PROVIDING A HOME IS KEY

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**
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

**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.

By the end of 2019, Tender Mercies will welcome 57 additional men and women to The 821 Flats in Cincinnati’s West End. Our Board, staff, and donors are looking forward to growing our capacity to make an even greater impact on our region’s affordable housing crisis.

The stories of inspiration and hope contained in this report are because of you. We are honored to have you 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!

With Gratitude,

Russell Winters
Chief Executive Officer

James Whalen
Board President

LEADERSHIP TEAM
Russell Winters  Chief Executive Officer
Kelli Halter  Chief Operating Officer
Jackie Baumgartner  Development Director
Josh Burgess  Facilities Director
Randy Damron  Finance Director
Mary Grover  Director of Support Services
Winsome Wilson  Human Resource Director

BOARD OF TRUSTEES
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Chad Martin  Treasurer
Ronald Cramer  Secretary
Robie Suggs  Past President
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Victoria Chester
Markita Coach
Deborah Dixon
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Thomas Vaughan

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Lt. Stephen Saunders
Stephen Wesselkamper
Edward Wolterman

EMERITUS
Joseph Feldhaus
Eileen Mechley
Marcia Spaeth

Frank Harkavy
(1926 – 2003)
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.

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.

10 new residents were welcomed into their home at Tender Mercies.

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

100 residents received aftercare services.
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.

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 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 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

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

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

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Good job TM! — Larry
**Financials**

**End of Year Net Assets $10,136,686**

[Diagram showing pie charts for REVENUES and EXPENSES]

- **REVENUES**
  - Grants: $1,469,973
  - Donations: $785,651
  - In-kind Donations: $476,278
  - Rent: $330,857
  - Special Events: $301,632
  - Forgiveness and Indebtedness, & Other: $158,103
  - United Way: $92,984

- **EXPENSES**
  - Programs: $3,033,928
  - Management & General: $299,512
  - Fundraising: $246,666

*Does not include investment returns.
**Does not include depreciation or amortization.
Awards

**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.

**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.

Events

**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.
## 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+**

Catholics United for the Poor
City of Cincinnati
Mr. Clifford E. Hall, Jr.*
Mr. and Mrs. Edward T. Halloran
Hamilton County Mental Health and Recovery Services Board
MartyHealth
Ohio Capital Impact Corporation
Tender Mercies

### Community Builders
**$1,000 - $19,999**

American Mortgage Service Company
Mr. and Mrs. John Byms
Ms. Claudia L. Cline
Mr. and Mrs. Robert P. Coffaro
George Fabe Fund of the Greater Cincinnati Foundation
Fifth Third Bank
Mr. and Mrs. Edward J. Finke
First Financial Bank
Mr. William A. Hall
Mr. Daniel Koppenhafer
The Kroger Co. Foundation
Ohio Capital Impact Corporation
The Marge & Charles J. Schott Foundation
Robert and Christine Steinmann
Foundation

### Supporting Independence
**$5000 - $9999**

AAA Allied Group
The Honorable Sandra S. Beckwith
and Mr. Thomas R. Ammann
Charles and Isabel Hall Foundation
Cincinnati International Wine Festival, Inc.
CLH Foundation
Corky and Rick Steiner Family Foundation
Deloitte
Edward C. and Robert C. Bott Fund of the Greater Cincinnati Foundation
Mr. Larry Galluzzo

### Creating Opportunity
**$1000 - $4999**

84.51
Ms. Tamara Anderson
Mr. and Mrs. Douglas Barnacle

### Inspiring Hope
**$1 - $999**

Mr. and Mrs. Paul C. Abbinante
Mannequin Boutique
Mr. and Mrs. Veronica Burnam
Ms. Emily Aker
Mr. and Mrs. Jim Alff
Mr. and Mrs. Erik W. Allaben
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Anderson Hills United Methodist Church
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Mr. and Mrs. JF Scherer
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TQL Foundation, Inc.
The Urban & Shelley Meyer Family Foundation
US Bank
Mr. and Mrs. Bruce Yeazell
Zicka Homes

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 Development at 513-639-7021 so that we can update our records. Donations listed were received from **January 1 to December 31, 2018**.
Duke Energy Foundation
Mr. and Mrs. Douglas Dunderman
Ms. Julie Durham
Mr. and Mrs. Michael Dyas
Ms. and Mrs. Terrence Dyer
Mr. and Mrs. Kenneth W. Edgel
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Episcopal Retirement Services
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Fire On High
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Greater Cincinnati Tool Rental Association
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Mr. Ralph L. Greene and Mr. Daniel R. MESS
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Heidelburg Distributing
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Ms. Gwen Heilbrun
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Mrs. Linda Cassier Heile
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Mr. and Mrs. Scott D. Morgan
Mr. and Mrs. Robert F. Morgan
Mr. and Mrs. Robert A. Morgan
Mr. and Mrs. Ryan Morgan
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<td>Arnold’s Bar &amp; Grill</td>
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<td>Mr. and Mrs. David F. Wister</td>
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Gifts In-Kind

2Lc Museum Hotel Cincinnati
Ms. Sara Allgeier
Arnold’s Bar & Grill
Arnold’s Bar & Grill
Aston Oaks Golf Club
BB Riverboats
Bijou’s Bistro
Brewing Heritage Trail
Burlington Pike
Burlington Pike
Calvary Episcopal Church
Carol Ann’s Carousel
Mr. Daniel P. Cebula
Cincinnati Art Association
Cincinnati Ballet
Cincinnati Landmark Productions
Cincinnati Nature Center
Cincinnati Opera
Cincinnati Playhouse in the Park
Cincinnati Recreation Commission
Cincinnati Reds Community Fund
Cincinnati Symphony Orchestra
Cincinnati Zoo & Botanical Gardens
Cincy Shirts
City Barbeque Corporate Office
Cooper’s Hawk Winery & Restaurant
Country Fresh Farm Markets
Courtyard by Marriott Cincinnati
Midtown/Rookwood
CrossFit Symmetry
Cumulus Media Cincinnati
Dave & Buster’s
Mr. and Mrs. David F. Wister
Mr. Anthony Westerfield
Mr. and Mrs. Scott E. Williams
Mr. and Mrs. David Whang
Mr. and Mrs. Mark White
Mr. and Mrs. Richard R. Wick
Mr. and Mrs. William E. Williams
Mr. Gary Wilson
West TV Cincinnati/Sinclair
Broadcast Group
Mr. Eric Wolfman
Mr. and Mrs. Michael Wormick
Mr. and Mrs. Greg Wyrabkiewicz
Ms. Carol Wright
Mr. and Mrs. Thomas M. Wright
Mr. and Mrs. Thomas J. Wolf
Mr. and Mrs. John X. Wolter
Mr. Tom Wolf
Mr. and Mrs. Wolfman
Cinergy
Cincinnati Opera
Cincinnati Playhouse in the Park
Cincinnati Recreation Commission
Cincinnati Reds Community Fund
Cincinnati Symphony Orchestra
Cincinnati Zoo & Botanical Gardens
Cincy Shirts
City Barbeque Corporate Office
Cooper’s Hawk Winery & Restaurant
Country Fresh Farm Markets
Courtyard by Marriott Cincinnati
Midtown/Rookwood
CrossFit Symmetry
Cumulus Media Cincinnati
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Mr. and Mrs. David F. Wister
Mr. Anthony Westerfield
Western Ohio Mortgage Corporation
Mr. and Mrs. Mathew Deger
Mr. and Mrs. David Whang
Mr. and Mrs. Robert White
Mr. and Mrs. Richard R. Wick
Mr. and Mrs. William E. Williams
Mr. Gary Wilson
West TV Cincinnati/Sinclair
Broadcast Group
Mr. Eric Wolfman
Mr. and Mrs. Michael Wormick
Mr. and Mrs. Greg Wyrabkiewicz
Ms. Carol Wright
Mr. and Mrs. Thomas M. Wright
Mr. and Mrs. David R. Wilker
Wyoming Meat Market
Xavier University
Mr. Richard Yeager
Mr. Joyce S. Yock
Ms. Catherine M. Zacharias
Ms. Nikki Zaidi
Mr. and Mrs. John W. Zorio
Ms. Nancy M. Zwick

Decal Impressions
Mr. Michael DeFrancesco and Ms. Martina Fellerhoff
Devou Golf & Event Center
Donna Krummen, M.D., Plastic & Reconstructive Surgery
Ms. Ldney Dorn
Ms. Donna Dressman
Mr. Michael Dufek
Ms. Julie Dunham
Edible Arrangements
Education Services Group
Mr. and Mrs. Peter Effler
El Rio Grande Mexican Restaurant
Elk Creek Vineyards
Ms. Marlene Falhbusch
PC Motors
First Baptist Church of Walnut Hills
Gabby’s Cafe
Ganpati
Mr. Joe Giordano
Grace Tree Yoga and Growth Studio
Graeter’s Manufacturing Company
Great Room Escape/Cincinnati Axe Throwing
Ms. Molly Grogan
Mr. and Mrs. Michael J. Grover
Ms. Jen Henely
High Street Freewill Baptist Church
Hillenbrand Capital Partners, LLC
Hillers Catering, Inc.
Hofbruhaus & Newport
Mr. and Mrs. Russ Houston
Mr. and Mrs. Matthew Hughes
Mr. and Mrs. Terry Hughes
Immaculate Heart of Mary Parish
Jag’s Steak and Seafood
JAM Volleyball
Jeff Wyler Automotive Family
Ms. Ashley Jeffrey
Mr. and Mrs. Nathan Jenkin
Jenny’s Homemade Cookies
Jim Scharman Salon Central
Ms. Meekha Jones
Joseph-Beth Booksellers
Ms. Pat Jude
Ms. Joyce Kaiman
Kentucky Association, Inc.
Kendra Scott - Kenwood Towne Centre
Kenwood Lions Club
Ms. Mary Ann Knoke
Mr. Steve Knight and Ms. Maureen Gallagher
Krohn Conservatory
Mr. Mark Kline
Ms. Leslie Landrum
Ms. Emily Latz and Mr. Lucas Steinman
Ludlow Garage
Mr. David Macejko
Madeira Choice Meats, Inc.
MadsTree Brewing, LLC
Magnus’ Little Italy
Matthew 25 Ministries
Ms. Lauren McNally
Mr. Earl McGinnis
Ms. Barb McManus
Mercedes-Benz of Cincinnati & Lincoln of Cincinnati
**Our thoughts are with the families of those who have passed in 2018-2019**

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**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!**
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.

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

Thank You!