

Merchants Quay Ireland Annual Review 2021



Merchants Quay Ireland
Homeless & Drugs Services

mqi.ie

Company Structure

Merchants Quay Ireland CLG (“MQI”) is incorporated as a Company Limited by Guarantee and not having share capital. It was registered on 12 July 1991 with Company number 176421. MQI is registered for the charitable purpose of promoting health and to provide the stepping-stones for every point of a man or woman’s journey out of homelessness and addiction, and toward a drug free life. MQI provides services ranging from crisis intervention and health promotion services to day-support programmes, residential detox and rehabilitation, and prison-based counselling.

MQI is governed by its Constitution (comprising the Memorandum and Articles of Association) updated 26th June 2019. The Company is a public benefit entity and is registered with the Charities Regulator, charity registration number 20026240, and is granted charitable tax exemption, charity tax reference number CHY 10311 with the Revenue Commissioners.

Merchants Quay Ireland CLG is one of three companies operating under the banner name of Merchants Quay Ireland (MQI) carrying out activities for social justice for homeless persons and drug users on a nationwide basis. The other companies are St. Francis Housing Association CLG (SFHA) and Merchants Quay Project CE Scheme CLG (MQPCE).



Merchants Quay Ireland
Homeless & Drugs Services

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Merchants Quay Ireland CLG

CRO Number: 176421

Revenue CHY Number: 10311

CRA Number: 20026240

St Francis Housing Association CLG

CRO Number: 449783

Revenue CHY Number: 18159

CRA Number: 20069117

Merchants Quay Project CE Scheme CLG

CRO Number: 533762

Revenue CHY Number: 21187

CRA Number: 20084325

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I was definitely on my last life out there. If it wasn't for Merchants Quay, more than likely I'd be in the ground. That's the truth of it. I definitely don't want to be back living on the streets.

John, Recovery Services Client

”



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 are genuine and true, names are changed and stock photographs of models are used for illustrative purposes and to protect client privacy. Thank you for your understanding.

Our Vision, Mission, and Values

Our Vision

An inclusive society that supports the integration and well-being 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-judgemental and compassionate way.

Our Values

Collaboration

We work together

Professionalism, Teamwork, Adaptability

Compassion

We meet people where they are

Acceptance, Commitment, Support

Courage

We speak up, challenge & advocate

Integrity, Respect, Diversity

“

I can't say enough good things about MQI. Getting into recovery was one of the most difficult things I've ever done in my life, but the most rewarding.

Tom, Recovery Services Client

”



Our Work at a Glance

115,132

overall engagements with clients



4,398

visits to the GP



702

supported by MQI DATS in the Midlands



11,621

total unique clients



33,254

meals for people who are homeless and hungry



209

people supported on the East Coast



17.6%

of all clients were females



142

people admitted to detox and rehab



308

supported by MQI CAMDAS in Cavan



129

young people between 18 - 24 supported by our team



1,930

unique clients supported with in-prison counselling interventions



233

people supported by our mental health team



“

We would just be lost without MQI if they weren't there. They make you feel wanted, they make sure you have food, clothes, a place to stay. We're all human and we all have our needs. MQI help us with those things. I can't explain it any other way to you, other than we would be lost if they weren't here.

Ciara, Homeless Services Client

”

Chairman's Introduction

“ As Chair of MQI I am delighted to launch our Annual Review for 2021.

As with so much of society, 2021 has been a difficult year for both staff and clients at Merchants Quay. Covid-19 has continued to force many changes, but at all times our staff have responded and continued to provide the best service possible.

2021 saw a significant rise in demand for our services and MQI was able to support a total of 11,621 unique individuals across the organisation. This level of service is in line with our support provided in 2019 prior to the impact of Covid-19. We were able to continue and develop our regional services, homeless day services, community service reach, health services, prison services and rehabilitation services. Along with providing mental health services, we continued our evidence-based focus on mental health which was supported by our research on the impact of Covid-19 on people experiencing mental-ill health, substance use disorder, and homelessness. We have been told repeatedly by our clients that our services are vital to them, and our teams will continue to advocate strongly on their behalf.

At Merchants Quay we work as a collaborative community to reduce the harm caused by addiction and homelessness. Year after year we continue to adapt and innovate in response to the ongoing needs of some of the most marginalised and vulnerable members of society. We plan to launch our first female specific support service in early 2022 offering support in a safe and accessible environment. We have seen an ongoing development of our outreach work and the staff at MQI continue to adapt and innovate in everything we do.

I want to recognise the work of the Department of Health, the HSE, the Dublin Regional Homeless Executive, Dublin City Council, Section 39 Homeless and Addiction Services, Voluntary and Community organisations for the way they

“

Year after year we continue to adapt and innovate in response to the ongoing needs of some of the most marginalised and vulnerable members of society.

Ray Langton, Chairman

”

responded to the pandemic and the provision they made in terms of accommodation and support for those who are homeless or are impacted by substance use or mental health issues. The dedication and compassion shown by all the frontline workers in the hospitals, the care centres, the Gardaí, Fire and Ambulance services, the Prison services as well as support staff in food provision and cleaning, has been exemplary. The level of inter-agency cooperation and engagement has also been exceptional, and I want to thank each and every one of the MQI staff and all the frontline workers for all they have done for so many people in 2021.

Our strategic focus falls under four main themes: MQI Core Services, Research, Advocacy & Engagement, Organisational Excellence and Funding, Risk & Technology. This strategy is not meant to be a static document but rather a direction and guide that responds to the needs of our clients as they change overtime.

It is the responsibility of the Board of MQI to ensure that we have a well-governed, efficient organisation that is fit for purpose to meet client needs. In this regard we are proud to be part of the “triple lock” concept of good governance – our accounts are SORP compliant, we have adopted and comply with the Good Governance Code and we have formally adopted the Guidelines for Charitable Organisations on Fundraising from the Public.

To all our donors, whether statutory, corporate or personal, I extend my heartfelt thanks. With your extraordinary generosity, many lives have been saved and improved. The Franciscan Community continues to support MQI with a quiet generosity. On behalf of the executive, staff and clients I want to express our gratitude to them. I also want to express our deep gratitude to our staff and volunteers. All at MQI continue to go the extra mile for our clients. 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.



Ray Langton, MQI
Board Chairman

To all our donors, whether statutory, corporate or personal, I extend my heartfelt thanks. With your extraordinary generosity, many lives have been saved and improved.

Ray Langton, Chairman

Message from the CEO

“ In 2021, despite the continuing impact of Covid-19, MQI saw an overall increase of 17% in clients across the organisation. This was a total of 11,621 unique individuals from different age groups, backgrounds, and nationalities. It's becoming increasingly clear that there is not 'one type' of person who needs our support within the arena of homelessness and addiction.

One core focus of MQI's work is to deliver integrated services to clients who are at risk of, or experiencing, homelessness. In 2021, 4,095 of our clients were registered as homeless on the Pathway Accommodation and Support System (PASS). Specifically, in Q4 of 2021, the number of clients presenting as newly homeless increased by 55% compared to the previous year. This increase is due to lifting of eviction bans, the reality of Covid-19 job losses, and increasing rent prices in 2021.

Our Assertive Outreach Team supported 447 unique clients on the streets of Dublin last year, providing 3,249 interventions. This figure

represents a 10% increase from 2020. The Outreach staff walk the streets and parks of Dublin city centre every morning, checking on homeless clients who have been sleeping rough. They carry backpacks with them full of basic supplies to hand out, including food and water.

At our Riverbank centre, the Crisis Contact Team assists clients in emergency situations. The homeless day services available at the Riverbank Centre include; food, medical care, housing support and assistance with social welfare needs. In 2021, a total of 1,282 unique clients engaged with this service.

Demand for our health service remained high in 2021 with 2,098 unique individuals accessing the GP service, Mental Health Team, General Nursing Team, Dentist and Counselling Service at Riverbank. Overall, this is a 14% increase in clients compared to 2020. It should be noted that approximately 40% of our homeless clients overall engage with our health services.

For many years now, the Mental Health Team and wider team at MQI have highlighted the intersectionality between homelessness, life trauma, addiction, and mental health. The majority of individuals referred to our Mental Health Team present with a dual diagnosis of both mental health and substance use issues. Without access to specialist services, clients with a dual diagnosis

“ *In 2021, despite the continuing impact of Covid, MQI saw an overall increase of 17% in clients across the organisation.*

Paula Byrne, CEO

”



often struggle to have their serious health and social care needs met. At MQI, we welcome the allocation of resources and funding to the Clinical Care Programme for dual diagnosis, and hope this programme will lead to greater collaboration and interagency responses. Establishing a more integrated approach between mental health and addiction services will deliver the best possible outcomes for people. When treatment takes a holistic view and includes housing and social supports, individual outcomes are improved. In 2021, there was a 11% increase in interventions and a 5% increase in clients accessing the mental health services at MQI.

“

In 2021, MQI facilitated 49,448 interventions to our needle exchange and harm reduction services, which is a 27% increase compared to 2020.

Paula Byrne, CEO

”

In 2021, MQI facilitated 49,448 interventions to our needle exchange and harm reduction services, which is a 27% increase compared to 2020. Due to health vulnerabilities, people in addiction are among those at highest risk of poor Covid-19 outcomes.

Our Assertive Inreach Service saw an increase of 18% in clients supported, and more than a 100% increase in interventions. This service supports clients by assessing the individual's level of drug and/or alcohol use and supporting them to reduce their use and to access treatment.

Our detox and rehabilitation services, which continued to operate at reduced capacity to ensure the safety of our clients and staff, saw

an increase in demand of 4% from 2020. 142 clients were admitted in 2021, and of this, 132 individuals completed the treatment and 21 clients engaged in our Aftercare Service. Our Community Detox Programme provided service to 80 clients, which is a threefold increase from the 18 unique clients supported in 2020.

Across 11 of Ireland's prisons, our Addiction Counselling staff supported 1,930 clients with an average of 1,187 monthly interventions. In addition to this, MQI operated a national phone line whereby prisoners could access phone support. On average, 33 calls were placed per day, starting with 373 calls in January, and peaking at 934 calls in July, with 525 calls made in December.

Our regional services provided support to 911 unique clients through 13,913 interventions across the MQI DATS and MQI CRIS services. The CRIS service, which is our East Coast Service, saw a 60% increase in unique clients and expanded the service by adding an additional location in Greystones.

The services of Cavan Drug & Alcohol Trust CLG came under the MQI umbrella in January 2021 and are now known as MQI CAMDAS (Cavan and Monaghan Drug & Alcohol Service). This project aims to address issues of drug and alcohol misuse through the provision of information, support, training and services to individuals, families, and the wider community in Cavan and Monaghan. This service was officially launched in September 2021 by Minister of State for Public Health, Frank Feighan TD. Last year, CAMDAS staff supported 308 individuals through 2,027 interventions.

Over the last number of years, MQI have highlighted the vulnerable and isolating experience of women in homelessness and addiction. Globally, women are disproportionately affected by poverty, discrimination, interpersonal violence and exploitation. However, these burdens are greatest for those experiencing multiple forms

of marginalisation, such as drug and alcohol problems, homelessness, mental ill-health, contact with the criminal justice system and involvement in prostitution or sexual exploitation. In September 2021, as part of our advocacy for female only services, we were delighted that Senator Fiona O'Loughlin, the Chair of the Irish Women's Parliamentary Caucus, launched our briefing paper. The support we have received, particularly from our donors, has facilitated us in recruiting two female support workers who will begin working with MQI in early 2022. In memory of a long-time supporter of our work, our dedicated female service is named 'Jane's Place.'

In December 2019, An Bord Pleanála granted planning permission to MQI to reconfigure our Riverbank centre to provide Ireland's first medically supervised injecting facility (MSIF). However, following a judicial review in June 2021, the decision was overturned and remitted back to An Bord Pleanála for further consideration. MQI, while disappointed, remain committed to the opening of a MSIF as part of a health-led approach to addiction.

Introducing the MSIF is part of the Programme for Government, as well as a key element of the National Drug Strategy. It is a vital healthcare service which will allow us to reach people who are vulnerable, marginalised, and often very sick, by offering them access to medical and nursing services as well as treatment options. There is substantial evidence worldwide that MSIFs reduce public injecting, reduce discarded drug litter, and, most importantly, save lives.

I would like to acknowledge all of our colleagues across the statutory, voluntary and community services who work collaboratively to ensure that those affected by homelessness, addiction and mental ill-health are supported.

I also wish to thank our colleagues in the Department of Health, the Health Service

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It's important to pay tribute to our wonderful supporters. Their generosity enables us to meet the needs of people who very often have nowhere else to turn.

Paula Byrne, CEO

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Executive, the Irish Prison Services, Regional & Local Task Forces, the Dublin Regional Homeless Executive, the Probation Service and TULSA.

As well as our statutory partners, it's important to pay tribute to our incredible supporters. Their generosity enables us to meet the needs of people who very often have nowhere else to turn. It makes such a difference to the men and women who come to our doors for help. Thank you all for your involvement and your ongoing support.

Central to the ethos of MQI is our staff's commitment to helping those who are in dire need of help, whether their needs relate to homelessness, addiction, physical or mental health. A key example of this is the fact that despite the continuing challenges presented by Covid-19 in 2021, the number of people supported by MQI increased. I would like to thank our teams most sincerely, as without their dedication, resilience, and agility during this challenging time, we could not have achieved this incredible outcome and supported some of Ireland's most vulnerable people at a time when they needed us most.

As I look forward to 2022, given the success of the Government's vaccination programme, I am optimistic that we will be able to welcome even more clients into our services, and connect on a more human level.

Key Goals of our Strategic Plan 2020 - 2024

Goal 1

Deliver high impact, high quality services

Priority: To develop and enhance the range and reach of services that respond to the needs of our service users and the community.

Goal 2

Play a leading role in influencing policy makers and the public

Priority: Build the organisations' capacity through research, innovation, collaboration, advocacy & engagement.

Goal 3

Ensure the organisation has the capacity, skills and knowledge to deliver the strategic goals

Priority: Empower our people, develop our culture and strengthen our systems to achieve organisational excellence and maximise our impact.

Goal 4

Develop a funding strategy to ensure our sustainability and support our future direction

Priority: To diversify our funding streams and maintain our reputation for strong financial management & governance.



Overview of Service Provision



“

Merchants Quay is amazing. I look around and see all these people that believed in me when I couldn't see the light. Because of them I'm still here today, and I'm so grateful.

Laura, Homeless Services Client

”

Despite the challenges of 2021 and the continued impact of Covid-19, MQI maintained a consistent delivery of services across the board. We supported 11,621 unique clients in need with 115,133 unique engagements. As restrictions fluctuated, our services remained agile and responsive in order to continue to meet demand.

Our primary healthcare service in Riverbank remained open throughout the entire year, offering face-to-face appointments for health support, complex wound care, and access to prescribed medication through our GP service.

MQI maintained an Outreach programme in Dublin during times of tight restrictions, where our team delivered homelessness and harm reduction support to clients on the streets for the majority of the year. In July of 2021, our Riverbank service was able to open its doors and our team worked diligently to reintroduce face-to-face support as seamlessly as possible.

Our recovery services across the country successfully maintained our detox, rehabilitation, and aftercare programmes, offering a blend of in-person, online, and phone services to clients. The need for these services remained high.

MQI expanded its regional services by incorporating an existing service in Cavan and Monaghan as part of its suite of supports to individuals and their families impacted by addiction.

MQI understand the difficulties our clients faced with service changes throughout 2021, primarily the isolation and loneliness experienced. As an organisation, we anticipate a continuing high level of demand for our services as we hopefully emerge from Covid-19 in 2022.

11,621
unique clients were supported across all services

9,568
clients supported were males and **2,053** clients were females

4,095
clients were registered on the PASS system

571
unique clients were over the age of 55

5,675
engagements with foreign nationals, **952** of which were unique clients

Homeless Services

While there was a slight drop in single adult homelessness in December 2021, as reported by the Department of Housing, Planning and Local Government, given the impact of Covid-19 on the economy in Ireland and globally, MQI anticipates an increase of homelessness going into 2022. Particularly, we expect a rise in people who find themselves homeless for the first time, due to the lifting of eviction bans, the reality of Covid-19 job losses, together with the cost of living and rent prices continuing to rise.

Due to the emergency housing provision introduced by the Government in response to Covid-19, many of our homeless clients were housed in hostels or emergency accommodation. The demand for homeless day services remained high during this time, and MQI was able to phase-in access to these services for those in need which included showers, hot food and in-person support. As in previous years, we found that once clients' basic needs are met, we are in a better position to establish a relationship of trust where people feel comfortable to seek support for their more complex needs.



MQI have helped me in every way. It could be raining some days and you get completely drenched. They give us dry socks, clean underwear, and it's a small thing but can mean all the difference.

Tom, Homeless Services Client





A client being served a hot meal at our Sunday Service at our Riverbank Centre in Dublin

Sunday Service

Our Sunday Service opens from 8am – 2pm, providing a welcoming, non-judgemental atmosphere, where clients can warm up and relax. As well as being one of the few places in Dublin city where clients can sit down for a free hot dinner, the service provides showers, clean clothing, and, crucially, crisis support to access accommodation. In 2021, our Sunday Service supported 846 unique clients, 86% of whom were registered on the Pathway and Accommodation Support System (PASS) as homeless. The remaining 14% were seeking crisis support, showers, and a hot meal. On average, 9 clients accessed a shower on a Sunday and were supported with dry, clean clothing.

Meals

In 2021, a total of 33,254 cold and hot meals were provided by our Riverbank centre in Dublin to 6,648 unique clients. On average, 106 take away meals were provided daily up until July 2021, when we were able to welcome clients inside. We introduced a variety of safety measures in accordance with HSE guidelines, which included socially distanced tables with separators between them. This allowed us to accommodate 20 clients for a meal at one time.



Support for Young People

In 2021, MQI supported 129 young people aged 18-24 with a total of 1,185 engagements. This service works with homeless youths to provide education on harm reduction, drug use, coping skills, and conflict resolution. This service also supports young people with securing accommodation, justice and legal issues, and crisis intervention. Young people engaged with this service are able to develop and enhance their life skills, improve their overall wellbeing and are better equipped to deal with challenging situations.

Assertive Outreach

Our Assertive Outreach Team works with rough sleepers on the streets of Dublin. To respond to the needs of our service users and to adapt to changes in Covid-19 restrictions, this team was active on the streets between January and August of 2021. The team engaged with clients providing crisis supports, food, and clothing. Client engagements increased by 10% in 2021. The team contacted the free phone on behalf of 447 unique clients, referring them to our Crisis Contact Team for housing or other assistance, with a total of 3,249 interventions in 2021.

415

rough sleepers supported in Dublin with

4,692

interventions



Showers

In 2021, 441 unique clients availed of our hot showers, which equated to 1309 showers total. Fresh clothing was offered to our clients after every shower. 87% of these clients were rough sleepers with nowhere else to go to wash or brush their teeth.

1309

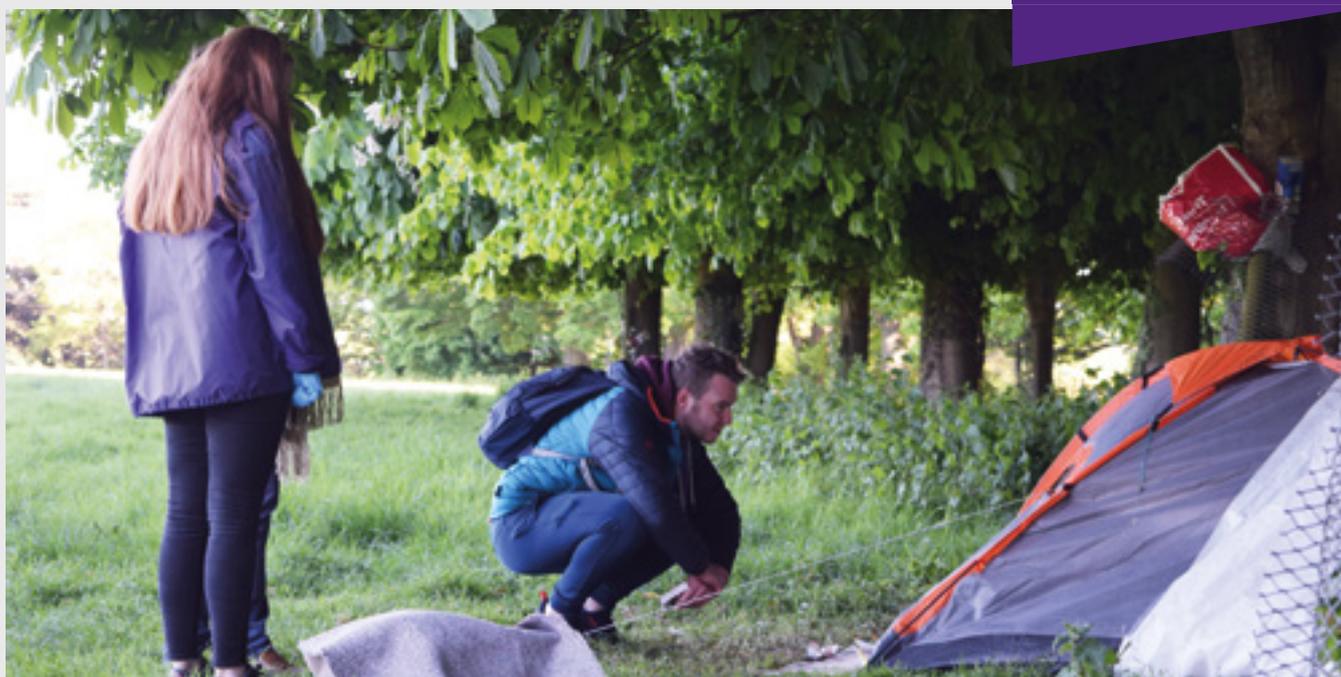
hot showers provided in Riverbank



Crisis Contact Team

When homeless clients arrive at Riverbank's door in crisis, the first to meet them are MQI's Crisis Contact Team. In 2021, this vital team offered a variety of supports both in-person and over the phone, including: assisting clients with their homeless status (registering them on the PASS system so they could access further government assistance), advocating on behalf of the client to County Councils for housing, completing medical card applications, and offering food, clothing, and welfare support. In 2021 the team supported 1,282 unique clients, an increase of 10% from the previous year, facilitating 4,601 supportive interventions.

Our Assertive Outreach Team checking in on a client sleeping rough in Dublin



Primary Healthcare



“

I had a bad infection in my leg, and I came to MQI and saw a wonderful nurse. She treated me at Riverbank then took me to St. James's where I needed an emergency operation. She stayed with me the whole time, and when I came out of the anaesthetic just to see her still there, it meant the whole wide world to me.

Linda, Riverbank client

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Homelessness and addiction have a profound and long-lasting impact on health. Sadly, the life expectancy for people who are homeless is just 42 years of age for men and 38 for women. At our Riverbank Centre, we provide a range of services to marginalised people who would otherwise struggle to access healthcare. These services include a GP, nurse, dentist, mental health care, and counselling. However, this is about more than providing a primary healthcare service. MQI staff work with clients in a holistic way, treating both their physical ailments and mental health needs, always meeting people with kindness and compassion.

MQI's primary healthcare service remained open throughout 2021 despite the challenges of Covid-19 restrictions, offering drop-in and appointment based sessions. As access to other healthcare services was limited due to Covid-19, MQI saw people presenting with multiple needs around addiction, mental health and physical health. We provided support for clients to engage with specialist treatment for Hep C and advocated for shielding for those with compromised immune systems. Supporting people to attend appointments and engage with treatment was particularly important and challenging in 2021 against a backdrop of Covid-19.

GP Service

In Riverbank, we have a GP service which is accessible to everyone and provides a range of services. In 2021, we supported 4,398 clients in accessing our GP service, 1,014 of whom were unique individuals. The GPs also supported 185 unique clients to access Opioid Substitution Therapy and prescribed Naloxone to 35 unique individuals.

Mental Health Service

Homelessness is a traumatic experience and can lead to a host of mental health issues such as anxiety, depression, and deepening substance use. Homelessness can also exacerbate existing mental and physical health issues. Particularly, the pandemic has amplified mental health issues for many clients as they experience long periods of isolation during times of increased restrictions. Our Mental Health Team provides symptom management plans, risk assessments, and connections to the HSE's Homeless Health Link Team. The Mental Health Service was able to support 233 individuals in 2021 with a total of 3,444 interventions. Our team expanded in 2021, adding a part-time Mental Health Nurse to the team.

General Nursing Service

Our General Nursing Team continued to deliver onsite nursing interventions at our Riverbank centre in Dublin, including wound care and advocating for clients on their journey through the health system. In 2021, there were 2,055 appointments to see the nurse and 675 unique individuals accessed the service, which represented a 5% increase from 2020.

Dentist

Our Dental Team provides screening, advice, and basic treatment to clients at our Riverbank centre who are experiencing dental pain and infections. Many people who are homeless are without a medical card and unable to attend dental care appointments in the community. In 2021, there were 93 unique clients who visited the dentist with 148 appointments.

Primary health care:



10,045 interventions

2,015 unique clients

GP visits:

4,398 visits

1,014 unique clients

People who are homeless can find accessing healthcare appointments difficult as they often can't afford bus fare



Addiction Services



Merchants Quay Ireland offer people who use drugs support with reducing the harm associated with drug use, information on overdose, and provide advice on HIV and Hepatitis. MQI also offer pathways into treatment and the possibility of life without drugs, through our addiction recovery services.

The Covid-19 pandemic increased the vulnerability of many clients in need of treatment and support. Due to health vulnerabilities, people in addiction are among those at highest risk of poor Covid-19 outcomes. In response, MQI ensured ongoing access to addiction and harm reduction supports, accommodating in-person treatment options at every point possible to facilitate our clients.

Over the time I was homeless, I used loads of the services available at Merchants Quay, including mental health counselling, the doctor and the dentist. They bent over backwards for me, the team at MQI are absolutely amazing.

Liam, Homeless Services Client

Harm Reduction Services

The aim of harm reduction is to minimise the risks stemming from sharing drug-use paraphernalia. In 2021, we provided these services to 4,777 unique clients. By providing our needle exchange service, we are reducing risk of drug-related infections and blood-borne diseases. The service also provides an entry point for clients to engage with detox and rehabilitation services. In 2021, MQI facilitated 49,448 interventions in our needle exchange and harm reduction services which is a 27% increase from previous year.

Harm Reduction Outreach Team

The Harm Reduction Outreach Team provides harm reduction interventions to clients in Dublin who are unable to attend our service in Riverbank. In 2021, the team supported 1,092 unique individuals which was an 18% increase from 2020. These services include needle exchange, safe injecting information and Naloxone training. They also support clients by referring them to other services they may require, such as; medical professionals, emergency housing, and mental health support. A part of their role is also to build relationships with clients who are service resistant and support them to overcome the barriers they face engaging with mainstream services. In 2021, they delivered 6,642 interventions.

Access to Community Detox and Opioid Substitution Therapy

Community detox supports people to reduce or become drug-free by involving key workers and prescribing doctors within the community. It provides an alternative option to in-patient detox and rehabilitation or can be a step towards that option. In 2021, 80 unique clients accessed the Community Detox service in Riverbank, with 65 clients accessing our benzodiazepine detox, and 15 clients our alcohol detox. In 2021, 185 clients accessed opioid substitution therapy.

Substance Use Case Worker

Based in our Riverbank centre, the role of the Substance Use Case Worker is to support clients by addressing their substance use and exploring treatment options for detox and rehabilitation on a one-to-one basis. This support is carried out both in-person and over the phone. In 2021, our Substance Use Case Worker supported 2,017 interventions with 145 clients, 34% of whom were young people aged 18 - 24.

Community Detox and Opioid Substitution Therapy (in Dublin):

- 80** clients accessed community detox
- 185** clients accessed opioid substitution therapy
- 65** clients accessed benzodiazepine detox
- 15** clients accessed alcohol detox

Hep C Treatment

Our Hep C Worker is the member of the MQI team working in Riverbank, who liaises with the primary healthcare team to ensure clients who use drugs intravenously are screened for blood borne viruses. This worker advocates for Hep C testing, and if a client is positive, the GP refers the client to a specialist nurse in St. James Hospital. The Hep C Worker will continue to regularly check-in with clients in these situations, ensuring they are attending appointments and receiving care where required. In 2021, 59 unique clients engaged with the Hep C Worker with 383 visits in total, representing a 40% increase from 2020.

Assertive In-reach Service

The role of the Assertive In-reach Service is to support and empower clients accessing different services and to work with them to access the appropriate and specialist supports. This includes: accommodation, welfare, recovery treatment, legal, physical and mental health. In 2021, our Assertive In-Reach Worker assisted 103 unique clients with 1,565 total interventions.

Counselling Service

The MQI counselling service in Riverbank offers an integrative approach to clients who might be dealing with addiction, depression, anxiety, bereavement, low motivation, suicidal ideation, self-harm, and relationship issues. In 2021, 83 unique individuals accessed this service and 544 counsellor interventions were provided. This represents a 98% increase from 2020.

Community Engagement Team

The Community Engagement Team engage with local businesses, perform client advocacy work, attend community events, and ensure safe collection and disposal of drug paraphernalia in the vicinity of our Riverbank service in Dublin 8. The team also assists clients based on their needs while on patrol. In 2021, the team provided 839 interventions to clients on the streets, engaged with 82 residents and local businesses and collected 8,170 items of drug litter.

“

I'd been with my girlfriend for seven years. When we broke up, I stopped caring. I just kept drinking and drinking. I've got bad anxiety. When I first came to MQI, I couldn't look at anyone, couldn't speak. But after a couple of months, I started opening up. Talking to people who knew what I was experiencing meant so much to me.

Emmet, Mental Health Services Client

”



Laura welcomes clients into Riverbank at our reception area

Family Support Services (Dublin and Midlands)

This service provides family members with support, advice, and guidance to deal with the trauma and issues associated with having a loved one caught in addiction. Our goal is to try and help the families of those in addiction to cope with the impact of addiction including the isolation and stigma. In 2021, MQI provided 598 family support sessions for 113 unique family members.

Irish Prison-based Addiction Counselling Service (IPS)

For more than a decade, we have operated an addiction-based counselling service in 11 prisons across Ireland. This offers prisoners the opportunity to benefit from counselling interventions with clearly defined treatment plans and goals. In 2021, our counselling staff, across all prisons, saw a total of 1,930 unique clients. In addition, MQI continued to operate a national phonenumber where prisoners could access phone support averaging 33 calls per day.

MQI DATS (Drug and Alcohol Treatment Supports)

The Midlands Service, MQI DATS, provides support to individuals and families experiencing issues with drug or alcohol use across the four counties of Longford, Westmeath, Offaly and Laois. This includes our outreach-based crisis support service, mobile harm reduction, rehabilitation and aftercare, and support for families affected by substance use. In 2021, this service supported 702 unique individuals through 11,538 interventions.

MQI CRIS (Community and Recovery Integration Supports Project)

The East Coast Service, MQI CRIS, based in Wicklow, Arklow and Greystones, provides a community-based drug and alcohol treatment support service for the East Coast Region and South Dublin. In 2021, 209 unique individuals accessed the service, and 2,973 interventions were provided. In addition to the client interventions, the team provided 1,402 phone calls to support people inquiring about the service.

MQI CAMDAS (Cavan and Monaghan Drug and Alcohol Service)

The MQI CAMDAS service based in Cavan and Monaghan offers a range of free and confidential support services to individuals, their families, and the wider community. Available for people over 18, our CAMDAS service offers: key working and case management, counselling, family support services, and drug rehabilitation CE scheme. In 2021, CAMDAS supported 308 unique individuals, and facilitated 2,027 interventions.



Paula Byrne, MQI CEO and Zoe Wells, CAMDAS Service Coordinator outside the service in Drumnavanagh, Cavan on its launch day

MQI Aftercare Service

Based in Drimnagh, Dublin, the MQI Aftercare Service is a 6-month programme which provides one-to-one care planning, support groups and education sessions targeted at clients exiting our residential rehabilitation services at High Park and St. Francis Farm. MQI's Aftercare housing includes two short-term transitional housing services, one in Kildare developed in partnership with Respond Housing Association, and one in Dublin. Across both houses, MQI provide a total capacity of 12 supported accommodation units. Aftercare represents an important step of the recovery journey, where clients are supported in re-establishing relationships with friends and family. It also provides a space where education, employment, and housing goals can be achieved. In 2021, MQI supported 21 clients in the Aftercare Service.

Detox and Rehabilitation

MQI's recovery services provide people with pathways out of chaotic drug use and support them in becoming drug free. In 2021, there was a total of 773 referrals into MQI's recovery services. Of those referred, 497 people received ongoing contact and support in-person, over the phone and via video. MQI provides this service until such a time as the person is ready to come into treatment. MQI also offer information, advice, and a listening ear to the family and partners of clients in residential programmes as they work through the impact of their loved one's addiction.



As soon as I arrived at St. Francis Farm, I felt safe. I felt people understood me. The staff can relate to how people's problems start. It's like unravelling a knot.

David, Recovery Services Client



Residential Detox St. Francis Farm

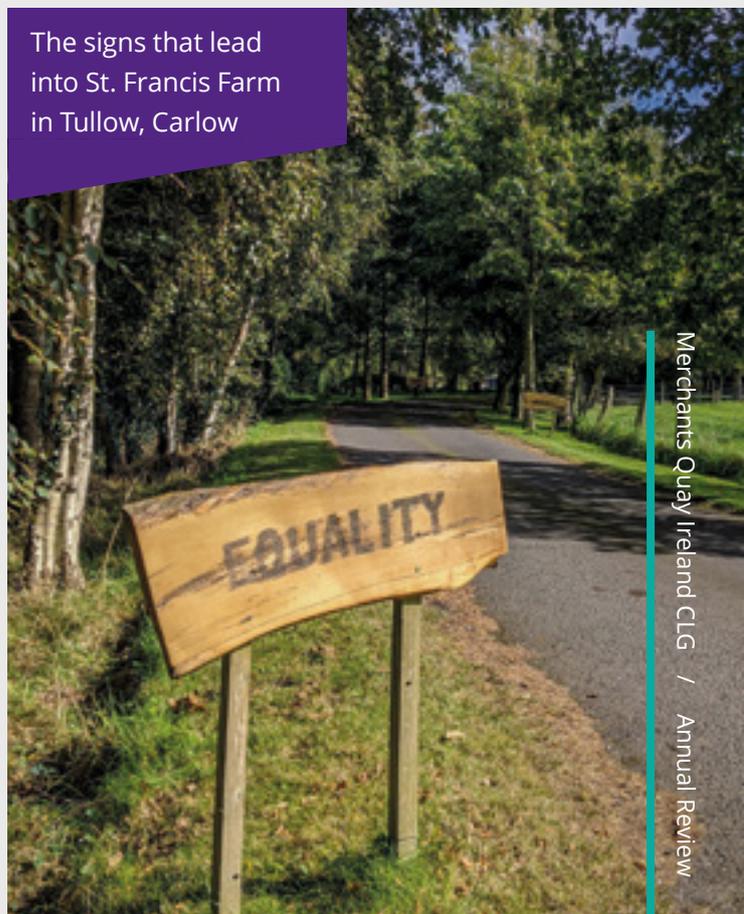
St. Francis Farm is an MQI service based in Carlow and operates a medically supervised residential detoxification programme. The programmes include one-to-one counselling and care planning, group therapy, self-esteem seminars, assertiveness training, anger management, art therapy and relapse prevention training. Service users also receive training in first aid, life skills, and budgeting. In 2021, there were 302 people referred to St. Francis Farm detox. Each of these individuals were met with compassion and professional supports as they received warmth, humanity, and professional supports as they worked towards assessment and admission. Of 157 people who did assessments, 42 were admitted and 40 of these individuals completed this programme.

Residential Rehab St. Francis Farm

At St. Francis Farm, we offer a 14-week residential rehabilitation programme. What makes this rehabilitation 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. As soon as individuals have completed their detox, we hold the door open to rehabilitation opportunities to consolidate their newfound stability and drug-free life. Ensuring ongoing and accessible care is the bedrock of successful addiction treatment and research shows that longer stays in warm, safe, and nurturing environments results in better outcomes for clients. In 2021, there were 167 referrals, 90 assessments, 47 admissions and 39 completions.



St. Francis Farm
Rehab Centre in
Tullow, Carlow



The signs that lead
into St. Francis Farm
in Tullow, Carlow

Residential Rehab High Park

At High Park, Drumcondra, Co. Dublin, we operate a 14-week residential programme in a 13-bed facility. This programme seeks to accept service users who might not otherwise engage in drug-free treatment such as prisoners, and female drug users. 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, psychoeducation groups, fitness-gym activities, outdoor pursuits, and recreational activities. Our High Park facility also offers weekly NA meetings. In 2021, the service received 304 referrals. Of this number, 250 people completed assessments, 52 were admitted, and 37 individuals completed treatment.



Our High Park Service
in Dublin 9

Detox and rehab: (across all MQI services)

142 unique clients
admitted

116 unique clients
completed
treatment

One of our
greenhouses at St.
Francis Farm where
clients help grow
vegetables and plants



Ciaran's Story: MQI Client



CAMDAS has completely changed my life. Even if I'm in pain, I make sure I come in every day. It's nice and peaceful here.

CAMDAS Client Ciaran



MQI client Ciaran shares his experience of addiction and how MQI CAMDAS helped him.



When I first started coming to CAMDAS, I wasn't even able to look people in the eye, I couldn't talk to more than one person at once. Often, I'd just be looking out the window because I was so anxious. If it wasn't for this place, I'd still be that way. I started acting out because of childhood trauma. My parents were alcoholics, so every day there'd be screaming and shouting. When I turned thirteen, I started getting violent and fighting with grown men in town. There was one day I got in an awful fight, I was up against a group of men in their thirties. They hit me with bottles and broke my back. I'm still in chronic pain from the injuries I suffered.

I was in and out of prison as a teenager because of drugs and violence, but I knew I didn't want this life for myself. I was still doing drugs a bit on the weekends, but I wanted things to get better, so I threw myself into football, and really concentrated on that. I was very good at it, but I hadn't realised how bad the damage to my back really was. I was in the football trials for Ireland, and a fella was coming to watch me for them, so I started going to the gym to strengthen up. Only then did I find out I had nerve damage, and I just couldn't play football like I used to. My favourite thing in the world and I couldn't do it anymore. That's when I started going heavy on the drugs and retired from football completely. My injuries worsened and my back completely blew out. I couldn't make

a cup of tea, couldn't put my clothes on. I became dependent on the medication I was taking.

All the counselling I've been given has shown me how to cope in this world

Since getting into recovery, I've basically changed my life. I'm a nice fella, and I know it's not cool, that life. I know now that the bigger man walks away. But I was only a kid when I was in it, and that was the only way I knew how to defend myself, because I was no good at talking.

All the counselling I've been given has shown me how to cope in this world. I have to really go with the things they taught me in order to deal with everyday life, so I can go out and chat with people. The chats I've had here at CAMDAS are unlike anywhere else. The things I've learned through counselling, it's crazy. Nowadays if something annoys me, I won't snap. I'm more relaxed.

The best thing I've learned here is about drug control, what drugs will do to you in the long run, how not to abuse them, how to know your triggers. I had to stop hanging around with all my old friends because a lot of them would be in addiction. It's been really hard, and I feel guilty, but I had to do it for myself. CAMDAS has completely changed my life. Even if I'm in pain, I make sure I come in every day. It's nice and peaceful here. I'm in a better headspace now.



The programme for young people at MQI makes me feel less alone. It's so nice to have a cup of tea and chat with people who understand what I'm going through.

Ryan, Young Person Creative Empowerment Programme



New Developments

While we continue to focus on delivering and maintaining existing services, MQI also seeks to identify the emerging needs of our clients and respond to increases in service demand. We consistently look to develop projects which will enhance our support to individuals, their families, and communities throughout Ireland. It should be noted that our progress on new developments could not be achieved without the support of our statutory funders and the generosity of our donors.

Young Person Creative Empowerment Programme

The Creative Empowerment project is 100% funded by voluntary donations and works to serve the young people most at risk of falling into addiction and criminality. Creative Empowerment gives young clients the space to discover themselves through creativity, arts, and culture. Clients are facilitated to explore options they hadn't considered, to share and learn in safety, to grow and challenge themselves, and discover their talents - all aimed at building confidence in their skills and abilities. The Creative Empowerment Programme began in September 2021 and runs for blocks of 12 weeks.

Youth Support Worker

Stemming from the generosity of our donors, we were able to recruit an additional part-time Youth Support Worker in 2021 which will increase the support available to those between 18 - 25 who are accessing our services and to assist with the activities of the Creative Empowerment Programme.



Clients working on the garden at St. Francis Farm

Female-only Detox (St. Francis Farm)

In line with the objectives of the National Drug Strategy (2017 - 2025) to provide access to drug detox for vulnerable women coping with addiction, mental health issues, and homelessness, MQI provided a female-only detox programme at St. Francis Farm in April 2021. A high percentage of treatment centres are mixed gender and this can be intimidating for women in addiction, as many have experienced gender-based violence, physical or sexual abuse. Seven female clients were successfully admitted into the programme. The entire group completed the 8-week detox and were offered post-detox supports tailored to their individual requirements.

The female-only detox initiative was shortlisted in the Equality Initiative of the Year category at the 2021 Irish Healthcare Awards.

LGBTQI+ Group (Aftercare)

In June 2021, an LGBTQI+ group was established as part of our Aftercare Service in collaboration with LGBTQI+ Ireland. This is a group which meets monthly and provides interpersonal support for those in recovery from addiction who also identify within the LGBTQI+ community.

'Life After' Group (Aftercare)

In September 2021, MQI's Aftercare Service introduced a 'Life After' group for clients who have completed their treatment programme. This group focuses on life skills, group work and networking within the community via various creative, cultural, and athletic activities. The group aims to support clients in maintaining their recovery journey and allows them to connect with others who share similar experiences.

Expansion of MQI CRIS

In response to the increased demand for our addiction services in North County Wicklow, MQI was supported by the ECRDATF to open a new service in Greystones. MQI CRIS offers appointment-based one-to-one keywork and case management to individuals aged 18 years old and over in the Greystones area.

CAMDAS

The services of Cavan Drug & Alcohol Trust CLG came under the umbrella of MQI in January 2021 and is now known as MQI CAMDAS (Cavan and Monaghan Drug & Alcohol Service). The project aims to address issues of drug and alcohol misuse through the provision of information, support, training and services available to individuals, families, and the wider community in the Cavan and Monaghan region. This service was launched in September 2021 by Minister for Staff for Public Health, Well Being & the National Drug Strategy, Frank Feighan, TD.

“
If I didn't go to MQI I'd probably be dead. The biggest thing for me was being able to cry and be vulnerable around a group of people.

Liam, Recovery Services Client



Naomi's Story: MQI Client

“

If there was a women's drop-in service, I would definitely use it. It'd be good to have a place to go in and talk things through and feel safe. I don't really access the services too much, as it is.

Naomi, Homeless Services Client

”



MQI client Naomi talks about her difficulty accessing supports in the city and navigating the barriers she faces as a woman in addiction

“

I have five kids, and when myself and their father separated several years ago, I was struggling with the five of them on my own. We lost the house and I started drinking to cope.

My kids ended up living down with my da, but he's an alcoholic too, and eventually became homeless as well. My ex got full custody of the kids, and I don't see them at all anymore, which is really difficult. I think I spent four months solidly crying over the loss of my kids.

At the moment, I have to drink in the morning, I need it straight away. I'm on six bottles of wine a day, and more if I get vodka. I cleaned the hostel room this morning and there were about twenty bottles. I'm not from Dublin city centre, so I didn't really know about Merchants Quay before I became homeless. But once I was on the streets, I was in town all the time, and able to go to them more. I'm in a hostel at the moment, which Merchants Quay helped me get into. I love the kitchen area and chatting to the staff there, they're really nice.

Nobody wants to sleep on the street

The fact that I'm addicted to alcohol sometimes makes it difficult for me to find a place that will allow drink in. I've slept on the streets an awful lot, in doorways, everywhere. It's hard, especially

when you're on your own and as a woman, it's frightening. Nobody wants to sleep on the street, but sometimes it's the only option. I obviously want to stop drinking, but you can't just stop overnight, and it's difficult to do when your circumstances haven't changed.

The hostel is mostly fellas; there's only three girls in it. It's not too bad, but I would feel safer if I was with more women. Me and the other two girls have our rooms away from the fellas, at least.

I definitely feel judged as a homeless woman, and as a woman who drinks. I feel like everybody judges every homeless person, even if they're homeless themselves.

Sometimes I spend time with my da, because he's in my situation, homeless and addicted to alcohol. I'm kind of a bit stuck on my own at the moment, so I'll have a chat with anyone. I've filled out the forms to get into treatment, I just really want to stop drinking, you know? You lose so much time to addiction, but I've got a lot to live for, and I would really love help.

If there was a women's drop-in service, I would definitely use it. It'd be good to have a place to go in and talk things through and feel safe. I don't really access the services too much, as it is.

Research and Advocacy

MQI continuously gathers and presents evidence on client needs in order to improve the design and delivery of addiction and homeless supports throughout Ireland. Informed by our own research, MQI endeavors to increase public awareness, comment on national homeless and addiction policy, and advocate for change.

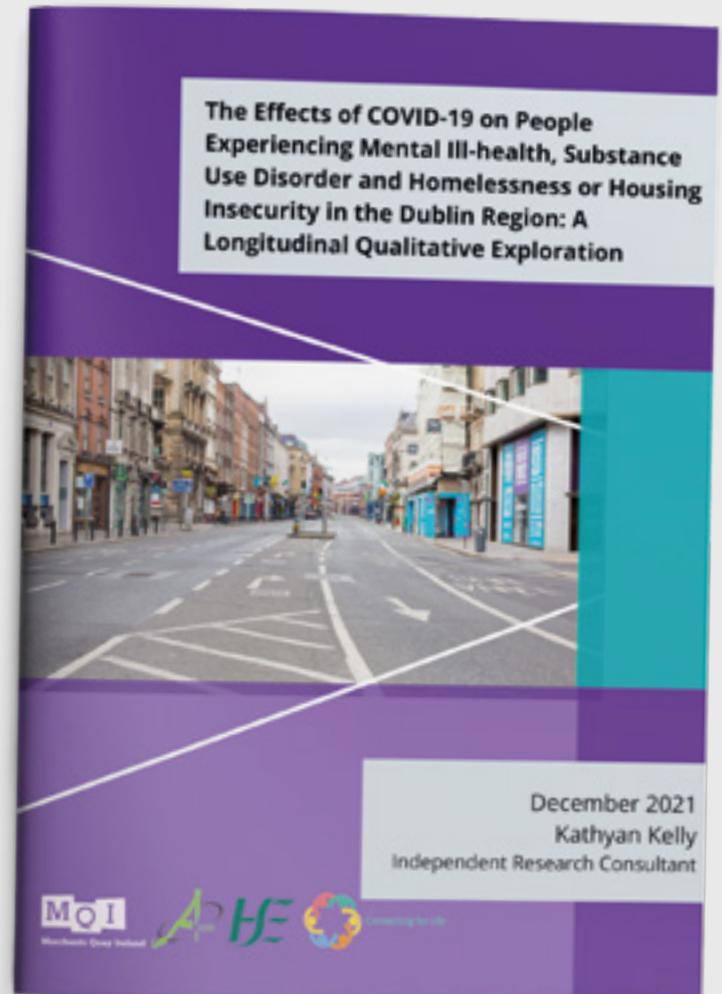
MQI Commissioned and Participated in the following Research Studies

The Effects of Covid-19 on people experiencing mental ill-health, substance use and/or homelessness in Dublin: Phase 2

Given the continuation of the pandemic into 2021, MQI successfully applied for a grant through the HSE National Office for Suicide Prevention – Connecting for Life Programme to fund a second phase of this qualitative Dublin-based research study which sought to explore the effects of Covid-19 for people experiencing mental ill-health, substance use disorder and/or homelessness conducted by Kathyan Kelly. These three factors (housing, substance use and mental ill-health) are all risk factors for suicide as identified in the Connecting for Life (CfL) National Strategy to Reduce Suicide.

Residential treatment outcomes (A mixed methods study) by Kathyan Kelly

This study was a small mixed-methods study which examined outcomes for service users who accessed Merchants Quay Ireland residential services ending in December 2020. The quantitative element of the study examined demand for residential services overall, as well as documenting outcomes for service users who completed one or more elements of a residential programme.



European Syringe Collection and Analysis Project Enterprise 'ESCAPE' Research Project

MQI worked in partnership with the HSE National Social Inclusion Office and the HSE Drug Treatment Centre who planned and oversaw the first pilot project to analyse used syringes. Syringe analysis allows healthcare providers and policy makers access to rapid and accurate data regarding changing drug trends. The objective of this pilot project was to analyse emerging drug trends and report the data to the EU Escape Project.

Advocacy for Gender-Specific Services

In September 2021, MQI published a briefing paper entitled A Space of Her Own, and created an online petition which called on the government to support the provision of gender-specific homeless and addiction services for women. Women are often unable or unwilling to access existing services. Higher rates of gender-based violence, sex work and coercive control among women can leave them too ashamed, stigmatised and afraid to seek the help they need. International research shows that female-only spaces facilitate greater emotional and physical safety for women, especially those who have experienced trauma and abuse. MQI advocated for the urgent delivery of a female-only wellness centre which could respond to the complex challenges faced by women experiencing homelessness and addiction. Our petition received over 2,500 signatures in support of this endeavour.

MQI CEO, Paula Byrne, presented 'A Space of Her Own' to Fiona O'Loughlin, Chair of the Irish Women's Parliamentary Caucus, on September 9th, 2021. Plans are in place for early 2022 to deliver an all-female service ('Jane's Place') which will offer inclusive, and practical one-to-one support for women dealing with homelessness and addiction. MQI remains committed to developing a safe haven in order to support more vulnerable women.



It's been a tough year, I would be lost without Merchants Quay, without my keyworker, without the other services too. It's been hard, but we just have to keep going, you know? There's no point in lying down and giving up.

Sharon, Homeless Services Client



Richard's Story: MQI Client

MQI Client Richard talks about his journey through St. Francis Farm Residential Detox and Rehab and our Aftercare Service.

“When I walked into St. Francis Farm, I was like, “Why is everyone so nice? What do they want from me?” After a while, I learned that’s what people are normally like, but I just wasn’t used to it on the streets. No one had ever been nice to me without wanting something from me before.

I was seventeen when I started on heroin because my younger brother passed away. I’ve lost four brothers to this stuff. The more people I lost, the deeper into drugs I got. You’re only human, you know. There’s only so much pain you can take. I had ambition when I was younger, I wanted to go to college, but I grew up in an area where the best anyone could possibly hope for was having a trade, doing an apprenticeship for four years, and only the best of people did that. It doesn’t matter who you are, growing up, you’re going to look up to the people around you. So, from what I could see, the best I had to hope for was going to prison. I always wanted more, and I used the drugs a lot to numb the disappointment I already felt about my life. I just gave up hope. But I just thought I used drugs because I liked how they made me feel. I could

never do NA meetings or anything, I couldn’t sit down and talk about my drug use, because I didn’t understand what was behind it.

I did treatment for the first time when I was nineteen. I wasn’t ready for it then, but even though I didn’t manage to stay drug free that time, something hit home. It helped me see that I could have a better life. It ensured that I never actually thought drug addiction was the life I was meant for; I knew I would get out of it one day. After that, there was no “happy using” for me. You can get very lost in addiction, but I always felt there was a part of me there, I never fully lost myself in the thick of it. I’d be on my way to get my medication and I’d see people bringing their kids to school, and it reminded me that I wanted a better life.

The Farm gave me the time I needed

When I went to treatment the last time, I was finally ready. By that stage, I’d realised that drugs only work for so long and then it’s hospitals. I got on very well at St. Francis Farm. None of the other detox places would take me, it’s like I was written off. But the Farm gave me the time I needed to come off the drugs I was on. They’ve seen everything before, so they’re able to cater to the specific needs of everybody who comes there. It’s away from towns and cities, from the buzz and temptation. You’re around normality, you have a structured day, and that starts to rub off on you. People come in with these street mentalities and within a month of being there, you see them changing. You start to get a closer look at the real person. Once you take the drugs out, the rest is just behaviour, it’s just what you learn on the streets, and you can begin to unlearn it.

The people who work in treatment really know what they’re talking about. It can be hard to



understand what they're on about when you first come in, from a background like mine, but once you come back to reality, you start to get it. They've helped me a lot. If places like St. Francis Farm weren't there, there'd be no way for people like me to start understanding why they turned to drugs. You start learning about trauma, and where the need for escape could have come from in your life; why you're different from John next door who grew up similar but never turned to drugs.

I never got it when I was younger because you don't want to get it, you know? You think there's still loads more living in you, and the drugs are helping you live, and you love something about the feeling it gives you. But that all burns out very quickly. You lose enough people close to you and eventually the drugs stop working. It all gets so tiring.

I'm getting my confidence back, my self-esteem.

It got to a point for me where none of the drugs were working anymore. No matter how much I took, so I realised I had to do something before the head went. And the head will eventually go. The only thing that was going to happen was that I'd get worse. I'd have less teeth, more injuries, and then, I'd die. I was scared, but once you get moving, you start to realise, "I can do this." That's the drive you get from recovery, as time goes by, and you're getting healthier and stronger, and you start coming back to yourself. I'm getting my confidence back, my self-esteem.

I found it really helpful talking to the staff members who have been through recovery themselves. That's kind of proof to me that this does work. This works, you know? I also found it was helpful how MQI set up a place for me to go and stay once I left, because if you leave and go right back to where you're from, you haven't a chance in the world. This is something I had to learn over and over again. The way they prepare a place for you in the Aftercare Service is crucial. You've been living a certain way for such a long time, so doing the detox and the therapy is just the first part of it. Then you have to learn how to live your life that way, and how to integrate back into society. They make sure you're not alone while you're doing this, though. They support you

If places like St. Francis Farm weren't there, there'd be no way for people like me to start understanding why they turned to drugs.

Richard, Recovery Services Client

with what you might be finding hard, and with going to college, and getting bank accounts set up. You don't necessarily need someone to hold your hand, but you do need someone to point the way.

I can help people

I'm starting college now next week. I'm ready and I know I can do it. I'm going to do something in social care because given my life experience, I think I can help people. If MQI donors help five people, that's not money, that's saving five lives, and that's five people who could go on and help another five-hundred people. I want to help people now, I've been given this chance. If this service wasn't here, I wouldn't have had a chance, not a hope. Even now, I can pick up the phone and ring the counsellors down on the Farm whenever I want. They still help me.

In addiction, you can think "if I come off this, this life is gone, this is all I know," and it's scary, because you feel like you're losing who you are, but really you're coming back to who you are. In recovery, you form connections to new things, to new people, you reconnect with your own life. This is the stuff that I'm learning. What I need now is college. I need a bit of meaning in my life, a bit of purpose. Once I have that, and so long as I don't forget where I came from, I reckon I'll be alright.

I'm just after that normal life. It's not about money, it's not about mindlessly working, I have to be doing something with a meaning, helping people who are after coming from that same life I had. I have big dreams. Sure, why not, like? Nothing's knocked me down yet.

Our People



Our staff provide frontline services, practical supports, pathways towards recovery and innovative responses to clients struggling with substance use and homelessness. By the end of December 2021, a total of 177 staff members were employed across nationwide services and head office. Everyone working at MQI plays an important role in delivering services, raising funds, and upholding our core values. MQI staff worked diligently in 2021 to ensure we had the capacity to deliver our services and support clients despite the challenges posed by Covid-19.

Volunteers

Due to Covid-19 restrictions, we had to suspend our individual and group volunteer programmes but we intend to re-start the volunteer programme in 2022.

Community Employment Schemes

Merchants Quay Project CE Scheme CLG'S Community Employment Scheme based in Athlone and Cavan is a dedicated drugs rehabilitation scheme. Participants are referred to the scheme by local practitioners such as Key Workers and or Case Managers, Counsellors, General Practitioners, Tier 4 Residential Treatment Centre practitioners, Health Service Practitioners and Community Alcohol and Drugs Service (CADS). The role of the scheme is to assist participants to access appropriate treatments and supports and to enter or re-enter the labour market through the provision of relevant education, training and work experience on a fixed term basis through the CE Scheme.



Our Community Outreach Team out in Dublin

Close links have been developed with the local Education Training Boards (ETB) which has seen a significant number of QQI accredited minor and major awards being delivered under the National Framework of Qualifications (NFQ), both on an individual basis and as part of a group. Some of the opportunities offered by the programme are:

- Individual learner plan
- Relapse prevention and Stabilisation Groups
- Mindfulness
- Psycho-educational workshops
- Health and safety related training (i.e. Safe Pass, Manual Handling, First Aid Response)
- Internal and external work experience
- Educational and personal development courses
- Industry-recognised certifications (i.e. SAOR Brief Intervention, ASSIT, SafeTalk, HACCP)
- Diet and nutrition
- Onward referral to Forklift Licence

The CE scheme provides important services for people who are committed to addressing their addiction, becoming drug free, and staying drug free. During these unprecedented times, it's vital that we provide consistent support for this vulnerable group. In 2021, we were able to continue smooth operation of the CE scheme despite Covid-19 challenges, adopting telecom and online workshops where needed.

Currently, MQI has a total of 22 CE Scheme participants, with 28 available places across our MQI CAMDAS and MQI DATS services.

Results for the Financial Year at 31 December 2021

The directors present their annual report and the audited financial statements of the company for the financial year ending 31 December 2021. The Statement of Financial Activities and Balance Sheet are set out on page 54 and 55 respectively.

In line with our Strategic Plan, MQI are committed to protecting and developing our income and sustainability. We are constantly seeking new opportunities and funding lines to maintain and grow our service offerings and support our future direction.

MQI is financed by a mix of statutory and voluntary funding, 2021 was an exceptional year for MQI raising a total income of €14.2m (2020 €17.5m). MQI received a donation of €400k (€500k in 2020) from the Immigrant Investment Programme (IIP), operated by the Department of Justice and Equality's Irish Naturalisation and Immigration Service, to support our goal of purchasing the building known as Riverbank, the main hub of our Dublin based services and other capital refurbishment projects.

The remainder of this income was generated from various sources, including 42% from Statutory Government funding mainly from the HSE/ Dublin Regional Homeless Executive and the balance raised through our fundraising activities, other small income streams, and training. Fundraising generated €7.9m, making up 56% of our income for 2021.



There's nothing around for people staying on the streets. I was on the streets before Covid-19 started, and it's gotten harder and harder. It's heart breaking for the whole lot of us. You get more depressed than before. Life's hard enough sleeping on the streets, without something like this happening.

Mary, Homeless Services Client

Our work would not have been possible without the continued support from our state and voluntary funders. On behalf of MQI and the clients we support we would like to pay tribute to the generosity of all our donors in what was a difficult year. As a result of our fundraising income and expenditure management, 2021 was a positive year financially. This will allow MQI to focus on the implementation of our other strategic priorities and to ensure we provide the best care and service as possible to our clients whilst operating a sustainable and compliant organisation.

The Board of Directors also need to consider the need to provide against any future income shortfall by holding funds in reserve to be available to support service developments. The reserves are reviewed by the Audit & Risk Committee as part of a review and assessment of the organisation's risks. In accordance with the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.



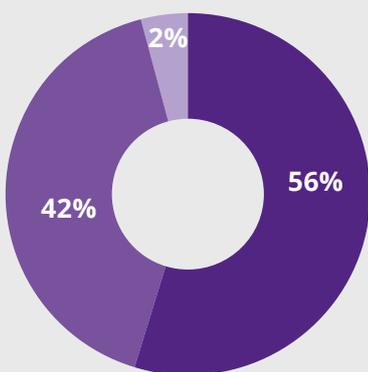
Best Practice in Transparency and Accountability

Governance

Merchants Quay Ireland is dedicated to achieving the highest standards in corporate governance. This process involved a thorough review of our policies, procedures, structures and values to ensure MQI 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. MQI is fully compliant with the Code of Practice for Good Governance, our accounts are SORP compliant, and we are fully committed to achieving the standards contained within the Guidelines for Charitable Organisations Fundraising from the Public.

Income

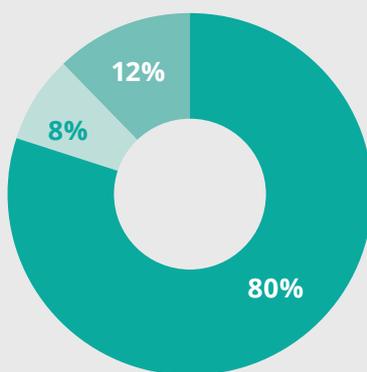


Statutory Funding ----- 56%

Donations & Legacies - 42%

Other ----- 2%

Expenditure

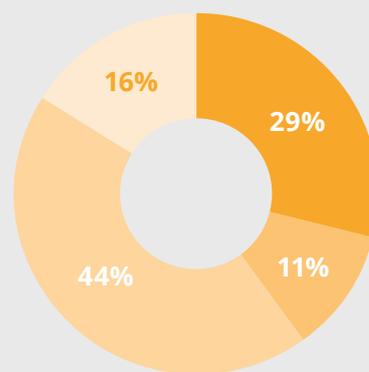


Core Services ----- 80%

Governance and Admin ----- 8%

Generating Funds and Advocacy ----- 12%

Services Expenditure



Homeless ----- 29%

Counselling ----- 11%

Addiction Services ---- 44%

Primary Health Care -- 16%

Statement of Financial Activities

Statement of financial activities for the financial year ended 31 December 2021

	Notes	Designated Funds 2021 €	Unrestricted Funds 2021 €	Restricted Funds 2021 €	Total Funds 2021 €	Designated Funds 2020 €	Unrestricted Funds 2020 €	Restricted Funds 2020 €	Total Funds 2020 €
Income from:									
Charitable activities	4	-	-	5,739,004	5,739,004	-	-	6,161,018	6,161,018
Donations and legacies	5	-	6,884,553	1,048,975	7,933,528	-	6,623,092	4,044,991	10,668,083
Other incoming resources	6	-	205,665	401,500	607,165	-	161,656	500,000	661,656
Total Income		-	7,090,218	7,189,479	14,279,696	-	6,784,748	10,706,009	17,490,757
Expenditure on:									
Charitable activities	7	-	2,157,878	6,193,659	8,351,537	-	2,209,767	6,866,953	9,076,720
Raising funds	8	-	1,986,440	-	1,986,440	-	1,787,340	-	1,787,340
Total Expenditure		-	4,144,318	6,193,659	10,337,977	-	3,997,107	6,866,953	10,864,060
Net income/ (expenditure) before taxation and transfers	10	-	2,945,900	995,820	3,941,720	-	2,787,640	3,839,056	6,626,696
Taxation	18	-	-	-	-	-	-	-	-
Transfer between funds	17	2,882,365	(2,882,365)	-	-	2,712,161	(2,712,161)	-	-
Net income/ (expenditure) Other recognised gains		2,882,365	63,535	995,820	3,941,720	2,712,161	75,479	3,839,056	6,626,696
Actuarial gain in respect of the pension scheme	16	-	103,535	-	103,535	-	(10,005)	-	(10,005)
Net movement in funds		2,882,365	167,070	995,820	4,045,254	2,712,161	65,474	3,839,056	6,616,691
Reconciliation of funds									
Total funds brought forward	17	7,944,375	565,650	4,443,703	12,953,728	5,232,214	500,176	604,647	6,337,037
Total funds carried forward	17	10,826,740	732,720	5,439,523	16,998,983	7,944,375	565,650	4,443,703	12,953,728

MQI Nationwide

In response to the needs of those caught up in homelessness and addiction, Merchants Quay Ireland has expanded over the years from being Dublin based to providing services nationwide.

Dublin

Riverbank Open Access, Homeless, Health & Harm Reduction Services, Riverbank Centre, Dublin 8

Head Office, 24 Merchants Court, Merchants Quay, Dublin 8

Aftercare & Drug-Free Day Programme, St. John Bosco Youth Centre, Davitt Road, Dublin 12

Community Detox, High Park, Drumcondra, Dublin 9

Residential Drug Free Rehabilitation Centre, High Park, Drumcondra, Dublin 9

Aftercare Housing, Ballymount, Dublin 22

Mountjoy Prison Complex, Dublin 7

Dóchas Prison Centre, Dublin 7

Cloverhill (Remand) Prison, Dublin 22

Wheatfield Prison, Dublin 22

Wicklow

Shelton Abbey, Co. Wicklow

Community Recovery & Integration Supports (CRIS) Project, Co. Wicklow

Carlow

Residential Detox & Rehabilitation Centre, St. Francis Farm, Tullow, Co. Carlow

Cork

Cork Prison, Co. Cork

Limerick

Limerick Prison, Co. Limerick

Offaly

MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Offaly

Westmeath

MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Westmeath

Open Door, Payne's Lane/Irishtown, Athlone

Laois

MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Laois

Portlaoise Prison, Co. Laois

Midlands Prison, Co. Laois

Longford

MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Longford

Roscommon

Castlerea Prison, Co. Roscommon

Cavan and

Monaghan Service

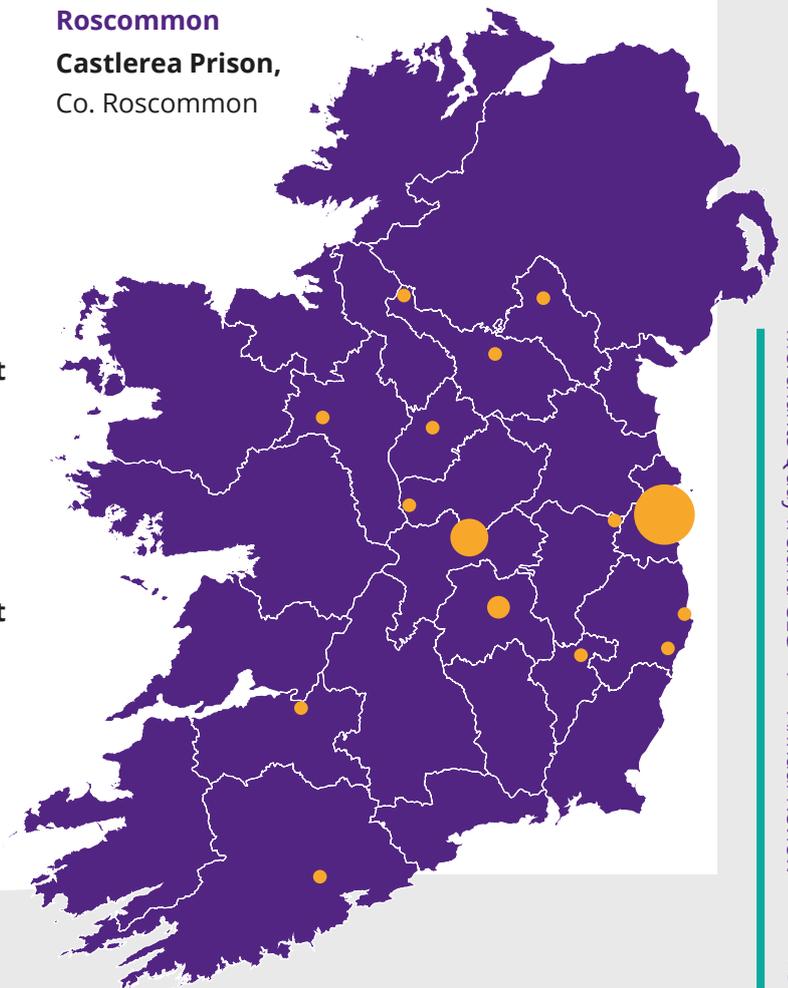
MQI CAMDAS, Acot House, Farnham Road, Drumnavanagh, Co. Cavan

MQI CAMDAS, Co. Monaghan: 1 Oriel Way, Mullaghmatt

Loughan House, Open Centre, Co. Cavan

Kildare

Aftercare Housing, Leixlip, Co. Kildare





Merchants Quay Ireland
Homeless & Drugs Services

Thank you

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 deliver our vital services to those in need in Ireland. To all our supporters – to you – we extend our enduring gratitude. Thank you for caring about Ireland’s most vulnerable.

Get in touch

- | | |
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|  www.mqi.ie |  @MerchantsQuayIreland |



It’s a warm service. Without them, I would be in serious trouble right now. Life can change in the blink of an eye and it could just as easily be you. I’d be lost without them. I really appreciate how they’ve helped me.

Anto, Homeless Services Client

