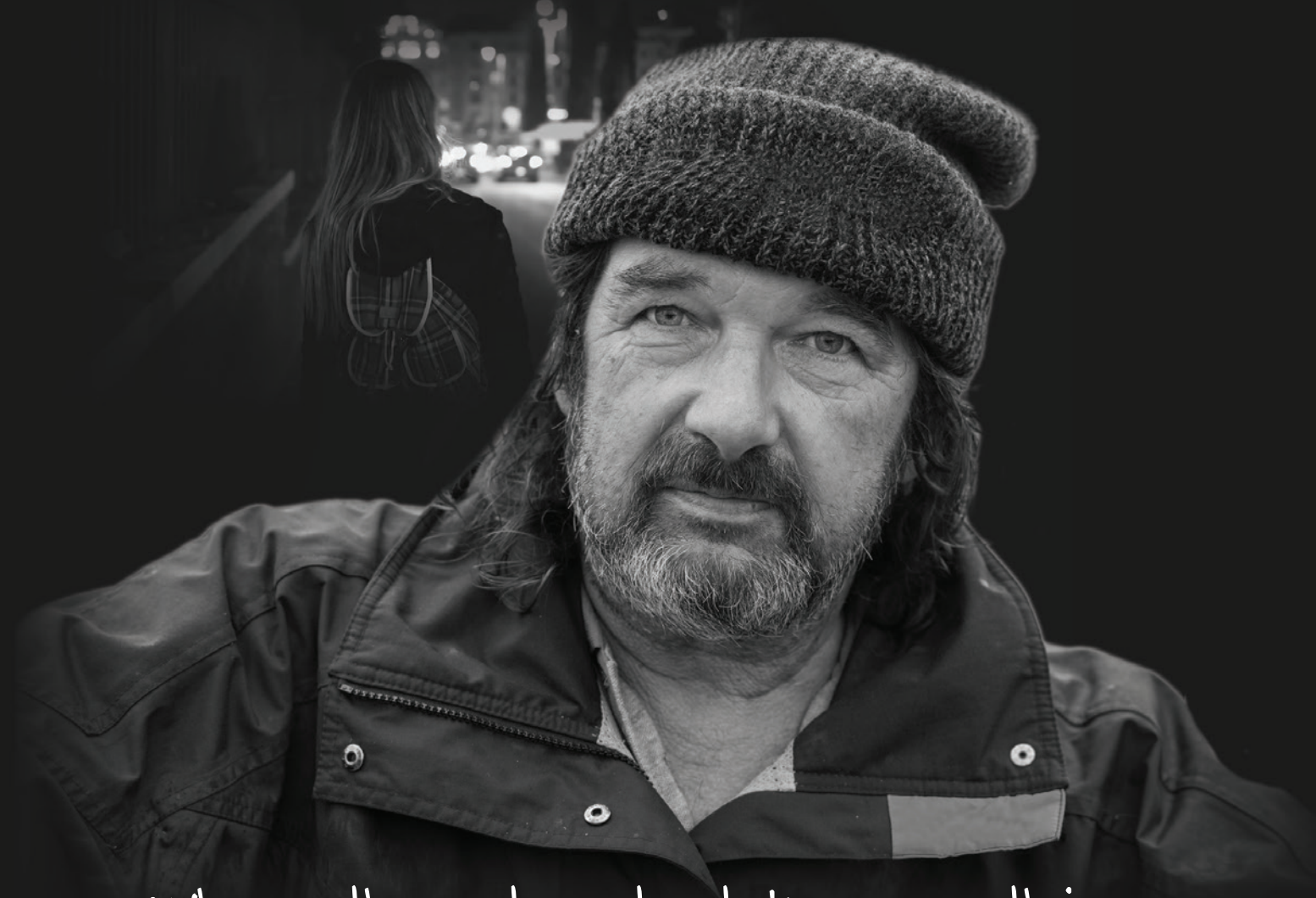




Merchants Quay Ireland
Homeless & Drugs Services

ANNUAL REVIEW 2017



*when the streets took everything,
Martin still had one gift to give...*



welcome to the work of Merchants Quay Ireland...

A Community of Hospitality, Hope and Justice



Merchants Quay Ireland
Homeless & Drugs Services

Merchants Quay Ireland
Homeless & Drugs Services
PO Box 11958, Dublin 8

Location:

Merchants Quay Ireland
Merchants Court
24 Merchants Quay
Dublin 8

Services: 01 524 0160

Queries and donations: 01 524 0139

Volunteering: 01 524 0128

Fax: 01 524 0946

✉ **Email:** info@mqi.ie

🌐 **Web:** www.mqi.ie

📘 **Facebook:** Merchants Quay Ireland

🐦 **Twitter:** @MerchantsQuayIR

Four companies operate under the banner name of Merchants Quay Ireland. The projects detailed in this annual review are interoperable across the four companies.

Four Companies:

St. Francis Housing Association Clg
CRO No. 449783
Revenue CHY No. 18159
CRA No. 20069117

Merchants Quay Project CE Scheme Clg
CRO No. 533762
Revenue CHY No. 21187
CRA No. 20084325

Merchants Quay Ireland Clg.
CRO No. 176421
Revenue CHY No. 10311
CRA No. 20026240

Franciscan Social Justice Initiatives Clg
CRO No. 280573
Revenue CHY No. 12809
CRA No. 20038335

CONTENTS

ANNUAL REVIEW 2017



About the Cover

There might be no hope for me, Martin thought. But there is for Sarah. He turned back to help. Of every four people who come through our door, one is newly homeless like Sarah. And on the streets most men like Martin won't see age 50. Read how your kind support brought them the gift of MQI's open door, page 11.

Chairman's Introduction	2
A Message From CEO Tony Geoghegan	3
Merchants Quay Nationwide	4
Vision and Mission	5
MQI's Continuum of Care	6
Homeless Services	7
■ The Drop-In Service.....	7
■ Extended Day Service (EDS).....	7
■ Assertive Outreach Service.....	7
■ Crisis and Case Management Services.....	8
■ The Night Café.....	9
■ Free Veterinary Clinic.....	10
Primary Healthcare Services	10
■ Nursing.....	10
■ GP Service.....	12
■ Mental Health Service.....	12
■ Dental Service.....	14
■ Chiropody.....	14
■ Counselling.....	15
Words of Gratitude From Merchants Quay Staff and Clients	12
Drug Services	15
■ Health Promotion Unit.....	15
■ Naloxone.....	16
■ Community Benzodiazepine Detoxification.....	16
■ National Prison Based Addiction Counselling Service.....	16
■ Mountjoy Drug Treatment Programme.....	17
■ Family Support Service.....	17
■ Holistic Supports.....	18
■ Community Engagement Team.....	18
■ DSP Drug Rehabilitation Scheme, Riverbank Centre Dublin.....	18
■ Midlands - MQI DATS (Drug & Alcohol Treatment Supports) Project.....	19
■ DSP Drug Rehabilitation Scheme - Open Door Athlone.....	19
Detox and Rehab Treatment Services	20
■ St. Francis Farm Residential Detox Programme.....	20
■ St. Francis Farm Residential Rehabilitation Programme.....	20
■ High Park Residential Rehabilitation Programme.....	21
Aftercare & Social Housing Services	21
■ Drug-Free Day Programme.....	21
■ Aftercare Housing Services - Dublin and Kildare.....	21
Finance and Governance	22
Acknowledgements	24

CHAIRMAN'S INTRODUCTION

It is the responsibility of the Board of MQI to ensure that we have a well-governanced, efficient organisation which is fit for purpose to meet client needs. We will continue to commit to the highest standards of best practice in the Sector and lead collaboration where possible with other providers in order to maximise efficiencies and achieve economies of scale.

The advent of a Medically Supervised Injecting Facility became a closer reality in 2017 with a HSE tender process. MQI through our Board, Executive and Staff felt morally obliged to honour our ethos, mission and purpose in providing best practice for clients by tendering to deliver this much needed facility.

We are delighted to have been selected in February 2018 to run this service. It is our intention to run this new Service to the highest standards of excellence. All the international evidence indicates lives will be saved and street anti-social behaviour will

be reduced significantly.

I want to divert from normal practice in my comments in our Annual Report by referring to the current year 2018. This is a year of seismic change at MQI as our much loved Chief Executive, Tony Geoghegan, retires in September. Tony's contribution to MQI and the broader sector, but particularly to our clients, is legendary. His passion and commitment to improving the lot of our clients over the years is a joy to behold and is as strong now as on his first day in MQI. He brought a wisdom to advocacy by being reasonable and considerate of the impact of services on the community. His greatest legacy to MQI will be the infrastructure of the organisation through its Board and Executive which he carefully created. As Chair of the Board in recent years I have always been impressed by his calm good humour and compassionate care for all. I know Tony will continue to hold MQI in his heart and mind.

Our donors have continued to

respond with incredible generosity to MQI. To all our donors, whether they are statutory, corporate or personal, we say a heartfelt thank you. Without your extraordinary generosity, many would go hungry and some would undoubtedly die.

The Franciscan community continues to support MQI with a quiet generosity. On behalf of the Executive, staff and clients I want express our gratitude to them. The Franciscan ethos is a firm anchor in all that we do.

I want to express our deep gratitude also to our Executive team, staff and volunteers. All at MQI continue to go the extra mile for our clients.

The Gardaí and ambulance services invariably show great sensitivity and compassion in working with us and our clients. This is much appreciated.

We want all who visit our Services in any capacity to feel warmly and unconditionally welcome. It is our firm wish that through our work we will continue to improve the lives of our clients.



Mick Price
Chairman, Board of Directors

Your compassion and caring for Ireland's most vulnerable are the greatest gifts of all. **Thank you.**

Board of Directors:

Mr Mick Price – Chairman
Mr Derek Bell
Rev Kieran Cronin OFM
Dr Joanne Fenton
Dr Siobhán Garrigan
Ms Margaret Hennessy
Mr Ray Langton
Rev Patrick Lynch OFM
Mr Brian Melaugh

Chief Executive

Tony Geoghegan

Secretary

L & P Trustee Services Limited,
2/3 Terminus Mills, Clonskeagh Road,
Dublin 6

Auditors

Deloitte,
Deloitte & Touche House,
Earlsfort Terrace,
Dublin 2

Solicitors

Marcus A. Lynch & Son,
12 Lower Ormond Quay,
Dublin 1

Bankers

AIB,
7/12 Dame Street,
Dublin 2

A MESSAGE FROM CEO

TONY GEOGHEGAN

Today, many of us are seeing the light at the end of a dark economic tunnel. But sadly there are still too many places that the light doesn't reach. Nowhere is this starker than in emergency accommodation across Ireland. When I wrote last year, Government figures showed 7,148 people, including 2,500 children, in emergency accommodation. A year later – at Christmas – this number had grown to 8,587, including more than 3,000 children. All without a proper home.

Understandably, the Government's response is to prioritise families, especially those with children, in accommodation.

However, in this scenario single people, particularly those with mental health or addiction issues, are pushed ever further down the housing list.

MQI's services were busier than ever in 2017. We saw, at 22 locations in 12 counties, the real face of homelessness and addiction. Our Riverbank Centre on Merchants Quay welcomed 6,569 people, with 1,668 turning to us for the first time. The generosity of supporters kept the lights on and the doors open all year.

Despite still-growing demand, there were many positives in 2017. We tendered for, and were announced as the preferred provider of, the first ever Medically Supervised Injecting Facility in Ireland. We launched a service providing community-based drug and alcohol treatment supports across Laois, Longford, Offaly and Westmeath. 2017 also saw our mental health team and primary healthcare services expanded,

the launch of a community benzodiazepine detox at Riverbank, and three additional aftercare beds at our location in Kildare.

Finally, with so many of our clients relying on their four-legged friends for comfort and companionship, we were delighted to partner with the DSPCA in 2017. They now offer free veterinary services at our Riverbank Centre.

We are truly excited about what MQI can achieve in 2018 and beyond.

People continue to need our residential drug treatment services and we are fully committed to maintaining these vital services.

Our long-running partnership with the Irish Prison Service was recently extended, securing critical addiction counselling services through 2018. We are committed to extending it further.

Aftercare is another area MQI is dedicated to expanding. As our clients progress through recovery, after immense hard work, many have nowhere to return to but the streets. We hope to expand our aftercare housing capacity to help them.

We are also working closely with the Dublin Simon Community, with high hopes of launching a new service in 2018. Aimed at people with problematic drug and/or alcohol disorders who are sleeping rough, the service will offer them residential rapid-access low-threshold stabilisation and detoxification.

In Wicklow, we've secured a tender for a community-based project offering much needed drug and alcohol treatment supports to over 18s and their families.



Tony Geoghegan, MQI's CEO

Providing information, advice, treatment and support, the service will help young people who come to us to enter into recovery and integrate back into the community.

Following the launch of the 'Reducing Harm, Supporting Recovery' strategy to address Ireland's drug crisis, 2018 can be a year of great progress. Two people a day now die from drug-related causes, and the Medically Supervised Injecting Facility pilot at MQI is the first of many steps Ireland must take to end the drug epidemic, treat people who have fallen into drug use with dignity and respect and, most of all, save lives.

Lastly, after three decades with MQI, I am retiring this year.

Thanks to you, and to our dedicated staff, I am confident that I leave this amazing organisation in the best of hands and striving towards a better tomorrow for those we serve.

I would like to take this opportunity to welcome longtime staff Paula Byrne as MQI's new CEO, and to thank every stakeholder and donor for all that your support has made possible. This work couldn't happen without you.

A handwritten signature in black ink that reads "Tony Geoghegan".

Tony Geoghegan
Chief Executive



22 Locations, 12 Counties: Where Your Generosity is Working

Last year your support gave people from across Ireland who were caught in addiction and homelessness the chance to turn to MQI for hot meals, a helping hand, and a fresh start.

1. **Dublin**
 - MQI Open Access Drugs, Homeless & Health Service – Riverbank Centre, Dublin 8
 - MQI Head Office – 24 Merchants Court, Merchants Quay, Dublin 8
 - MQI Drug-Free day programme – Dolphin’s Barn, Rialto, Dublin 8
 - MQI Aftercare & Social Housing – Dolphin’s Barn, Rialto, Dublin 8
 - MQI Community Detox – High Park, Drumcondra, Dublin 9
 - MQI Residential Drug Free Rehabilitation Centre – High Park, Drumcondra, Dublin 9
 - MQI Aftercare Housing – Ballymount, Dublin 22
 - MQI Prison-based addiction counselling – Mountjoy Prison Complex, Dublin 7
 - MQI Prison-based addiction counselling – Dóchas Prison Centre, Dublin 7
 - MQI Prison-based addiction counselling – Cloverhill (Remand) Prison, Dublin 22
 - MQI Prison-based addiction counselling – Wheatfield Prison, Dublin 22
2. **Wicklow**
 - MQI Prison-based addiction counselling Shelton Abbey, Co. Wicklow
 - Community Recovery & Integration Supports project
3. **Carlow**
 - MQI Residential Detox & Rehabilitation Centre – St. Francis Farm, Tullow, Co. Carlow
4. **Cork**
 - MQI Prison-based addiction counselling – Cork Prison, Co. Cork
5. **Limerick**
 - MQI Prison-based addiction counselling – Limerick Prison, Co. Limerick
6. **Offaly**
 - Midlands Over 18 Drug & Alcohol Treatment Supports – Co. Offaly
7. **Westmeath**
 - Midlands Over 18 Drug & Alcohol Treatment Supports - Co. Westmeath
 - Open Door, Ball Alley Lane, Parnell Square, Athlone
8. **Laois**
 - Midlands Over 18 Drug & Alcohol Treatment Supports - Portlaoise, Co. Laois
 - Prison-based addiction counselling – Portlaoise Prison, Co. Laois
 - Prison-based addiction counselling – Midlands Prison, Co. Laois
9. **Longford**
 - Over 18 Drug & Alcohol Treatment Supports – Co. Longford
10. **Roscommon**
 - Prison-based addiction counselling – Castlerea Prison, Co. Roscommon
11. **Cavan**
 - MQI Prison-based addiction counselling – Loughan House, Co. Cavan
12. **Kildare**
 - MQI Aftercare Housing - Leixlip, Co. Kildare

MERCHANTS QUAY

WHO WE ARE AND WHAT WE DO

Merchants Quay Ireland is a national voluntary organisation that helps people who are homeless and those caught in addiction. We provide frontline services, practical supports, pathway towards recovery and innovative responses to the issues of drug use and homelessness in Ireland.

OUR VISION FOR CHANGE

An inclusive society that supports the integration and wellbeing of all

We believe in a just society where no-one has to face homelessness or addiction alone, and where everyone has the support they need to reduce the harm caused by homelessness and addiction and to build a better life; an inclusive society where everyone is treated with dignity and respect.

OUR MISSION

We work as a collaborative community to reduce the harm caused by addiction and homelessness

Our mission is to offer people dealing with homelessness and addiction in Ireland, accessible, high quality and effective services, which meet their complex needs in a non-judgmental and compassionate way.

OUR VALUES

*Passion
Openness
Excellence
Collaboration
Adaptability
Integrity*



THE MERCHANTS QUAY CONTINUUM OF CLIENT CARE

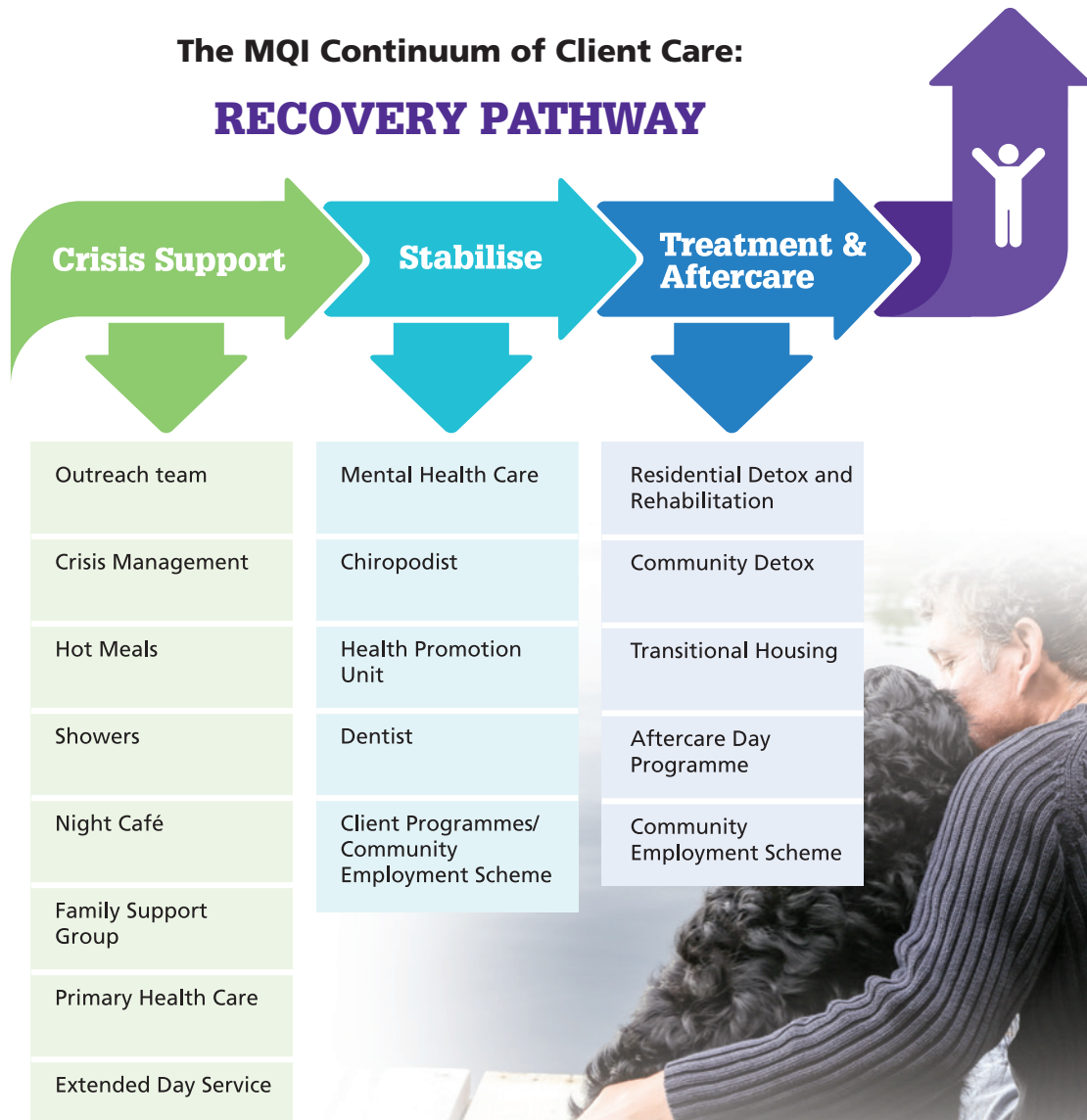
A BRIEF INTRODUCTION TO SERVICES

At MQI the phrase **Continuum of Client Care** is far more than a label or a model for how our services work. It's the work we live...

And thanks to your support each of the client touchpoints shown in the chart below are represented by actual direct services described on the pages that follow – services that are provided every day to men and women whose

lives have been torn apart by homelessness, and hunger, and addiction. Whether it's a hot meal or a chance at a drug-free life, we can't predict which services they'll need, or how many, or for how long. But because of you, Continuum of Client Care means

client services that link together seamlessly, or stand alone, to meet people where they're at and provide them with a pathway towards a better tomorrow. **For a deeper look at MQI's frontline services, see pages 7 through 21...**



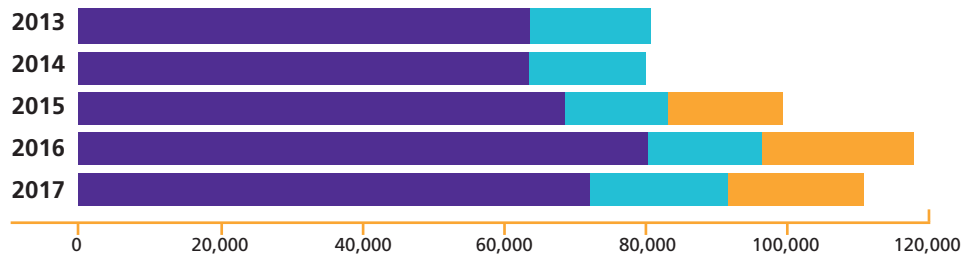
HOMELESS SERVICES

Homeless people come from many settings, including rough sleeping, hostels, B&Bs, couch-surfing with friends or family, and transitional and supported accommodation. Staff and volunteers help each person as best they can – the goal being to get clients into long-term housing and independent living. But homelessness is hard, and coaxing a frightened client in for breakfast can take as much work as getting someone into accommodation. In cases where the person is unable or not yet ready to engage with us, or wants to continue living on the streets, we reduce associated harms where possible. We also support people who are not yet homeless but are at risk of losing their accommodation.

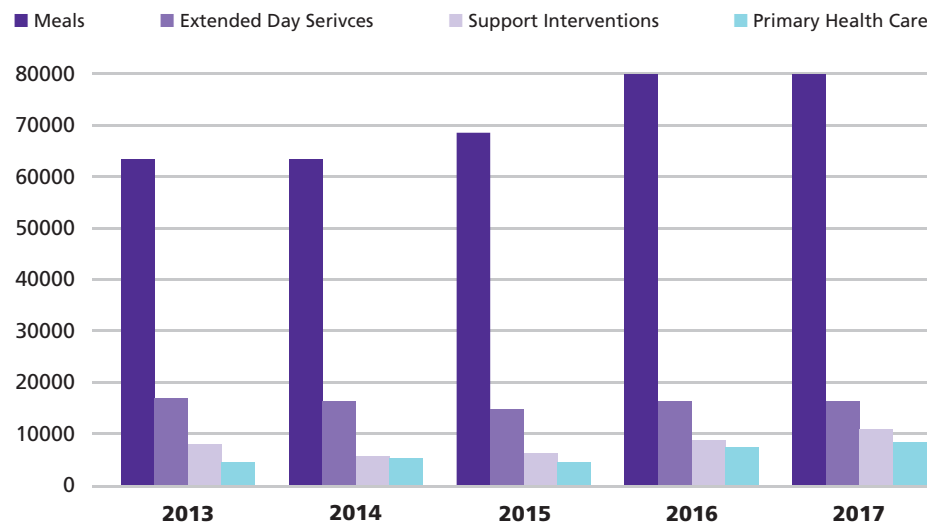
The Drop-In Service:

The Drop-in service at the Riverbank centre offers homeless people breakfast and lunch six days a week and in 2017 served 107,504 meals. While these clients gain respite from the streets, the Drop-in Service is so much more than a hot meal. The service provides supports to people who have been experiencing hard times, striving to empower and assist them to find accommodation and to get their lives on the road to a better place. The service also supports service users in contacting friends or family, and accessing drug treatment.

Riverbank Meals 2013-2017 ■ Open Access Service Meals ■ EDS Meals ■ Night Café Meals



Homeless Services Between 2013 and 2017



Linking men and women to health, social welfare and emergency accommodation, in 2017, we recorded 13,301 supportive interventions with service users at Riverbank, an increase of 9% on 2016.

Extended Day Service (EDS):

The EDS service offers evening meals, crisis support, information, advice and assistance to people who are homeless and rough sleepers between 5.30pm and

8.30pm. The service provided 16,372 meals in 2017 and between 80 and 120 people used the service each evening. The EDS ensures there is a continuum of care, and that there is support available to clients when other services are closed.

Assertive Outreach Service:

Many people who are homeless and drug users come to serious harm on the streets, and those who are not engaging with

WAYS YOU BROUGHT HOPE AND HELP IN 2017 TO PEOPLE IN CRISIS:



services are at higher risk. Our assertive outreach team goes out into the streets to make contact with and offer information and advice to vulnerable people, those who have fallen through the cracks, entrenched rough sleepers, people who use drugs and many others who are service-resistant. We work to build a relationship of trust and assist our clients to access appropriate accommodation, welfare, drug treatment and health services. In 2017, the Assertive Outreach services met with 89 street based individuals, 25% of these people had not previously engaged with our Open Access Services.

Crisis and Case Management Services: Many of the people who come to us are in crisis. Some have recently become homeless

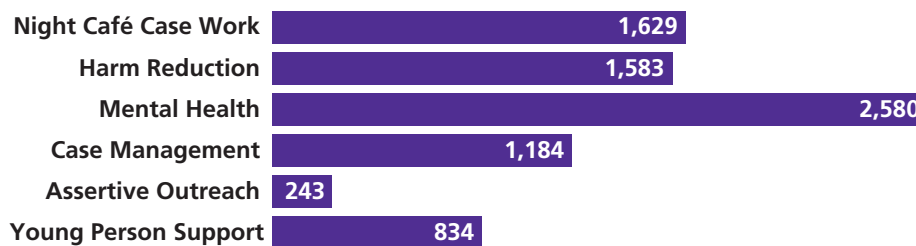
and have very little understanding of how the homeless and social welfare systems work, and we are often their first point of contact.

Our team supports people with accessing healthcare, accommodation, drug treatment, training, legal and welfare

8,228 Clients Used Crisis Services, Riverbank 2017

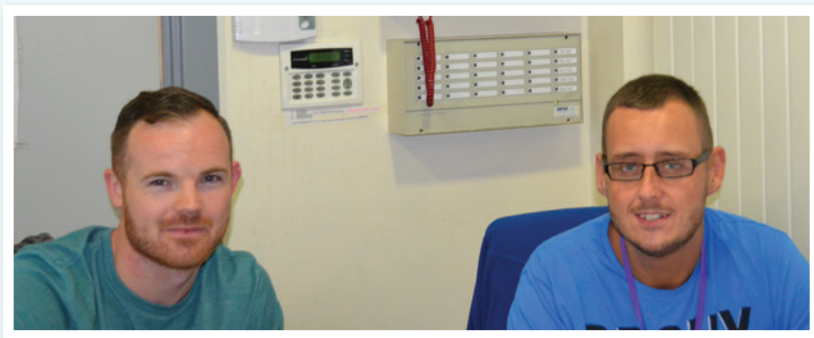


Case Management Services – 8,053 Interventions, Riverbank 2017



What Welcome Means to Me: MQI Staff Speak Out

Staff like Darren (left) and David (right) always welcome clients when they arrive at MQI’s open access centre. “I enjoy working the reception desk because it’s the first point of contact for our clients. It’s amazing to see after a certain amount of time that clients will walk in the door with a thumbs up and a how are you getting on?” David explains. Darren nods in agreement, and adds “A lot of the clients are dealing with negativity every day because of their situation. A smile when they come in here can lift their spirits.” ■



IN 2017 MQI’S RIVERBANK OPEN ACCESS CENTRE PROVIDED...

19,368
PADDED MATS
ROLLED OUT IN
THE NIGHT CAFÉ
EMERGENCY SHELTER



3,760
PAIRS OF
CLEAN SOCKS &
UNDERWEAR
PER MONTH



6,622
HOT
SHOWERS
TO RESTORE
DIGNITY



supports. We help people to complete application forms for medical cards, to register as homeless and to access social welfare payments. Almost a third of the people we work with are from different countries so language and lack of welfare rights often compound the challenges of moving out of homelessness.

Individualised care planning and interagency work are critical to successfully connecting people to a broader network of external agencies. Our case management team consists of specialised workers who have specific areas of knowledge, these include mental health, drugs case work, young person support and outreach support. For example, 172 young people between the ages of 18 – 25 were supported by our Young Person Support Worker to move on from crisis and onto a positive pathway in life.

Due to the continuous demand for case management and the complex needs of the clients who present, we are expanding our Case Management Team and the specialist services we provide. Our Case Management Services operate Monday to Friday from 7am - 9pm and in total carried out 8,053 interventions in 2017.

The Night Café: Opened to help some of Ireland's most forgotten men and women, MQI's Night Café provided emergency shelter for 1,912 individuals in 2017. Rough sleepers are referred to the

One Year On with Antoinette

Not long ago supporters helped to fund Antoinette's position as MQI Young Person's Support worker for 24 full months. Just past the halfway mark, Antoinette paused to talk about the unique nature of her job and what you're making possible...

She is a mix of opposing qualities. Empathetic. Accepting. Yet completely no nonsense. For the homeless 18-25 year olds she's entrusted to help, MQI Young Person's Support Worker Antoinette is perfect for the role.

When time matters most

At MQI support like yours lets staff invest as much time as it takes to move people on from homelessness and addiction. However with young clients, Antoinette must move quickly. "I tell them, 'Look, this is your life. If we don't do the work now, you are going to get entrenched. Let's look at what's going on for you.'"

There and then

Early intervention makes a big difference, and Antoinette pushes for her clients from the start. "From January to June of 2017 I worked with over 100 young people. We jump in rapidly, 'Let's get you in somewhere, we'll get you a

roll on bed. Are you interested in doing a course? Let's do the referral.' We do it there and then. But it's their plan, I don't

do it all for them. That is a vital thing I teach."

Every teaching moment

There are more teaching moments. "They can't believe they ended up in a homeless service," Antoinette says of

the rising numbers of young people she's seeing. "We've had people training to be nurses, and do engineering. So in addition to my work here I go to schools and speak with the Garda Liaison, to teach people that homelessness and addiction can happen to anybody."

Her eyes shine with thanks as she adds, "Working at Merchants Quay opened my eyes to what's really going on in this country. Nobody asks to get caught up in addiction and homelessness. What our donors are doing is badly needed. Without their funding, these young people would never get a chance to make changes." ■



Antoinette, MQI Young Person's Support Worker

HE COULD HAVE BEEN ANYONE'S SON...

"You just feel pure empty. When everybody is going home, knowing you'll be on your own on the street thinking, 'There is no way I can hold down this job.' Nowhere to sleep, nowhere to shower, my feet in bits, and I still have to work tomorrow. It can happen to anyone, literally anyone. Without Young Person's Support at MQI, I'd have given up." — Paul, aged 23, now in accommodation

service by calling the homeless 'Freephone' or through the Housing First outreach team operating on the streets at night. These two services do everything possible to get people into a hostel or other emergency accommodation for the night. For those who don't make it into, or are afraid to access, emergency accommodation, the Night Café is the last resort.

Merchants Quay Ireland is adamant that resting on yoga mats on a floor is far from the dignity human beings deserve. But as a fully waking service with staff to supervise, the Night Café is a safe place off the streets where people can rest, have a bite to eat, and get help finding a place to live.

Throughout the night, the team offer a range of supports for people who are homeless, including hot showers and dry clothes, information and advice. Open between 11pm and 7:30am every night of the week for up to 65 rough sleepers, yoga mats were rolled out 19,368 times in 2017.

Free Veterinary Clinic: In partnership with the DSPCA, a free veterinary clinic was set up in March 2017 offering clients access to free vaccinations, worming and boosters for their pets. This clinic takes place every second Friday, with an average of three pets being taken care of per session since the service started. MQI staff are



on hand to assist these often 'hard to reach' clients, where necessary.

PRIMARY HEALTHCARE SERVICES

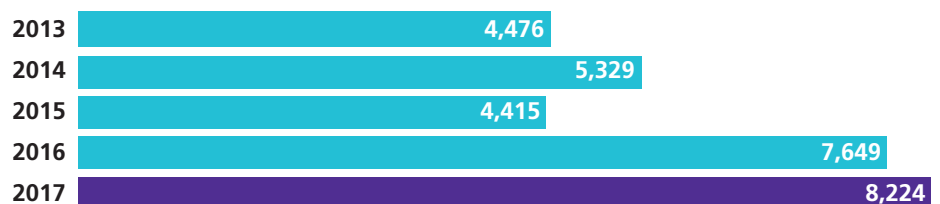
Riverbank's primary healthcare services are provided thanks to voluntary support and in partnership with the HSE, St. James's Hospital and Granby Merchants Quay (GMO). Treating physical and mental health issues before they turn into A&E visits makes sense from both a humanitarian and an economic

perspective. The need on the streets is great; there were 8,224 healthcare interventions during 2017, an increase of 8% compared to 2016. Riverbank is a practical place for GPs and hospital consultants to see their homeless patients, who might otherwise fall off the radar.

It's no surprise that many recovery stories start with a trip to our GP, dentist, or nurse. Staff in MQI's healthcare service meet clients with a mix of warmth and pragmatism – seeking both to address the health issue and to see the human being behind the problem. Being linked in with MQI's other services and external agencies is critical to moving people out of chaos and homelessness.

Nursing: Compassion – in the face of tremendous demand – is an essential ingredient to healing at MQI. There were 1,001 nursing interventions in 2017. Behind this number are many instances of our nurse, Marguerite, going above and beyond the call of duty – accompanying people to A&E, treating overdoses and giving people respite in the nurse's room.

Primary Health Care Visits 2013-2017



IF TOMORROW YOU FOUND YOURSELF HOMELESS...

If tomorrow you found yourself homeless, it would only take around 90 days for your mental health to slide – and likely, to turn to a way to numb the shock of street life. "Because of MQI supporters we are the first mental health team opening our door to homeless people who are fighting mental illness and addiction, it's amazing," shares mental health team member Raul.



Raul, MQI mental health team

We mix this with the leading practices on issues such as wound care, blood testing, sexual health, medication management and gender-specific health issues. Referrals to A&E and other hospital services are also a large part of the nursing role. We aim to provide consistency and continuity of care through collaborative working with hospitals, community GPs and GMQ medical services.

GP Service: The waiting area in Riverbank was constantly full of people patiently waiting to see a doctor in 2017. The GP service, provided by GMQ, enabled 6,102 appointments over the course of the year, an increase of 55% compared to 2016. People with a variety of acute and chronic illnesses use the GP service and our focus is on linking these people with community, mainstream GP, and hospital services.

Methadone substitution therapy helps people to break their links with illegal and high-risk drug use. The GPs from GMQ provided methadone substitution therapy to approximately 140 service users in 2017.

Mental Health Service: Demands for mental health services continued to increase in 2017. Last year, 419 people were supported by our mental health team, a 33% increase on 2016. There were 2,580 interventions provided, of which significant

When the Streets Took Everything, Martin Still Had A Gift to Give

How many seasons had he seen on the streets? Should he try again? Martin pushed down all hope of a different life. Then he saw her, and your support gave him one last gift to give...



As he shuffled along, Martin nearly missed her there. Alone. Scarcely more than twenty. The hollow shame of what he'd become welled up inside, empty as his pockets. *Who would bother with a worn out old shell of a homeless man?* Then, he stopped. *Too much could happen to her.* His clothes might be smelly and soiled, but he still had something left to give. Martin turned back.

Young and homeless

Sarah confessed she'd been homeless less than two days. A parent, deep into alcohol addiction, had put Sarah onto the streets. Darkness was falling fast. *There might be no hope for me,* Martin thought. *But there is for Sarah.* Sharing as much detail as he could, he told her about MOI. The one gift he could give, thanks to you.

Sad statistics

Of every four people who come through our door, one is newly homeless like Sarah. And on the streets most men like Martin

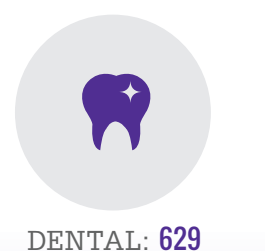
won't live past age 50. This just shouldn't be. When our street outreach team found them, Sarah was already willing to come to MOI – the one place Martin knew she'd be safe. Together staff and Sarah asked him why he'd never come in from the streets. For the first time ever, Martin collapsed into tears describing painful abuses from his childhood.

The gift you give

Sarah had her first appointment with us for counselling and referrals not long ago. The Night Café is keeping her safe and off the streets. And Martin? He came too. He's been homeless for ten years.

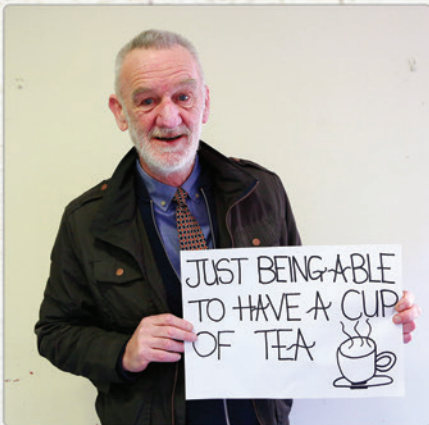
The state of someone's clothing or the length of time they've been homeless, or the depth to which their spirits have sunk, no matter what the streets have taken, at MOI your kind support stands beside them until they can stand on their own. Thank you. ■

JUDGEMENT-FREE HEALTHCARE FOR HOMELESS PEOPLE WHO ARE HURTING...



Your support is a second chance and a ray of hope

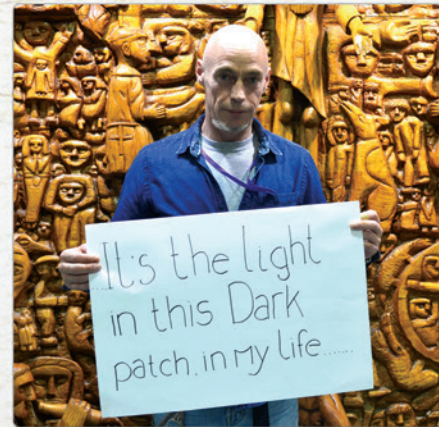
MQI staff hold words of thanks from real clients you are helping:



Tony Geoghegan, CEO

“As soon as I get the money for a safety pass, I can find a job. But at Merchants Quay I have a roof, a place to sleep, some food, some tea – thanks to God I haven’t needed a doctor, but I know I can find one here. It’s a great place.”

— Alex, Riverbank homeless centre client



Vincent, Night Café Staff

“To see the clients getting something like socks, underwear, shower gel, toothbrushes, toothpaste – I see a glow in their faces. The things we all take for granted mean the world to them.”

— Martina, Open Access staff



Lynda, Family Support Team



Seán, Night Café Staff



(L-R) Paul, Amy, Eoin, Riverbank Homeless Centre Staff

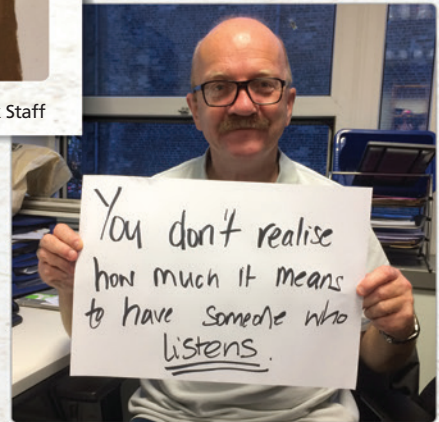
for help
You are our
our

With love for all you do this year and every year

...pe to so many. Thank you for the good you do...

“I did my detox and rehab at St. Francis Farm. I’m two years drug free. A fella I was in the programme with, he relapsed, and the first thing he did was ring me. I said, ‘C’mon and we go to a group meeting.’ He’s back on track now. We’re all good support for each other.”

— Ella, former St. Francis Farm client



“I haven’t had the chance to stay at the Night Café yet, but it’s good to come in and get a bit of breakfast and a cup of tea or a sandwich. I just live from day to day. The staff here are trying to help us the best they can.”

— Paul, Riverbank homeless centre client

Thank you
...ping MQI in 2017.
...hands, our strength,
...hearts. xxx



...ear, from your Merchants Quay Ireland family.

Four Questions With Niamh and Triona, Dental Care Team at MQI

Donor-funded dentist Niamh and HSE dental nurse Triona chat about the importance of support like yours during a rare moment of quiet at the MQI crisis dental clinic...



Left to right: Niamh, MQI Dentist and Triona, HSE Dental Nurse

Why does helping with dental health make such a difference?

Niamh: You can cover up evidence of addiction or homelessness. You can get clothing, get footwear. But the minute you open up your mouth, it's there. Our clients are ashamed. They apologise. When we've done a white filling on the front tooth, it makes such a difference to their confidence. It opens doors back to family, friends, and education.

Can you tell us about the dental problems you see?

Triona: We see huge infections, clients getting hurt on the streets, or neglect because they can't access clean water or their

toothbrushes get stolen. The bone melts away. Can you imagine trying to eat if your teeth are actually moving? A toothache is the worst pain you can have. It transcends everything.

How do you build up trust with clients?

Niamh: We give them our time. We call them by name. We welcome them. And we tie in with all the other services here. We might notice a rash on someone's hand, or a limp, or they tell us they've been walking the streets all night. Thanks to supporters, as much is done for the client as we have on offer. It just takes that extra little step.

Could you tell us about someone you've helped?

Triona: We have a lovely guy who needed a filling in every tooth. He was eating a lot of sugar to try and keep his energy up. We showed him why that wasn't helping, and the next time he came in he had a little shopping bag with yogurt and sugar substitute! He'd had breakfast here and for the first time in years he'd eaten properly. This service that MQI supporters fund – it's vital. ■

crisis support was required on 243 occasions.

Having the mental health team means that clients no longer have to wait for hours in A&E and can get their issues addressed before they turn into full-blown crises. Only 4% of people presenting in crisis were referred to A&E in 2017, compared with 19% in 2016.

Dental Service: The dental service continued to be in high demand across 2017, with the dental team facilitating 629 visits from individuals looking for dental treatment. The dental service operates on a drop-in basis in the afternoons and a structured appointment based service in the mornings, allowing the dental team to provide longer, extensive treatments including oral surgery, full oral rehabilitation work, molar root canals and surgical extractions. The commitment and passion of our dental team is critical to providing treatment to entrenched, service-resistant clients, and has proved successful in engaging clients and referring them on to our case work team in order to implement a holistic and comprehensive care plan to meet their needs.

Chiropody: Given the nature of homelessness, many of our clients are on their feet for extended periods of the day, often carrying heavy bags and in all weather conditions. This can cause various health problems,

"IT MENTALLY DAMAGES YOU..."

"It's scary walking the roads from morning to night, and the shame of people looking at you. It mentally damages you. Today I'm back to my family and I didn't talk to them in five years. It's all the little things, good things that happen because I was in Merchants Quay." — Dermot, former MQI client



particularly problems with foot-care, which in turn can increase the challenge of walking around all day with few places to rest. For this reason, chiropody is an essential service for our clients and is provided by a long-term volunteer every Monday in Riverbank. In 2017, our clients benefited from a total of 148 chiropody interventions.

Counselling: We provided 353 counselling sessions in 2017. Bernie, our counsellor, spent much of her time talking to people over a cup of tea and a hot meal, creating working relationships and providing brief interventions to those in need of support. Homelessness and addiction are often associated with severe stresses and difficulties in life, and it is not surprising that many people find it hard to cope. This service works at two levels. Firstly, providing brief crisis-counselling targeted at clients in distress. Secondly, offering medium to long-term counselling relating to issues such as relationships, bereavement and drug use. Many people who are in addiction have experienced significant trauma in their lives and linking in with a counsellor can be a vital step on the road to recovery.

DRUG SERVICES

Health Promotion Unit (HPU): Because we are often the first place people living with addiction turn to for help, the HPU is an

Needle Exchange Visits 2013-2017



The True Impact of Needle Exchange

James could have been a sad statistic. But all through addiction's dark days, MQI's needle exchange protected his basic health until he was ready to work on recovery. Years later, drug free, James wrote to say thank you: "I've two beautiful sons. I've a beautiful wife. If I'd had HIV or Hepatitis C from risky injecting, I would never have had a chance with that girl. Now I'm married to her." In changing the lives that others dismiss, you change the future. ■



important part of early intervention. The HPU provides people who use drugs with information about the risks associated with drug use and the means to minimise such risks. We also offer people who use drugs a pathway into treatment and the possibility of living life without drugs. Each year we see about 500 new people presenting with drug problems and 500 people moving away from the service for

a multitude of reasons. Last year, 2,583 people used the service (an increase of 3% on 2016) of which 443 were new clients.

Our focus is on reducing the harm associated with injecting drug use, providing information on overdose, generating the motivation to become abstinent and giving advice on HIV and hepatitis prevention. Last year 2,691 safer-injecting workshops were delivered with people who

COMPASSION AND COMFORT FROM HEAD TO TOE IN 2017

419

HOMELESS MEN AND WOMEN SUPPORTED BY MQI'S MENTAL HEALTH TEAM



443

NEW CLIENTS EDUCATED ON HIV AND AIDS THROUGH THE NEEDLE EXCHANGE SERVICE



148

PAIRS OF WEARY FEET GIVEN CARE AND RELIEF THROUGH MQI CHIROPODY



How Your Donations Touch Lives of All Ages

Right now, chances are there is someone near your age who is trying to pull themselves up from the loneliness and hardship of life on the streets...



9%

Nine percent, or nearly 1 in 10 MQI clients, are just 18-24 years of age.



16%

Almost 2 out of every 10 clients – sixteen percent – are aged 50 and older.



25%

1 out of every 4 who turn to us, 25%, are between the ages of 40 and 49.



50%

Fully half of those who pass through our door are aged 25-39.

For each of these men and women, your donations in 2017 have meant respite from the streets, practical supports, and a fighting chance. Thank you.

inject drugs, an increase of 26% on 2016. There were also 26,358 needle exchange visits, an increase of 3% on 2016.

Naloxone: On average, one person dies of a drug overdose every day in Ireland (HRB, 2017) – one of the highest rates of overdose deaths across the EU (EMCDDA, 2016). MQI are part of the Quality Advisory Group aiming to reduce Ireland's tragic

rate of annual drug deaths by rolling out training and access to a medication called Naloxone. Naloxone is an antidote for opioid overdose in that it reverses the depressant effects of opiates such as heroin. The Naloxone Demonstration Project (in conjunction with our partners in the HSE, The Family Support Network and the Ana Liffey Drug Project) published an evaluation report in 2016 illustrating that the

pilot project was a success and resulted in the reversal of five overdoses that we know of. To date, more than 400 people who use drugs have been prescribed Naloxone.

Work on this initiative is ongoing and our hope is that eventually all people who use drugs, and their families will have access to this life-saving drug.

Community Benzodiazepine Detoxification: Responding to a need identified in 2017, MQI undertook to facilitate Community Benzodiazepine Detoxifications in collaboration with Granby Merchants Quay (GMO) GP Services. A total of 45 clients accessed this programme in 2017 and many have moved on to become drug-free, gain employment, access education programmes and/or access residential rehabilitation programmes.

Interestingly there appears to be a high number of women accessing the programme. Of the general drug service population, the ratio of men to women is 5:1, however of the clients accessing this detox programme the ratio is 3:1.

National Prison-Based Addiction Counselling Service: Merchants Quay Ireland, in partnership with the Irish Prison Service (IPS), delivers a national prison-based addiction counselling service aimed at prisoners with drug and alcohol problems. This service

"I JUST WANTED TO DIE AT THE END OF MY ADDICTION"

"I was in prison, in Mountjoy. I just wanted to die at the end of my addiction. The drugs counsellor there was from MQI, and she helped me get into St. Francis Farm. The more I went on, the more I knew I could do it. MQI gave me back my spirit and my life back on track. If there weren't people to support it, I don't know where I'd be." — Vincent, now drug free



operates in 11 prisons throughout the country and provides structured assessments, one-to-one counselling, therapeutic group work, multidisciplinary care and release planning interventions with clearly defined treatment plans and goals.

The team also supports the implementation of a number of IPS initiatives including the expansion of the Mountjoy Drug Treatment Programme, Incentivised Sentence Management and the Red Cross Overdose Prevention Programme.

We estimate that at least 5% of the 6,500 individuals using MQI services have ongoing interactions with the prison service. At MQI, we advocate treating drug problems as a health issue rather than a criminal justice issue, thereby avoiding costly incarceration costs to the taxpayer, while providing effective treatment to the drug user.

Last year alone, 2,547 prisoners accessed the Addiction Counselling Service and the MQI team delivered 10,252 one-to-one

counselling sessions and 83 clients were admitted to residential drug treatment following engagement with the service.

Mountjoy Drug Treatment Programme:

The Merchants Quay Ireland Addiction Counselling Service also coordinated and contributed to the delivery of a structured, multi-agency, 8-week Detox & Drug Treatment Programme (DTP) in the Mountjoy Medical Unit (in partnership with Ana Liffey Drug Project, Ballymun Youth Action Project and Coolmine TC). During 2017, the programme assisted 44 prisoners in detoxing from methadone and benzodiazepines.

Family Support Service: MQI give one-to-one advice and support to family members on the realities of drug use and how they can best cope and provide optimum support to their loved ones. We also run a weekly Family Support Group where participants share their experiences and offer advice on how best to navigate the challenges presented by their loved one's addiction. Open to new members, the Family Support Group welcomed 10 new members to the group and worked with over 40 individuals throughout 2017. This group is linked to the National Family Support Network, which offers families an opportunity to raise issues at a national level.



At MQI it doesn't matter how a client looks, or how they present, we all have a right to be treated with respect – that's the cornerstone of what supporters have helped us to build. That's how we have been so successful, because of trust, and genuineness, and consistency.

— Alan, MQI Drop-In Services Coordinator

MEETING CLIENTS WHERE THEY'RE AT IN 2017...

2,583

SAFE INJECTING WORKSHOPS



2,547

PRISONERS ACCESSED THE MQI ADDICTION COUNSELLING SERVICE



Detox and Rehabilitation: By the Numbers

86% or nearly nine out of ten clients, successfully complete St. Francis Farm's medically assisted detox programme.

10 detox beds available at St. Francis Farm. (Detox capacity remains a serious bottleneck to drug rehabilitation in Ireland.)

955 referrals were received across all residential detox and rehabilitation services alone last year.

78% or nearly eight out of ten clients reported positive improvements in drug use and social functioning six months post-departure, regardless of successful completion of treatment.

2.5x a 2014 UK study¹ found that every £1 invested in drug treatment saved £2.50 in costs to society – an overwhelmingly cost-effective return of 2.5 times, or 250%.

¹Source: *Alcohol and drug prevention, treatment and recovery: why invest?*, Public Health England

MOI and the local community. By regularly engaging with our neighbours and clients, the team aims to reduce anti-social behaviour in our local area. The team pick up and safely dispose of drug-related litter, as well as offering some of the most vulnerable people, who are rough sleeping or reluctant to engage with services, street-based advice and referral into the services they need. A total of 11,951 items of drug-related litter was disposed of by this team in 2017 and anti-social interventions have decreased by 6% since 2016.

DSP Drug Rehabilitation Scheme Riverbank Centre, Dublin: As part of our Community Employment Scheme, we provide a stabilisation programme which seeks to establish a regular pattern of discipline and daily attendance in order to help people stabilise and reduce their drug use and prepare them for mainstream training and employment. Last year 26 individuals participated in the programme and most were aged between 18-39. Links with the Education and Training Boards (ETBs) facilitate the accredited educational component for this programme which helps people gain momentum into education and employment.

Also in 2017, the group worked towards completing Gaisce – The President's Bronze Award for achievements across community involvement, personal skill, physical recreation and

Holistic Supports: The pastoral care team, yoga teachers, art therapists and meditation practitioners offered a holistic and creative dimension to those who were seeking resources at a deeper level. Features of this program include weekly acupuncture, which was accessed on over 200 occasions during the

year, and for 328 female clients, Friday mornings were all about building self-esteem through the provision of hairdressing, beauty and nails services.

Community Engagement Team: Our Community Engagement Team works to cultivate and strengthen relationships between

FACTS ON DEDICATION AND DEMAND IN 2017...

704

TOTAL YEARS' EXPERIENCE OF OUR DEDICATED OPEN ACCESS STAFF



1,668

PEOPLE IN NEED TURNED TO MOI FOR THE FIRST TIME IN 2017



undertaking and completing a project or adventure.

Midlands – MQI DATS (Drug & Alcohol Treatment Supports) Project:

The MQI DATS team provides a community-based drug and alcohol treatment support service for individuals over 18 years and their families in the Midlands area. The four counties of Longford, Westmeath, Laois and Offaly each has a dedicated Drug & Alcohol Worker to co-ordinate the care of individuals and families experiencing problems due to drug and/or alcohol use. Last year the team based in the Midlands provided support to 460 people, with a total of 4,906 interventions carried out.

DSP Drug Rehabilitation Scheme - Open Door Athlone:

In 2017, 22 participants were engaged on this programme – giving them the opportunity to participate in activities and educational qualifications at an appropriate level on the National Framework of Qualifications while at the same time being provided with addiction and other rehabilitation supports e.g. crisis intervention supports, group work and key working.

This programme is supported by Athlone Community Taskforce, Adult Education Centre, Probation Services, Longford and Westmeath Education and Training Board, and SWEETS. (South Westmeath Employment, Education, and Training Services)

“For As Long As I Live”

It is the most powerful postscript to any recovery story: Luke is still alive. And at a time when he was deep in addiction and no one wanted to know him, your support of MQI helped to changed his life completely...

Compared to being homeless, prison was a relief. Luke was glad to be indoors again, glad to build himself back up. But he knew this had to be it. “If I was out of prison for any length of time, I was ending up in hospital. My health was giving in on me. I was asking people about treatment but there were all kinds of barriers.”

“I was really messed up”

Luke says he knows other people who grew up in a troubled environment like he did and “their lives didn’t go off the rails.” Yet for a thousand reasons, Luke’s did. Drugs crept into his life – he was addicted and homeless before he could stop it.

“I was really messed up,” he says, astonished at how far your support has carried him. “When I was bad on the drugs, MQI helped me. No one was opening the door, but Merchants Quay did. They let me in, gave me a cup of tea, gave me breakfast for free, offered needle exchange. They let me stay at the Night Café and they were always nice to me.”



Life after drugs

It was Merchants Quay’s in-prison counselling and referrals that brought Luke to our St. Francis Farm detox and rehab project. As the drugs left his system, staff helped him to deal with his past. He transitioned into Aftercare, and MQI’s day programme, calling both “invaluable. Group therapy, the one to ones, I can’t say enough about it.” He is in touch with staff to this day. And Luke, for one, will never forget how you helped him. “I’m going to an Aftercare tonight that we’re running. MQI turned my life around. For as long as I live I will do whatever I can to give back.” ■

“MQI HAVE GIVEN ME A SECOND CHANCE...”

“My life is after doing a 360-degree turn. I came through treatment, finished aftercare and the day programme, I’m going to go to college in, please God, September. I want to get a place for me and my daughter because I have been saving. Merchants Quay gave me my tools for life.” — Aisling, former MQI client



DETOX AND REHAB TREATMENT SERVICES

In 2017, there were 955 referrals to our residential detox and rehab treatment services where we provided accessible treatment for 170 people who wished to become drug-free. The services have a national catchment area and users can self-refer or may be referred from a wide variety of agencies. A total of 116 clients successfully completed treatment across our residential detox and rehab treatment services in 2017. An average of 79% of clients in all residential detox and rehab

treatment services reported positive improvements in drug use and social functioning six months post departure, regardless of successful completion of treatment.

St. Francis Farm Residential Detox Programme: The Merchants Quay Ireland 10-bed residential detoxification service at St. Francis Farm delivers methadone and combined methadone/ benzodiazepine detoxes for both men and women. The detox activity programme includes individual care planning, therapeutic group work,

psycho-educational workshops, fitness training and farm work activities. There were 329 referrals and 65 clients admitted to the detox service during 2017, of whom 56 completed the programme.

St. Francis Farm Residential Rehab Programme: This is a 13-bed therapeutic facility in Co. Carlow with a 14-week rehabilitation programme. What makes this programme unique is the fact that it is run on a working farm, giving service users the opportunity to gain hands-on experience in animal care and vegetable production. The

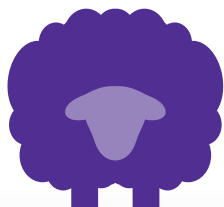


Such beautiful souls underneath all that pain. What impressed me most was how keen the clients were to talk about their experiences with us. Truly a place of hope and courage, I will be back! — Rose, MQI supporter who attended this year's Donor Open Day at St. Francis Farm

WHERE MIRACLES GROW: A GLIMPSE AT LIFE ON MQI'S ST. FRANCIS FARM IN 2017...

13

LAMBS BORN ON THE FARM 2017

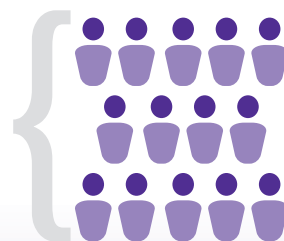


52

INDIVIDUALS ADMITTED TO ST. FRANCIS FARM REHABILITATION PROGRAMME

65

INDIVIDUALS ADMITTED TO ST. FRANCIS FARM DETOX PROGRAMME



programme provides a safe environment where service users can explore the reasons for their drug use, adjust to life without drugs, learn effective coping mechanisms and make positive choices about their future.

The programme includes one-to-one counselling and care planning, group therapy, assertiveness training, anger management, art therapy and relapse-prevention training. There were 358 referrals and 52 clients admitted to St. Francis Farm Rehabilitation service during 2017, of whom 27 completed the programme.

High Park Residential Rehabilitation Programme:

The 13-bed High Park residential rehabilitation programme specializes in working with service users who might not otherwise engage in drug-free treatment, such as prisoners and people who are homeless. The emphasis is on assisting service users to gain insight into the issues that underpin their drug use and developing realistic measures to prevent relapse and remain drug-free. The programme offers individual care plans, one-to-one counselling, group therapy, psycho-educational groups, fitness-gym activities, outdoor pursuits and recreational activities and, where necessary, in-house detoxification in partnership with community GPs.

There were 268 referrals and 53 clients admitted to High Park



Past clients leave words of encouragement on handmade signs at MQI's High Park

during 2017, of whom 33 completed the programme. In addition to clients' addiction needs, 47% of clients were not in stable accommodation at the time of their admission. 82% of clients reported a positive improvement in drug use and social functioning six months post departure from High Park, regardless of completing treatment.

AFTERCARE & SOCIAL HOUSING SERVICES

Drug-Free Day Programme:

Our Drug-Free Day Programme based in Dolphin's Barn, Dublin 8, is targeted at clients exiting our residential rehabilitation services at High Park and St. Francis Farm. The day programme is six months in duration and provides one-to-one care planning, support groups and education sessions

aimed at assisting clients reintegrate into society. Demand for the service was high during 2017 with 27 clients accessing the service during the year.

Aftercare Housing Services –

Dublin and Kildare: Finding accommodation for the large proportion of clients leaving our residential rehab services who are effectively homeless has been an increasing challenge in recent years. MQI operates two short-term transitional housing services, one in Dublin, developed with the support of one of the organisation's donors, the other in Kildare, developed in partnership with Respond Housing Association. Across both houses, we provide a total capacity of nine beds. Demand for the Dublin and Kildare houses was high during 2017, with 26 clients admitted during the year.

HENRY AND THE HOUSING CRISIS:

“Come January I'll have to find somewhere to live, so I asked MQI please could I have some more time here in Aftercare over Christmas. And you know what it's like for all the homeless people out there – it's a huge struggle. To anyone who needs help, it's the first place I mention. I'll never forget Merchants Quay.” — Henry, MQI aftercare client



FINANCE AND GOVERNANCE

2017

Our achievements would not have been possible without the continued support from our state funders and the generous donations and commitment of thousands of individuals, groups and organisations from all around Ireland. We are extremely grateful for this support, set as it is against a backdrop of difficult economic times.

MOI raised a total income of €11.4m in 2017, up from €10.9m in 2016. Government grants, mainly from the HSE, accounted for 59% of income. We received €4.44m in voluntary income from donations and legacies, up 18% from €3.9m in 2016. This voluntary income, which comprises donations from individuals, corporate donors, trusts and foundations, makes up 39% of our income for 2017. The remaining 2% of income was made up of training and other small income.

In 2017, 82% of all expenditure was spent directly on delivering core services to our clients. The organisation benefits greatly from the involvement and

enthusiastic support of its many volunteers. Total headcount in Merchants Quay Ireland at the close of 2017 was 295. This includes employees, community employment, volunteers, student placements, graduate interns and relief workers. In 2017, 10% of all roles were held by volunteers, contributing significantly to our success.

Volunteer roles include activities such as catering, counselling and project working. One of our longest serving volunteers, Michael Costello, works as part of our High Park team and has been with us since 2008.

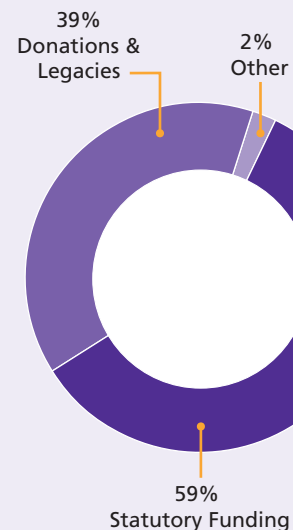
This strong financial performance in 2017 enabled MOI to deliver critical expansion of its services nationwide, providing the best care possible to our clients.

Governance

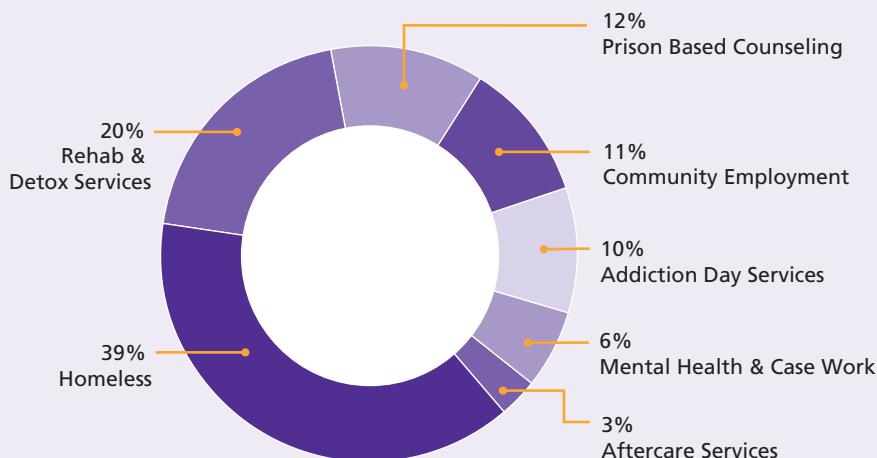
Merchants Quay Ireland is dedicated to achieving the highest standards in corporate governance and is fully compliant with the Code of Practice for Good Governance of Community,

Voluntary and Charitable Organisations in Ireland. This process involved a thorough review of our policies, procedures, structures and values to ensure MOI is run as effectively as possible, with a focus on increasing transparency and a reassurance to all stakeholders that funds and donations are well managed. MOI is fully committed to achieving the standards contained within the Guidelines for Charitable Organisations Fundraising from the Public (the Guidelines).

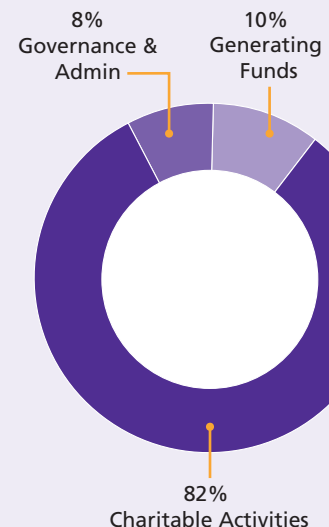
Income



Expenditure split across core services



Expenditure



CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2017

	€ Unrestricted Funds	€ Restricted Funds	€ Total 2017	€ Total 2016
Income from:				
Charitable Activities.....	-	6,820,895	6,820,895	6,825,459
Donations and legacies.....	4,159,597	261,606	4,421,203	3,876,058
Other Incoming Resources.....	207,259	-	207,259	286,672
Total Income.....	4,366,856	7,082,501	11,449,357	10,988,189
Expenditure on:				
Charitable Activities.....	2,330,729	7,020,069	9,350,798	9,280,092
Generating Funds**.....	1,252,067	-	1,252,067	1,148,474
Total Expenditure.....	3,582,796	7,020,069	10,602,865	10,428,565
Net Income for the year.....	784,060	62,432	846,492	559,624
Net Movement in Funds.....	784,060	-	784,060	449,814
Pension Liability.....	20,800	-	20,800	-
26,721.....	-	-	-	-
Total Funds Carried Forward.....	*4,090,300	924,420	5,059,841	4,192,550

*Of which €3,976,490 is designated

**Raising funds, communications and advocacy

Visit www.mqi.ie to review our fully audited financial accounts.



We couldn't go on without our supporters, end of story. Maybe one day they might need us, or someone who is dear to them will need us. My hope is that Merchants Quay Ireland will always be here, and we'll be waiting for your call.

— Will, MQI Open Access staff



ACKNOWLEDGEMENTS

THANK YOU TO OUR SUPPORTERS

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, voluntary and statutory agencies, charitable trusts and foundations. Without their steadfast support we would be unable to continue expanding our vital services to those in need in Ireland. To all our supporters — to **you** — we extend our forever gratitude. Thank you for caring about Ireland's most vulnerable.



“Why I Give...”

Every year we post a small questionnaire to MQI donors asking why they give to help Ireland's homeless and hungry. Year after year, the results leave us amazed and ever grateful. And this year we want to share a few of them, with you...



“I feel so sad when I see the suffering some people have to go through.”

“Seeing people sitting on O’Connell Bridge shivering with the cold and hunger.”

“Because I try to be compassionate to everyone and I am in the position to help.”

“Just a need to give something back.”

“When I’m lying in my bed I think of homeless people in the cold wind and rain.”

“Because so many people are not as fortunate as I am.”

“Because my donation combined with others may do a lot of good for the homeless.”

“I give because I am impressed by the dignity you afford to those you help.”

“I was once homeless with my wife and two children, and I know how hard it can be.”

If you’re not yet part of the MQI family and would like to support our work, ring us on **01 524 0139** or visit our website on **www.mqi.ie**. You are always welcome as well to come for a tour of our services and can call Emma on **01 524 0965** to arrange.

For caring about Ireland’s homeless and hungry, we thank you.

At Left: MQI’s St. Francis Farm Detox & Rehab Project in Tullow, where thanks to you clients have a chance at new, drug free lives.





“Keep a little fire burning, however small, however hidden.”

— Cormac McCarthy

This annual review is dedicated with profound gratitude to outgoing CEO Tony Geoghegan, who retires after 30 wonderful years with MQI, and who always kept the fires of hope burning for Ireland’s most vulnerable.

Slán abhaile, Tony. We’ll never forget you.

Merchants Quay Ireland
PO Box 11958, Dublin 8

Location:

Merchants Quay Ireland
Merchants Court
24 Merchants Quay, Dublin 8

Services: 01 524 0160

Queries and donations: 01 524 0139

Volunteering: 01 524 0128

Fax: 01 524 0946

✉ **Email:** info@mqi.ie

🌐 **Web:** www.mqi.ie

📘 **Facebook:** Merchants Quay Ireland

🐦 **Twitter:** @MerchantsQuayIR

A hot meal. A helping hand. A fresh start.

About the client stories in this annual review:

At MQI we respect everyone who turns to us for help - and many are just beginning their fresh start in life. So while client stories and quotes are genuine, and we have full permission to use them, names are changed and stock photographs of models are used for illustrative purposes and to protect client privacy. Thank you for your understanding.