



PROVIDING A HOME IS

2019 Annual Report security, dignity, and community



We are Tender Mercies

We transform the lives of homeless adults with mental illness by providing *security, dignity, and community* in a place they call home.



VISION

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



PURPOSE





VALUES Security

Dignity Community Accountability Respect Compassion

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.

ABOUT US

Tender Mercies provides an affordable, safe, permanent home for men and women experiencing homelessness and mental illness. Our services help residents recover, rebuild their stability and independence, and reconnect with their community.





Dear Friends of Tender Mercies

Next year, Tender Mercies celebrates 35 years of transforming the lives of men and women with mental illness surviving on the streets, under bridges, and in other places unfit for human habitation. Every day, we are inspired by their resiliency and courage. While so much has changed since our founding, we are always grateful for your unwavering belief in our mission.

Like so many in our region, residents of Tender Mercies have first-hand experience with our severe affordable housing shortage. Many people experiencing homelessness have had one, two, three – sometimes more – strokes of bad luck that led to their current circumstances. One missed paycheck or difficulty affording much-needed medication can lead to a chain of events including illness, eviction, substance use, and homelessness. Homelessness can happen to anyone. And it can happen in an instant.

Tender Mercies provides affordable, permanent, and safe housing that welcomes individuals who have faced multiple barriers such as substance use, eviction, and lack of access to mental health treatment. We provide more than just housing; we engage with residents to address the factors which led to their homelessness. Our results show that this model is effective – in 2018, 99% of residents maintained their housing at Tender Mercies or moved into permanent housing in the community.

Seven years into our 10-year Strategic Plan, the Board has set a direction to not only maintain the dignity of the housing we provide 150 men and women, but also to serve more of the approximately 350 individuals with mental illness experiencing homelessness on any given night in Hamilton County.

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Frank Harkavy (1926 – 2003)



By the end of 2019, Tender Mercies will welcome

in Cincinnati's West End, Our Board, staff, and donors

are looking forward to growing our capacity to make

The stories of inspiration and hope contained in this

in our family; making a life changing difference every

day with you is a special and meaningful experience.

When we see someone move in with only the clothes

on their back, hungry and frightened after living on the

streets, turn into a person who smiles, looks forward to

each day, and enjoys being with their friends and family

again, we see firsthand the significance of security,

dignity, and community. Thank you!

report are because of you. We are honored to have you

an even greater impact on our region's affordable

housing crisis.

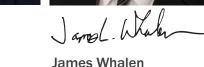
With Gratitude.

57 additional men and women to The 821 Flats

Runder

Chief Executive Officer

Russell Winters



How Your Support Changed Lives

99%

of residents maintained their housing at Tender Mercies or moved to permanent housing in the community 53

residents gained skills needed to maintain their homes, use transportation, and manage a budget



100 residents received

aftercare services

72%

of residents maintained or increased their income through employment and/or disability and other benefits

97%

would recommend Tender Mercies to a friend needing help

new residents were welcomed into their home at Tender Mercies



recreational activities were provided to residents (movies, shopping trips, game nights & more)

Volunteers

Cit/Volunte Ut/Volunte citi

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Meet Juarel



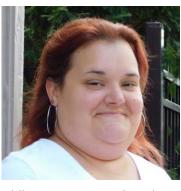
Juarel lived on the streets, under bridges, and stayed in shelters throughout Cincinnati on and off for 5 years while battling the darkness of his mental illness – schizoaffective disorder, bipolar type. Juarel played high school football and attended college with a focus in business management, but the pressures of college and his mental illness began to break him. Eventually, he became

homeless experiencing the "hard ways of life on the street." He held jobs and attempted to turn his life around, but each time he began to reach success, he was "pulled into the dark".

Juarel appreciates how welcoming Tender Mercies is. When he moved into his new home, his mom gave him a puzzle as a reminder that piece by piece he can rebuild his life. Each day he puts just a few pieces of the puzzle together as a practice in patience and a reminder to take the time he needs to heal. Juarel enjoys visiting with his family and looks forward to talking with the volunteers who bring warm meals. Without having to worry where he will sleep or if he will be able to eat, he can focus on healing in his safe home.

Tender Mercies is my safe haven after being on the streets for 5 years where survival is your only thought. I want to thank the volunteers, donors, and staff for making my second chance possible. – Juarel

Meet Amanda



Amanda was molested by her uncle from age two to six. Eventually her days were controlled by depression. It was like being locked in a room alone with no way out.

Amanda's grandma supported her and her daughter Brianna through the darkest days. When her grandma passed away 4 years ago, Amanda's family told her to find a new place to stay.

It's nearly impossible to take multiple buses to work starting at 4 am and care for your child

while you are up against depression, anxiety, and PTSD. Amanda will never forget the heartbreaking day she and Brianna got evicted. Imagine telling your child she needs to leave her home.

Without the funds for a car, rent, or Brianna's food and clothing, Amanda had no choice but to send Brianna to live with her Dad so she could be safe and warm. The moment Amanda walked into Tender Mercies, she knew she would be ok. She remembers looking out her window and feeling incredibly grateful that she didn't have to sleep on a bench in the cold.

Amanda is thankful for her home and Boomer, her emotional support dog who

helps to calm her. Brianna is grateful that she can count on her Mom again. Amanda encourages Brianna to chase her dreams, something she never could have done without a home.

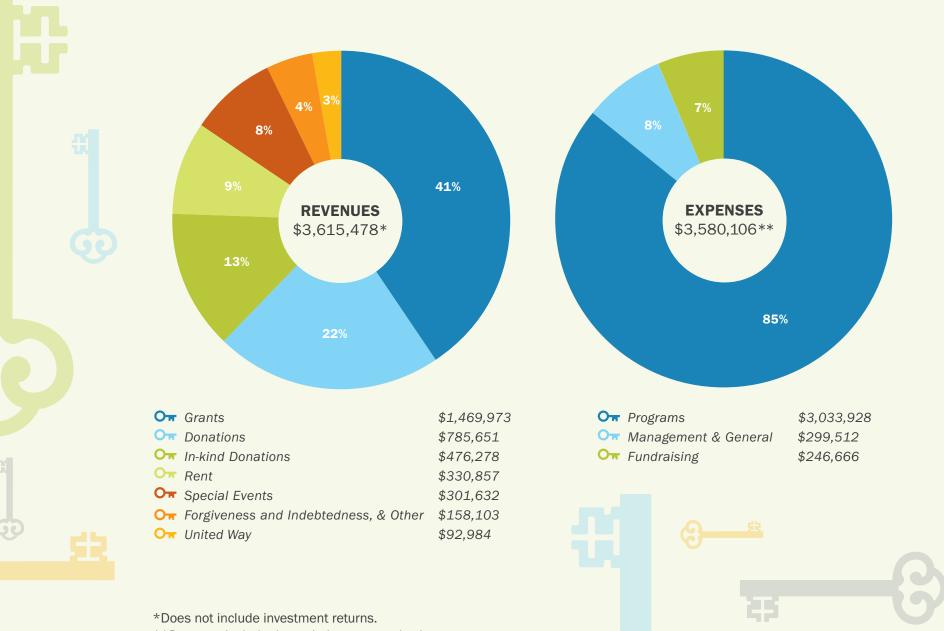
Depression used to take over my days. I'm now working on my well-being and independence because you gave me a safe and comfortable home. — Amanda

Tender Mercies is a place that I not only call home, but feel home. This is a place where you can get help for anything. The doors are always open. Tender Mercies provides a family atmosphere and ongoing support. We have outings that give us a sense of togetherness. I used to feel worthless and I turned to drugs to numb the pain of mental illness. With help from my doctor and Tender Mercies I feel better about myself. I will be forever grateful for my home and the caring staff. Good job TM! – *Larry*



Donald was depressed, living on the riverbanks and in parks. His depression got so bad that he tried to take his own life. He still struggles, reliving that pain with scars as a daily reminder. He lived day by day with no hope. Eventually, Donald found home at Tender Mercies. He became friends with Larry and other residents who help keep him on track. Since being at Tender Mercies, Donald is no longer using alcohol to run away from the loneliness and despair of depression. — Donald

Financials End of Year Net Assets \$10,136,686



****Does not include depreciation or amortization.

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VOLUNTEER OF THE YEAR



Hamilton County Commissioner Denise Driehaus and Zeek Childers, along with family and friends, have been serving meals for 20 years. They come once monthly to serve a hot meal on a Friday night. The residents enjoy seeing the Driehaus group and appreciate not only the meal they provide, but the friendly spirit they bring with them during each visit.

COMMUNITY PARTNER OF THE YEAR



Mercy Health is a dedicated supporter of Tender Mercies and we are honored to partner with them. As Presenting Sponsor of the Opening Doors Gala they have helped to grow this annual signature celebration. Last year the Opening Doors Gala raised \$300,000 to provide a welcoming home and support services for residents of Tender Mercies.

NEIGHBORHOOD PARTNER OF THE YEAR



Tender Mercies is grateful for the generosity of Turnbull-Wahlert Construction as a Partner of Hope supporting our annual events, Tee Up for Tender Mercies golf outing and the Opening Doors Gala. Turnbull–Wahlert is also leading the construction of The 821 Flats building coming soon to the West End. The 821 Flats will give 57 more men and women in need the opportunity to rebuild their lives.



2018 OPENING DOORS GALA

The Opening Doors Gala was held at Music Hall on October 6, 2018. Guests enjoyed dinner, dancing, entertainment, and the opportunity to learn more about Tender Mercies. The Opening Doors Gala raised \$300,000 to provide a welcoming home and support services for the residents at Tender Mercies whose lives have been transformed.



2019 TEE UP GOLF OUTING

The 28th Annual Tee Up for Tender Mercies golf outing was hosted at Wetherington Golf and Country Club on June 3rd, 2019, raising nearly \$110,000. The 18-hole tournament featured a variety of course contests, lunch, dinner, raffles, and awards. This event has grown to become a favorite with a loyal group of golfers and supporters. Golfers were introduced to Tender Mercies resident Walter who shared his story of surviving homelessness and mental illness and was able to tee off with a few of the golfers. Save the Date for next year's Tee Up on June 1, 2020.

Events

Donors

Thank you to all donors who made it possible to transform the lives of 168 men and women in 2018.

Frank Harkavy Society

Recognizes donors who give \$1,000 or more each year. It was established in honor of the late Frank Harkavy's compassion and dedication to transforming the lives of men and women experiencing homelessness and mental illness.

KeyMakers \$20.000+

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We value and appreciate your kindness and generosity. We make every effort to

Donations listed were received from January 1 to December 31, 2018.

ensure the accuracy of the names listed. However, if your name is incorrect or omitted, please contact Development at **513-639-7021** so that we can update our records.

Mr. and Mrs. Havden E. Meeker. III

Inspiring Hope \$1 - \$999

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 Our thoughts are with the families of those who have passed in

2018/2019

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 over 150 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**

Other ways to help

- Monthly recurring gifts provide ongoing stability
- Make Home Possible for a Lifetime With a gift through your will, retirement plan, or insurance policy
- Shop AmazonSmile Amazon donates 0.5% of the purchase price to Tender Mercies
- Kroger Rewards Select Tender Mercies as the beneficiary Enter Organization # GD996
- Turn your ride into funds to support Tender Mercies mission. Donating is easy, pick-up is free, and vehicle donations are tax-deductible. Call 1-855-500-RIDE or vist careasy.org/nonprofit/tender-mercies

** Tender Mercies thanks the generous donors who pledged in 2018 to the United Way Workplace Campaign. Your support drives the work we do in the community!

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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? Approximately 350 of these individuals are also struggling with mental illness. It costs more than \$40,000 per year to keep an individual alive on the streets versus only \$49/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 which provides essential support for our Permanent Housing Program.

By investing in our mission as a Partner of Hope, you will make it possible for residents to rebuild their health and self-sufficiency needed to re-engage in community-based permanent housing and secure jobs. Your support will provide a comfortable, warm, and caring home along with a variety of services including wellness and recovery, social and recreational experiences, vocational support, counseling, workshops, and aftercare.

Thank You!



Transforming More Lives with The 821 Flats

The construction of The 821 Flats in the West End is nearing completion. When complete, The 821 Flats will provide a welcoming home to 57 more individuals experiencing homelessness and mental illness. This new building presents two "firsts" for Tender Mercies: it is our very first new construction project and it is our first property to provide in-unit kitchens and baths.

This new 40,624 square-foot building will offer 4 one-bedroom apartments and 53 efficiency units, modern laundry facilities, a common kitchen and dining space, 24/7/365 security and support staff, and on-site health services and case management.

> To learn more about becoming a **Partner of Hope in 2020** and opportunities to name a space at **The 821 Flats**, please contact:

Jackie Baumgartner Development Director 513-639-7021 jbaumgartner@tendermerciesinc.org







