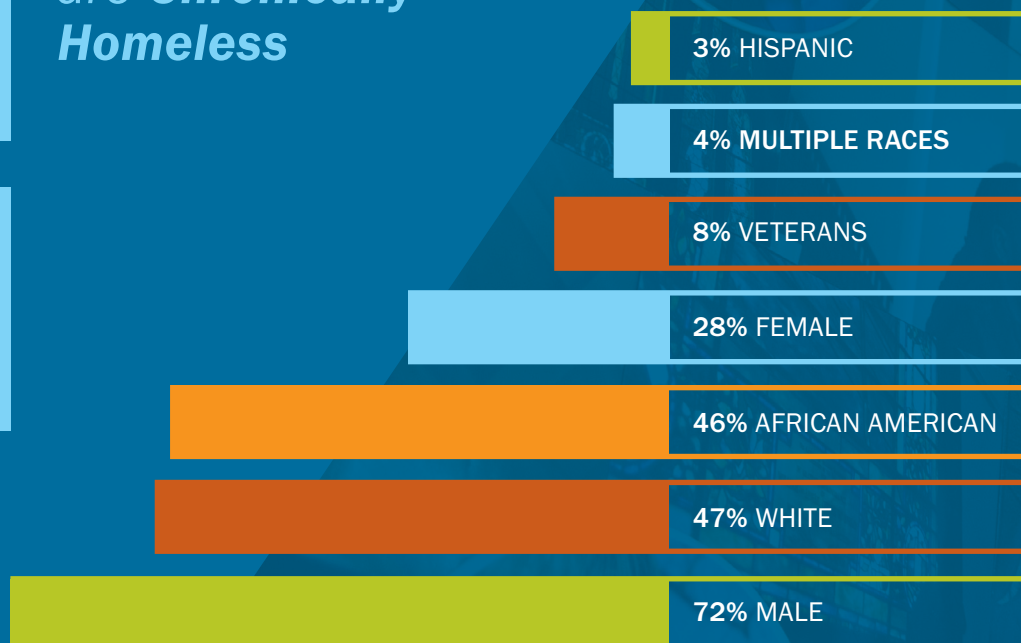
individuals in Hamilton County are homeless on any given night

34%

are Chronically Homeless

43%

have a mental illness



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 costs more than \$40,000 per year to keep an individual alive on the streets versus only \$50/day at Tender Mercies. With a shortage of 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 2021 and opportunities to name a space, contact **Deanna Hengge** at **513-639-7021** or dhengge@tendermerciesinc.org

Thank You to our 2020 Partners of Hope



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821 FLATS

By the end of 2019, The 821 Flats was nearly complete, awaiting a few finishing touches. Tender Mercies and co-developers Over-the-Rhine Community Housing were ready to cut the ribbon and welcome home 57 new residents into our region's newest permanent supportive housing building, 821 Ezzard Charles Drive, in the West End.

With the support of generous funders and partners, The 821 Flats offers 4 one-bedroom apartments and 53 efficiency units for a total of 57 new homes. Amenities include modern laundry facilities, common kitchen and dining space, 24/7/365 security and support staff, on-site services, and case management. The 821 Flats has expanded our agency's capacity by 25 % making it possible for Tender Mercies to help 199 men and women at any one time—more than ever before!

SPECIAL THANKS

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- Ohio Equity Fund for Housing Limited Partnership XXVIII
- Ohio Mental Health and Addiction Services
- Federal Home Loan Bank of Cincinnati
- Ohio Capital Corporation for Housing
- RiverHills Bank | First Financial Bank
- City of Cincinnati | Hamilton County
- Ohio Capital Impact Corporation
- Cincinnati Development Fund
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Operating Support provided by:

- Cincinnati Metropolitan Housing Authority
- U.S. Department of Housing and Urban Development
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821 FLATS

It costs more than

\$40,000 *per year*

*to keep an individual
alive on the
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\$50 *per day*

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