



Merchants Quay Ireland
Homeless & Drugs Services

Sometimes, the
burdens we carry
don't have to last
a lifetime...

ANNUAL REVIEW 2016



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

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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 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

Merchants Quay Project Clg.

CRO Number: 176421 Revenue CHY
Number: 10311
CRA Number: 20026240

Franciscan Social Justice Initiatives Clg

CRO Number: 533762 Revenue CHY
Number: 21187
CRA Number: 20084325

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ANNUAL REVIEW 2016



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The bags drew us to him. But more than that was his loneliness. Sadder still, we knew that without help, the average life expectancy of a homeless man in Ireland is but 47 years of age. For the inspiring story of how your support for MQI is helping people like Fintan to beat those odds, see page 7.

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CHAIRMAN'S INTRODUCTION

As Chair of MQI, I am pleased to welcome our Annual Report for 2016.

It is the responsibility of the Board of MQI to ensure that we have a well-governed, efficient organisation that meets our client's needs. We have just completed our Strategic plan for the next three years. We are committed 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.

Our Night Café, which drew some unfair criticism this year, remains a necessary and much sought-after facility for our clients. A roof over our heads in a warm, welcoming, safe environment is something most of us take for granted. However, for our clients, this is a luxury. Apart from meeting this important need, the Night Café is also often a gateway through which vulnerable clients

can access a full suite of services.

As mentioned in previous years, the statistics concerning fatalities amongst drug users remain a national disgrace. At MQI, we continue to raise awareness of the awful individual, family and societal consequences of overdose. I want to sincerely thank Minister Catherine Byrne, former Minister Aodhán Ó Ríordáin and all the members of the Oireachtas for recent legislation, which makes Medically Supervised Injecting Facilities possible. This is a courageous, much-needed contribution to a most marginalised sector of our population. All the international evidence indicates that lives will be saved and street anti-social behaviour will be reduced significantly.

Our donors have continued to respond with incredible generosity to MQI. To all our donors, whether they are statutory, corporate or personal,

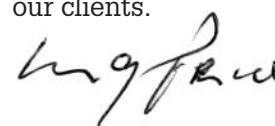
we say a heartfelt thank you. Without your extraordinary generosity, many would go hungry and some would undoubtedly die.

The Franciscan community continues to support MQI with a quiet generosity. On behalf of the executive, staff, and clients, I want to 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 our clients and us, which is much appreciated.

We want all who visit our services in whatever 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

Every day at MQI you bring practical help and new hope
to Ireland's most vulnerable.

Thank you for your grace and generosity.

Board of Directors:

Mr Mick Price – Chairman
Mr Derek Bell (appointed 11/11/16)
Rev Kieran Cronin OFM
Dr Joanne Fenton
Dr Siobhán Garrigan
Ms Margaret Hennessy (appointed 11/11/16)
Mr Marcus Keane (resigned 26/7/16)
Mr Ray Langton
Rev Patrick Lynch OFM
Rev Hugh McKenna OFM (resigned 26/7/16)
Mr Brian Melaugh
Rev Joe Walsh OFM

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

At last Ireland is emerging from over seven years of a deep recession, and showing many positive signs of economic growth and development. Sadly the rising tide has not lifted all boats. Nowhere is this inequity felt more acutely than in the ever increasing numbers of people in emergency accommodation.

In the week before Christmas 2016, official government figures show that 7,148 people in Ireland – including 2,500 children – were in emergency accommodation. This is a massive 91% hike on figures seen just two years ago, and a 36% increase year on year. The government's response to this homeless crisis is to focus on families, leaving many single people pushed further down the housing queue.

With Merchants Quay at work in 19 locations over 12 counties, I can say without reservation that our clients have been among the hardest hit. But the generosity of MQI supporters kept us operating at capacity all year. In 2016 alone, 9,856 people with needs spanning homelessness, addiction, and mental health were helped by MQI nationwide. Emergency shelter was provided on 21,148 occasions in our Night Café for people who would have otherwise slept on the streets, and over 117,398 meals were provided to people in need.

2016 also saw the start of new services such as community detox and the out-of-hours mental health service, and the expansion of our primary healthcare services. MQI advanced partnerships with the Gardaí regarding crime prevention, the HSE on Naloxone and with Dublin City Council regarding homelessness, drug related litter

and setting up a Community Task Force to collaborate with sector and local community stakeholders as part of our good neighbourhood policy.

Yet there is more to be done. The Health Research Board continue to report one person dying of drug overdose daily in Ireland (HRB, 2016). Making treatment accessible for clients is imperative. Not only does it save lives, but it gives people hope and motivation to get their lives back on track. As such we are working closely with Dublin Simon on a residential rapid access low threshold stabilisation and detoxification service aimed at those with drug and/or alcohol problems who are sleeping rough. Our goal is to commence this vital service in 2017, and we will be seeking State support.

Demand for our residential drug treatment services remains high and we are fully committed to maintaining them. However, in the current housing crisis access to accommodation for people completing drug treatment is extremely difficult. MQI cannot address these issues on our own – and in 2017 will work closely with our partner agencies in the homeless and drug sectors to maximise access to housing for people completing drug treatment.

The Government have introduced a new action plan 'Rebuilding Ireland' to address the current housing and homeless crisis. MQI, through our participation in the Homeless Network, remain committed to



Tony Geoghegan, MQI's CEO

working with our colleagues in the statutory and voluntary sectors to develop positive policy and practical responses to these issues. 2017 sees the development as well of a new National Drugs Strategy 2017 – 2025 and MQI, through our participation in the National Voluntary Drug Treatment Network, will continue to work to provide support and treatment options for people caught in addiction.

Drug use and homelessness do not have to equate to hopelessness. We see success stories here at Merchants Quay every day. And with practical solutions and the steady support of our donors, MQI are as committed as ever to meeting the needs of the more vulnerable members of our society. At the end of the day this is what social justice and a better world is all about.

Thank you.

Tony Geoghegan
Chief Executive



19 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 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 – 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

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

8. **Laois**

- Midlands Over 18 Drug & Alcohol Treatment Supports – Portlaoise, Co. Laois

9. **Longford**

- Midlands 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 – Loughran 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*

MQI's Community Engagement Team



ADDRESSING CRISIS

OPEN ACCESS SERVICES

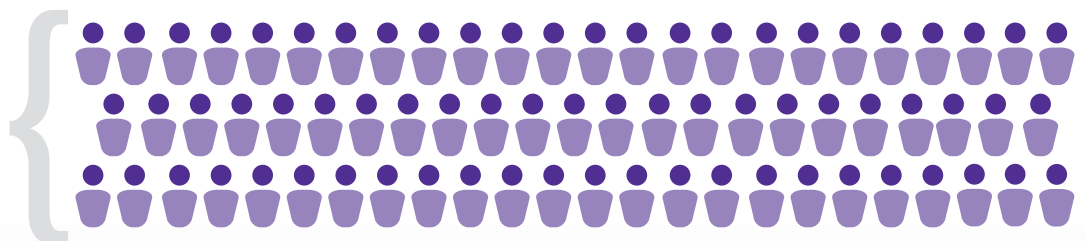
The Riverbank building on Merchants Quay welcomed 6,539 people over the course of 2016. The majority of the men and women coming to our door were among Ireland's most isolated – struggling with homelessness, mental illnesses like depression and anxiety, and caught in addiction. Here, building trusting relationships very often begins with a simple cup of tea and a warm meal.



RIVERBANK: A WARM WELCOME AND AN OPEN DOOR TO THOSE WITH NOWHERE TO TURN...

177,020

VISITS IN 2016 BY 6,539
INDIVIDUALS (1 IN 4
CLIENTS WERE NEW
TO THE SERVICE)



HOMELESS SERVICES

The Night Café:

The MQI Night Café was established in January 2015 as an emergency response to the numbers of homeless people sleeping rough on the streets. 2,022 individuals attended the Night Café in 2016 and MQI remains committed to continuing this service for as long as it is needed.

Open between 11pm and 7:30am every night of the week for up to 70 rough sleepers, padded emergency shelter mats were rolled out 21,148 times in 2016.

Created to help some of Ireland's most forgotten men and women, MQI's Night Café is a one of a kind emergency shelter. Rough sleepers are referred to the 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 are adamant that resting on yoga mats on a floor is far from the

The Bags on His Back Were Only Part of the Burden He Carried

Torn. Mud spattered. Filled to bursting with the memories of a life that had seen softer days. Pulling together, you and I could scarcely have lifted even one bag. Yet decades past his twenties and bent by arthritis, this man carried them all day...

The bags drew us to Fintan. More than that, was his loneliness. He was so stoic, it would take time before MQI staff could piece together his story.

His only friends

Here was the man who'd come into the Night Café, setting down his bags if only for awhile. Here was the man who stood hesitantly outside our door, waiting for it to open. The same man who sat with his tea that day. The bags, his only friends.

Cruel odds

Later we discovered Fintan was among the one in four homeless people in Ireland who are in their fifties and beyond. Some sleep rough into their seventies. The average life expectancy for a homeless man in Ireland is but 47 years of age. Fintan had long since beaten those cruel odds.

Thanks to you, his story didn't wane like a whisper. Instead Fintan used virtually every service on offer. The Night Café. Mental Health. Counselling. Outreach.



Meals. All put into place by your kind and generous hand.

Fintan today

He came to trust us. One day he asked, "Please could I leave a bag here, with you?" His relationship with MQI continues to this day. But it is a new Fintan who walks through our door now.

All we carry

The bags, the drink, the despair, these have been replaced by friendship. Coping skills. Hope. His family are brimming with thanks for how far he's come. Sometimes the burdens we carry don't have to last a lifetime. For all you do to lighten their load, we thank you. ■

WAYS YOU BROUGHT HOPE AND HELP IN 2016 TO PEOPLE IN CRISIS:

21,148

PADDED MATS
ROLLED OUT IN
THE NIGHT CAFÉ
EMERGENCY SHELTER



513

PAIRS OF
CLEAN SOCKS &
UNDERWEAR
PER MONTH



6,156

HOT
SHOWERS
TO RESTORE
DIGNITY



ADDRESSING CRISIS

OPEN ACCESS SERVICES, continued

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.

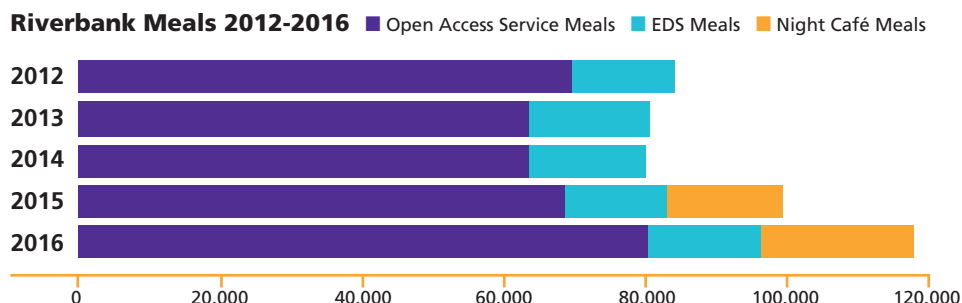
Even in the wee hours, the Night Café offers a range of supports for people who are homeless, including a hot shower and dry clothes, information and advice, brief counselling on addiction and mental health, drug treatment options, and individual help with accommodation, health, and social services.

The Drop-In Service:

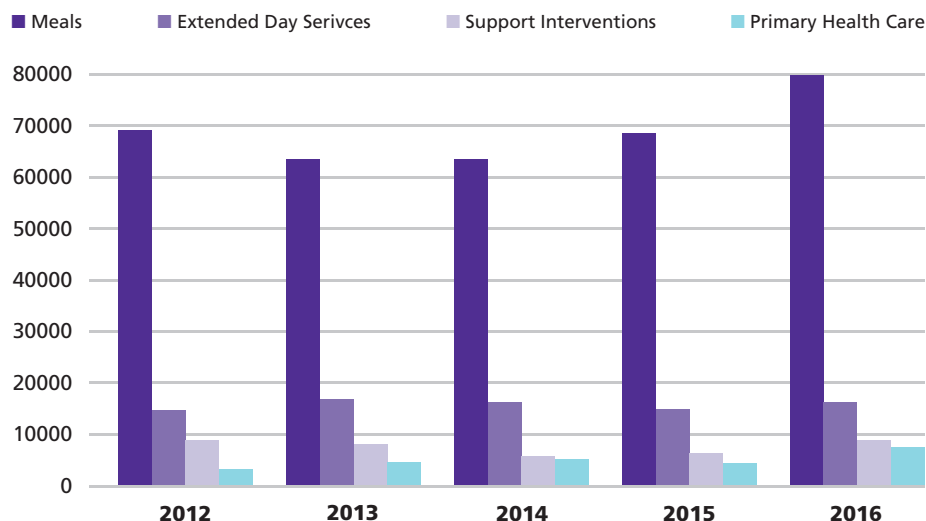
The Drop-in Service at the Riverbank centre offers homeless people breakfast and lunch 6 days per week and in 2016 served 117,398 meals.

While these clients gain respite from the streets, the Drop-in Service is so much more than a hot meal. Linking men and women to health, social welfare and emergency accommodation, in 2016, we recorded 8,607 supportive interventions with service users at Riverbank, an increase of 34% on 2015.

Interventions include key working sessions, referrals to emergency accommodation, social work services, medical services and social welfare services. It also



Homeless Services Between 2012 and 2016



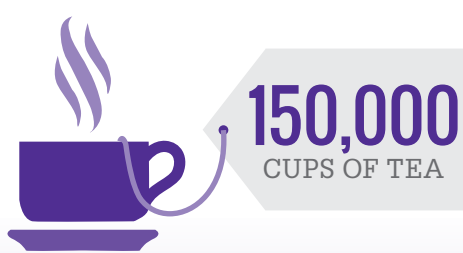
includes help in contacting friends or family, access to drug treatment and support in a variety of other matters.

The service provides supports to people who have been experiencing hard times, striving to empower and assist them to find a place to live and to get their

lives on the road to a better place.

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

IN 2016 MQI'S RIVERBANK OPEN ACCESS CENTRE PROVIDED...



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. So 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.

Extended Day Service (EDS):

The EDS service offers evening meals, crisis support, information advice and assistance to homeless people and rough sleepers between 5.30pm and 8.30pm. The service provided 16,233 meals in 2016 and between 80 and 120 people used the service each evening. The EDS is operated in partnership with Focus Ireland in order to offer an efficient and integrated continuum of care,

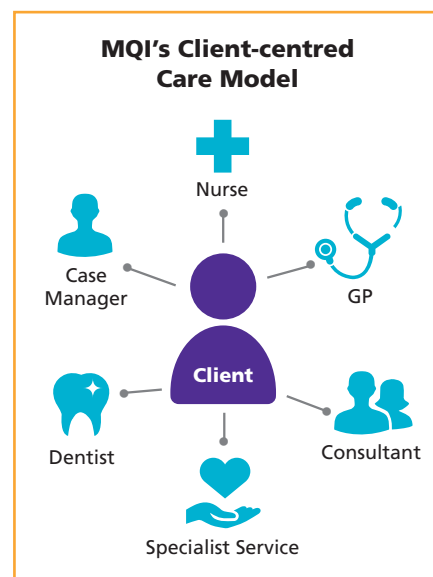


Karen and Joyce welcome clients into our Riverbank centre.

capitalising on the strengths of both organisations to deliver the best possible outcomes for clients.

PRIMARY HEALTHCARE SERVICES

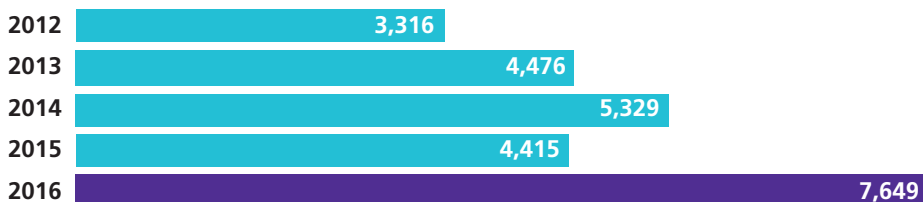
Riverbank's primary healthcare services are provided thanks to voluntary support and in partnership with the HSE, St. James's Hospital, the Dublin Regional Homeless Executive and Safetynet. Treating physical and mental health issues before they turn into A&E visits makes sense from both a humanitarian and an economic perspective. The need on the streets is great: there were 7,649 healthcare interventions



during 2016, an increase of 73% compared to 2015. Riverbank is a practical place as well for GPs and hospital consultants to see their homeless patients, who might otherwise fall off the radar.

MQI has embraced the implementation of the National Drugs Rehabilitation Implementation Committee (NDRIC) protocols for drug

Primary Health Care Visits 2012-2106



"ALL I CAN DO IS SAY THANK YOU..."

"If you were to walk in, you can just feel the appreciation. We'd be lost without people to give to Merchants Quay. All I can do is say thank you. It's a godsend." — William, Riverbank homeless centre client



ADDRESSING CRISIS

OPEN ACCESS SERVICES, continued

services in Ireland, which puts the client at the centre of their own care plan.

It's no surprise that many recovery stories start with a trip to our GP, dentist, or nurse. Staff in MQI's primary health 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 joined up to all of MQI's other services and connected with agencies focused on areas such as domestic violence, care of the aged, housing, and to medical specialists is a big factor in 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 2,474 nursing interventions in 2016, an increase of 68% compared to 2015. 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 on the street and giving people respite in the nurse's room. 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 GP's and Safetynet homeless medical services.

GP Service: The waiting area in the Open Access primary health service was constantly full of

people patiently waiting to see a GP in 2016. Our GPs mobilised supports to open the doors to medical and psychiatric supports for 1,792 individuals in 2016 – sometimes against all the odds. As leading practitioners of 'street medicine,' our GPs have been central to the organic growth of the Open Access medical services – providing a senior level



“

If you think of how isolated people who are homeless can be, it's no wonder they suffer from illnesses like depression and anxiety. It's down to our supporters that MQI's mental health service has expanded, that we're leading the way a bit. They are changing people's lives.

— Derek (above), MQI Mental Health Nurse

HELPING BODY AND SOUL, MORE HOURS IN A DAY...

6,668

PER MONTH
CLIENT VISITS TO
MQI'S EXTENDED DAY
SERVICES (EDS) IN 2016



1,407

MENTAL
HEALTH
INTERVENTIONS
IN 2016



118

CLEAN
CHANGES
OF CLOTHES
PER WEEK



link with St. James Hospital which has in turn opened doors to specialist disciplines and inclusion medicine projects. The GP service provided 3,927 consultations over the course of the year, an increase of 85% compared to 2015. People with a variety of acute and chronic illnesses use the service and our focus is on linking people with community or mainstream G.P. services. Methadone substitution therapy helps people to break their links with illegal and high-risk drug use. The GPs from Safetynet provided methadone substitution therapy to approximately 40 service users in 2016.

The Mental Health Team: In order to meet increased demands for mental health services, generous donations from donors allowed us to hire another psychiatric nurse and a mental health caseworker.

In 2016, 315 people accessed our mental health services, an 8% increase on 2015. There were 1,407 appointments provided in 2016, of which significant crisis support was required on 161 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.

Three Questions With MQI Nurse Marguerite

When Marguerite's heart told her to leave a permanent job in nursing management and return to healthcare at the frontlines of homelessness, she listened. She hasn't looked back since...

What do you love most about your role as Nurse at MQI's homeless centre?

I love nursing at Merchants Quay's frontlines for the fact that you have to take on everything. You can't just say, 'Well, sure your wound is healing now and your pain is improving.' They are still coming to you because they are homeless, their mood is low, they are not eating properly. If clients come in it's an opportunity to do all we can – to notice if they've lost weight, to see if they'll do a virus screening or if they need to talk. To be able to provide that level of care, it's a privilege.

What's been hardest for you?

When my clients are really sick, not from addiction, but miserable with the flu or a chest infection, and there's nowhere for them to go. I'd see them just standing outside



MQI Primary Healthcare Nurse Marguerite

on an October night, when you and I could go home and lie on the couch and get rest. We give them the antibiotics yet they are so shattered and so drained, and we can't get them a bed for the night. I find that very hard, I really do.

What's the one thing you'd say to the good people who support MQI, if you could?

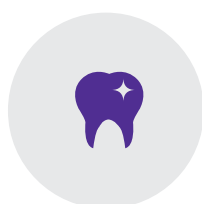
That at their most vulnerable, loneliest, dangerous times in their lives, men and women have somewhere to come that's safe and where they'll find support. Whether it's a young woman who was homeless and had a plan to take her own life, or a man who's diabetic and sleeping rough on buses, that there is hope for everyone. And that's down to our donors. ■

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

7,649
HEALTHCARE
VISITS



NURSING: 2,474



DENTAL: 666



COUNSELLING: 386



GP: 3,927

ADDRESSING CRISIS

OPEN ACCESS SERVICES, continued

The Dental Team: The dental service continued to be in high demand across 2016 with a total of 666 individuals receiving treatment from our dental team, an increase of 42% on 2015. 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, in all weather conditions. This can cause various health problems, particularly problems with footcare, 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 2016, a total of 196 chiropody interventions were completed for our clients.

Counselling: We provided 386 counselling sessions in 2016. 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 is often associated

with severe stresses and difficulties in life, and it is not surprising that many people find it hard to cope. The Counselling Service for homeless people works at two levels. Firstly, providing a brief crisis counselling service targeted at service users in distress. Secondly, offering medium to long-term counselling relating to issues such as relationships, bereavement and drug use. In addition, we



“We see huge tooth infections, dental trauma from clients getting hurt on the streets, neglect because they have no water or their toothbrushes get stolen. When we’ve done a filling, they are nearly crying with happiness.”

— Niamh (above left), MQI Dentist and Triona (above right), HSE Dental Nurse



“THEY NEVER LOOK DOWN ON YOU...”

“I’d say to anybody out there that Merchants Quay doesn’t deal with just drugs, they will help with accommodation, even just someone to talk to, you know, someone out there who just has nobody. You can’t go wrong, that’s the way I see it. They never look down on you.” — Kevin, MQI client

provide a group support for homeless service users attending our day programmes.

The Case Management HUB:

Our vision is to provide solutions to people so that their time in Dublin homeless and/or drug services is minimised. Connecting people to the broader network of external agencies and support services in health, accommodation and welfare is a vital part of what we offer. This means putting in place an individualised care plan to re-integrate the client into their community where their professional and social supports reside – whether this be Dublin, Kerry, Donegal or places outside Ireland. In some cases, there are up to 10 different agencies engaging with one client as part of a care plan that the client has played an active role in developing. Care plans give the client a greater continuum of care and a better chance of achieving positive outcomes.

Support to foreign nationals:

Language, culture and distance from family mean that life can be that bit more challenging for those from outside of Ireland who are experiencing hard times. 30% of visits to the service were made by people from new communities living in Ireland, mainly from



Young Person's Support Worker Antoinette, helping a Merchants Quay client thanks to you.

Eastern Europe. Several of our team members are fluent in a number of European languages and have links to services including Barka, Mendicity and Embassies who provide specialist supports including training and employment, repatriation, English language classes, drug and alcohol treatment, replacement of identity documents and making links with healthcare services in the country of origin. Some non-national clients are now back with family and friends in their country of origin, others are doing well in Ireland and many are continuing to work on getting themselves out of homeless services through MQI and our partners.

The Young Person's Support

Worker (YPSW): A life revolving around homeless and drug services is never what we want for any client, no matter their age. And the evidence shows that early intervention is remarkably effective in addressing drug and homeless issues – or even in preventing them altogether. To that end our YPSW, Antoinette, works with young people who

come to MQI aged just 18-25.

Antoinette specialises in connecting young people with areas they are passionate about so they can address the core problems in their lives, link in with training, education and employment services, make a swift exit from homeless services, and move forward with new purpose. It works: in 2016, Antoinette supported 204 young people (an increase of 24% on 2015) to move on from crisis and helped them onto a positive pathway in life.

The Assertive Outreach

Service: Many homeless people and drug users come to serious harm on the streets, and those who are not engaging with services are at higher risk. Our Assertive Outreach worker, Gavin, goes out into the streets to make contact with vulnerable drug users who have fallen through the cracks, to provide them with warm clothing and food, and to inform them about accessible accommodation and drug treatment options. The geographical zone covered by the outreach service was

SUPPORT AND GUIDANCE, AT A TENDER AGE...

204

WERE HELPED
THROUGH THE
YOUNG PERSON'S
SUPPORT WORKER



Samples of the good work of the Young Person's Support Worker...

- A lad of only nineteen, helped through community detox
- Two clients both 23 years old now working (one bought his first car!)
- Two clients who were sleeping rough while attending college have been helped into accommodation
- Regular talks in schools to help keep students on a good path

Your grace and generosity are shelter in the snow

Words of gratitude from Merchants Quay staff and clients across Ireland



Aoife, Open Access Volunteer

"It means an awful lot to have MQI's Night Café. I don't feel as lonely. The time and care that the staff put in – they don't sleep at night so we can. They are in my heart now, and wherever I go in the world I will never get them out."

— *Charlie, homeless client, Night Café*



Derek, MQI Mental Health Nurse

"In Merchants Quay's aftercare housing, there's a family feel – that we're all in it together and we'll stay strong together. Even today, I'm eleven months drug-free now, we still support each other."

— *Cormac, former Aftercare client*



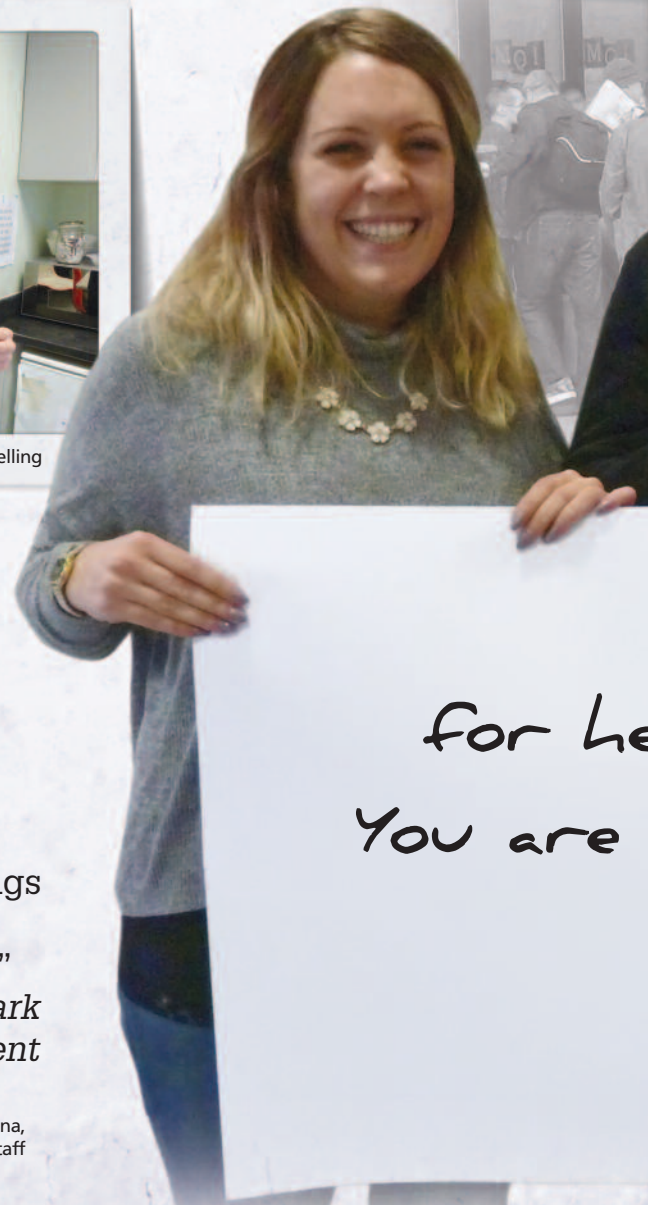
Mark, Head of Residential and Counselling



Greg & Caitriona, Young People's Support Workers

"This was my first Christmas drug free, the start of a new life, and I want to thank the supporters for that. This programme shows that there is more to life than drugs and I know myself I will get through it."

— *James, High Park rehab client*



(L-R) Denise, Shane, Martina, Riverbank Homeless Centre Staff

With love for all you do this year and every year

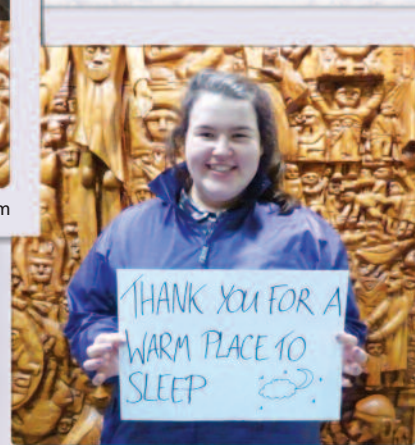
storm. Thank you for being our MQI family...

"I feel safe when I'm at Merchants Quay, myself and my brother. We feel at home. To all the people that make donations, big or small, I can't thank you enough for what you're doing for the homeless people. We can't give you anything back, only a big thank you."

— Joe, Riverbank homeless centre client



Will & Lynda, Family Support Team



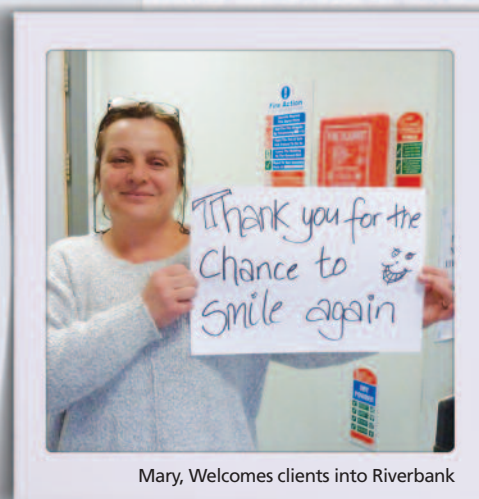
Amy, Night Café Volunteer

"Coming in off the streets, it's so cold. The clothing that you give, the toothpaste, the cup of tea and food, you're giving other people back their dignity. Everybody here is like family to me."

— Saoirse, Riverbank homeless centre client

Thank you
helping MQI in 2016.
in our hearts, today
and always.

xxx.



Mary, Welcomes clients into Riverbank

Love, from your Merchants Quay Ireland family.

ADDRESSING CRISIS

OPEN ACCESS SERVICES, *continued*

predominantly around the Merchants Quay area and in 2016, the team engaged with 116 individuals on specific casework and over 1,000 individuals on an informal support basis on the streets throughout 2016.

Intensive Engagement Service:

Many of the people who come to us are in crisis. Some have become homeless, others have financial and legal problems. The thrust of our morning service (10.00-13.00) is a one-to-one support function called the Intensive Engagement Service. The service provides support with accommodation, drug treatment, training, medical, welfare and legal issues. We help people to complete application forms for medical cards, to register as homeless and to access social welfare payments. In 2016, 929 individuals availed of the intensive engagement service with 75% of people seeking help with accessing accommodation.

DRUG SERVICES

Health Promotion Unit (HPU):

Because we are often the first place people with drug problems turn to for help, the HPU is an important part of early intervention. The HPU provides drug users with information about

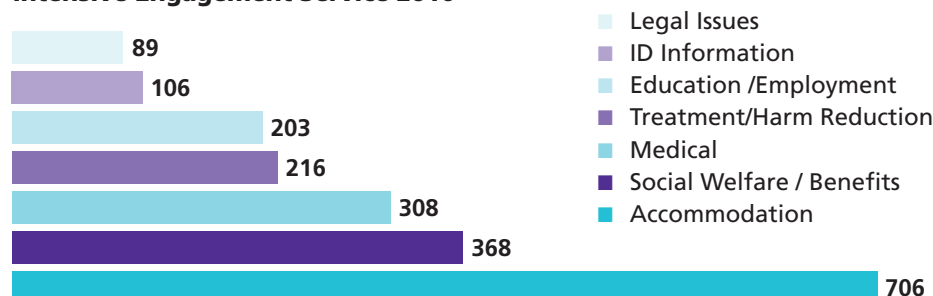
the risks associated with drug use and the means to minimise such risks. We also offer drug users a pathway into treatment and the possibility of living life without drugs. Generally, each year we see about 500 new people presenting with drug problems and 500 people move away from the service for a multitude of reasons. In 2016, 2,519 individuals used the service (a decrease of 6% on 2015) of which 421 were new clients.

Our focus is on reducing the harm associated with injecting drug use, generating the motivation to become abstinent,

giving advice on HIV and hepatitis prevention and providing information on overdose. 2,139 safer injecting workshops were delivered with injecting drug users, an increase of 30% on 2015. There was also 25,603 needle exchange visits, a decrease of 1% on 2015.

Naloxone: On average, one person dies of drug overdose every day in Ireland – 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

Intensive Engagement Service 2016



Needle Exchange From 2012-2016



"YOU JUST FEEL PURE EMPTY..."

"It's the horrible thing. You just feel pure empty, knowing you'll be sitting there 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. Without MQI, I would have lost hope." — Paul, MQI client



rate of annual drug deaths by rolling out 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 drug users have been prescribed naloxone. Our hope is that eventually all drug users in Ireland and their families will have access to this life saving drug.

Working with Clients in

Custody: MQI's prison-based addiction counselling teams endeavour to provide links to homeless people and drug users within the prison system. We offer support, advice and counselling with a particular focus on accessing appropriate pre entry and post-release options. This process entails a close working arrangement with treatment services, probation services and with members of the legal profession. We estimate that at least five percent of the 6,500 individuals using MQI services

A Letter from Prison (and a Vital Link)

MQI counsellors work with prisoners to help them break free from addiction, plan for life after their release, and more. It's a vital link to the Merchants Quay services you so kindly support. And one prisoner's words of gratitude show just how much that means...

"I would like to sincerely thank you for providing us prisoners here in the Midlands Prison with Liam as a Drug Counsellor. Being in long term recovery for my heroin addiction was for me only a minor hurdle that I had to overcome, especially when I prioritised the major ones that I found extremely difficult to rectify on my own – namely the root causes of my addiction. My sessions with Liam have enabled me to come to terms with myself. Although still having a rehabilitative journey yet to accomplish, I can feel a sense of hope that was previously unavailable to me. As the final phase of my own journey is set to begin – I feel determined and empowered to live my life and not be defined by my addiction. It's only through the guidance that I have received from Liam that I have a sense of purpose where none existed before so thank you."



involve those who have ongoing interactions with the prison service. It is important that the transition into the prison system optimises opportunities for treatment and ongoing supports, and, equally on release, we aim to support the best possible transition back into the community. As ever, 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.

Family Support Group: The consequences of addiction are often borne by the family. And in

this regard, the needs of families are often overlooked by society. 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 worked with 25 individuals throughout 2016. This group is linked to the National Family Support Network, which offers families an opportunity to raise issues at a national level.

MEETING CLIENTS WHERE THEY'RE AT IN 2016...

2,139

SAFE INJECTING
WORKSHOPS



929

CLIENTS TURNED TO
MQI'S INTENSIVE ENGAGEMENT
SERVICES



RECOVERY: PROGRESSION PATHWAYS PROGRAMMES

These services offer the first steps away from crisis drug use and towards stability. They are aimed at people who are currently using street drugs, or those recently engaged in treatment and seeking more stability and structure in their lives.

Into Education and

Employment: As part of our Community Employment Scheme (DSP), we provide a stabilisation programme which offers structured life skills training, personal development work and therapeutic groups to help drug users reintegrate into society. Life skills course content covers art therapy, cooking, drama, yoga, gardening, history, maths, & social outings. The group using this service are younger people, 83% of participants are aged between 18-39. The group seeks to establish a regular pattern of discipline and daily attendance in order to help people stabilise their drug use and prepare people for mainstream training and employment.

Links with the Education and Training Boards (ETBs) facilitate the educational component for this programme, accredited education helps people gain momentum into education and employment. We are so grateful to our donors and 'Business in the Community' for helping us to provide work experience

opportunities for those on the stabilisation program. Having a job and the means to pay rent are vital in helping people feel normal and part of the community.

In 2016, 48 individuals participated in the programme with attendances up 63% in the second half of the year (780 attendances compared with 478



The support our donors and funders show, it's invigorating. Whenever I and other staff speak with them we are reminded of how much we do here, and just how little of that would be possible without our supporters.

— Alan (above), coordinator of MQI drop-in services

FACTS ON DEDICATION AND DEMAND IN 2016...

637

TOTAL YEARS' EXPERIENCE
OF OUR DEDICATED
OPEN ACCESS STAFF



83%

OF PARTICIPANTS
AGED BETWEEN
18-39 IN STABILISATION
PROGRAMME



for the same period in 2015). Not everybody stays with the program and some relapse into chaotic drug use. However, many people do progress to training, work experience or more structured abstinence based treatment.

Holistic supports: MQI seek to open gateways from crisis services to recovery, we do this by providing one-to-one support linked to a range of leisure and learning opportunities. The aim is to encourage service users to examine alternatives to drug use. One feature of this program is weekly acupuncture, which was accessed on over 200 occasions during the year. We facilitated a mix of programmatic and impromptu music sessions during the year that provided transformative experience for many service users, putting smiles on faces and setting people off dancing in the drop in centre. 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.

Gender Specific Services: For 407 female clients, Friday mornings in 2016 were all about hairdressing, beauty and nails.

“Daddy, Are You Homeless?”

The faces on the streets are never what they seem. Sleeping rough after suffering unfathomable family loss, Robert was consumed by grief. If not for your support, he might never have returned from the darkness that gripped him...

He gazed out the bus window at the raw autumn day. A man on the road to who knows where. All Robert knew was that he couldn't stay in the place where he'd been. The day his youngest child had asked him, “Daddy, are you homeless?”

A tragic blow

There was no explanation for the tragic blow. The death of one child. Then another. In his anguish Robert failed to see that as his marriage and surviving family members crumbled around him, he too was unravelling. “What I didn't understand is that I was grieving as well. I tried to find help where we lived, but I had to have an addiction before they would provide me with support.” The day Robert's youngest child asked him if he was sleeping rough, there was bullying in school. Robert hangs his head. He couldn't heap shame onto their sorrow. “Things were so cloudy. I got on the bus and came to Dublin.”

Lifting a world of hurt

At first MQI's mental health nurse Derek was worried he



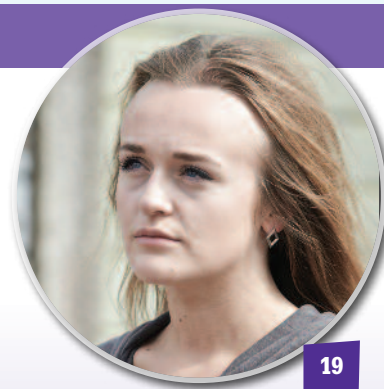
mightn't be able to move Robert on. Tragedy had left this devastated father with disabling panic attacks, anger, regret, and sorrow. This in addition to life on the streets. Slowly, Robert built his coping skills. Later came practical supports: education classes, guidance around licensing for jobs, and more. All here thanks to you.

The kindness of strangers

And Robert is living proof of how vital it is to spread the word about MQI's work. He was directed here by a stranger. “It's not just for people with addictions – and my drinking could easily have gone that way. It doesn't matter what you've been through, they understand. They're really there, right at the frontline. If there's anybody in my situation, I hope and pray they come to Merchants Quay.” ■

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

“Females especially are very vulnerable on the streets. Long term I'm hoping to go back to college. I'd love to do addiction studies. Basically, just to do the things I never thought I could do – to live a life. MQI have given me a second chance and I plan to take it and do everything I can.” — Tara, former MQI client



RECOVERY:

PROGRESSION PATHWAYS PROGRAMMES, continued

The safe atmosphere provided the setting for many discussions about getting support and pathways into recovery. Women can find the atmosphere in homeless settings very intimidating and the shame and stigma associated with drug use more magnified. The self-esteem and self-confidence benefits of a haircut were the catalyst for many people leaving the Riverbank Centre with their heads held high. Because the staff team in the Riverbank is predominantly female, there is always a friendly face to discuss gender specific needs and support options.

Pre-Entry Group: The pre-entry group was not operating for a large part of 2016 but was successfully restarted at the end of the year. Because many people wish to get into residential drug treatment, this group is an essential bridge between the chaos of homeless services and the highly structured residential treatment services. Our clients do so much work on trying to attain abstinence while living on the streets – much of this work is against the odds given that they have so much instability and anxiety in their lives. The pre-entry group provides support in maintaining stability and abstinence and preparation for

the culture and workings of residential therapeutic community treatment. Knowing how treatment centres operate can make it less daunting for those who have no experience and can help them to stay the course and be successful in treatment.

MIDLANDS SERVICES

Following an evaluation of drug and alcohol treatment support services in the Midlands, HSE CADS (Community, Alcohol & Drug Services) and the Midlands Regional Drug & Alcohol Task Force (MRDATF) developed a roadmap for the optimum use of resources and service delivery for the region.

In November 2016, Merchants Quay Ireland was awarded the contract to provide a Community based Drug & Alcohol treatment support service for individuals over 18 years and their families for the Midlands area i.e. Longford, Westmeath, Laois & Offaly. This service will

complement and enhance existing statutory, community and voluntary services operating in the region. The service will provide appropriate interventions to over 18s and their families in line with best international research and standards.

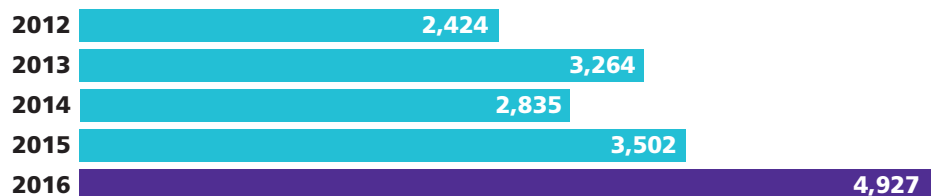
This reorientation of services will ensure a harmonisation of treatment supports across the Midlands Region thus providing a more equitable and accessible service to all. Since the award of the contract MQI have been engaged in transitioning the existing service to the new model of service delivery as required by the service contract.

Rehabilitation and Aftercare

Services: The service provides a range of rehabilitation and aftercare supports targeting clients from the region including those exiting drug treatment or prison.

The service worked with 75 individuals in 2016. The team liaise closely with local partners

Open Door Visits 2012-2016



PROMOTING POSITIVE CHANGE IN THE MIDLANDS IN 2016...

301

SUPPORT PHONE CALLS
AT ATHLONE
OPEN DOOR



244

ADVICE AND SUPPORT
SESSIONS AT ATHLONE
OPEN DOOR



in the region to address the underlying issues of addiction, accommodation, healthcare and abuse. Service users set care plan goals as a means to begin taking control of their lives and have a structure including both group support and one-to-one interventions where required, there were 246 one-to-one sessions and 56 groups facilitated in 2016.

Athlone Open Door Centre:

The Open Door Centre provides a range of services for drug users in Athlone. It includes a Drop-in Centre offering crisis support, a food service, washing and laundry facilities, vocational training initiatives and support towards rehabilitation and reintegration.

The service provides crisis support and progression pathways for clients in partnership with DSP, HSE, Longford and Westmeath Education and Training Board (LWETB), GPs and other inter-agency partners in the Midlands Region. As part of the harm reduction and rehabilitation process, the Open Door team worked with 138 individuals throughout 2016 (an increase of 21% on 2015). The Open Door team develop positive working relationships with clients as the basis for helping them achieve

MQI's Open Door Centre in Athlone offers supports for people who struggle with homelessness and addiction.

their goals. In 2016, there were 4,927 visits to the project (an increase of 45% on 2015) including the provision of 3,706 meals, 201 showers, 208 laundry services, and 301 phone calls.

Family Support Services

In 2016, MQI provided interventions that supported 78 family members in coping with addiction related issues. The supports include counselling, guidance and advice and aims to assist families to:

- Deal with the trauma associated with a family member or loved one using drugs
- Act as a reliable source of information and advice on drug use and related issues
- Deal with the reaction of neighbours and others

- Overcome self-blaming responses
- Create positive coping strategies that will help the parent and the drug user make positive decisions
- Build their capacity to respond and set rules of behaviour for those living in their house

Community Harm Reduction Services

Overdose continues to be a regular occurrence for many people using our services. We seek to empower drug users and their friends and family with all of the information to ensure that they keep themselves safe. In the Midlands Region, our harm reduction service worked with 165 clients during 2016, providing 2,309 harm reduction

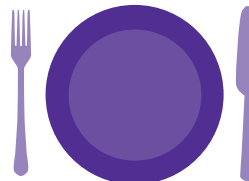


AN OPEN DOOR IN ATHLONE, FOR THOSE WHO NEED ONE...

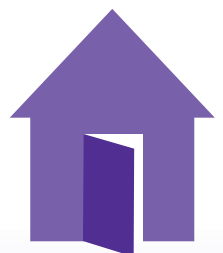
1,269 INDIVIDUAL
FAMILY SUPPORT



3,706
NUMBER OF
MEALS SERVED
AT ATHLONE
OPEN DOOR



4,927
TOTAL VISITS
TO ATHLONE
OPEN DOOR



RECOVERY:

PROGRESSION PATHWAYS PROGRAMMES, continued

interventions. The service facilitated an average of 120 needle exchanges each month operating in collaboration with the local pharmacy needle exchange scheme. MQI work on supporting clients in the 'pre-entry' phase before admission to residential rehab and detox. Nine clients from the Midlands Region entered MQI residential drug treatment during the course of 2016.

MQI also support clients accessing community detox in partnership with the HSE and with local GPs.

DSP Drug Rehabilitation Scheme, Open Door

In the last quarter of 2016, 20 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.



RESPECT

“

When I read how my visit would help the clients, I knew I would go. I was amazed to learn one young man was not a staff member, but a client! I learned that immense courage is needed to take the right steps.

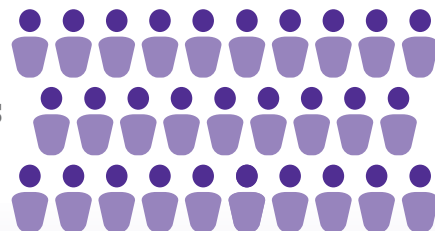
— Pauline, MQI supporter who attended a Donor Open Day at St. Francis Farm

A DOOR TO TOMORROW: MQI'S PRISON-BASED COUNSELLING SERVICES IN 2016...

11,682
COUNSELLING
SESSIONS
DELIVERED
IN PRISON



2,624
INDIVIDUALS USED MQI'S
PRISON ADDICTION
COUNSELLING
SERVICES DURING 2016



Merchants Quay Ireland Annual Review 2016



Polytunnels at MQI's St. Francis Farm

NATIONAL PRISON BASED ADDICTION COUNSELLING SERVICE

Overview of 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 operates in 13 prisons throughout the country and provides structured assessments, one-to-one counselling, therapeutic group work and multidisciplinary care and release planning interventions with clearly defined treatment plans and goals.

The team also support 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.

During 2016, 2,624 prisoners accessed the Addiction Counselling Service and the MQI team delivered 11,682 one to one counselling sessions and 3,033 group work attendances.

Mountjoy Drug Treatment Programme *(in partnership with Ana Liffey Drug Project, Ballymun Youth Action Project and Coolmine)*

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. During 2016, the programme assisted 80 prisoners in detoxing from methadone and benzodiazepines.

DETOX AND REHAB TREATMENT SERVICES

In 2016, our residential detox and rehab treatment services provided accessible treatment for 186 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.

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 72 clients admitted for detox service during 2016, 54 (75%) male and 18 (25%) female. This represents a 14% increase in admissions compared with 2015.



A DOOR TO TOMORROW: MQI'S PRISON-BASED COUNSELLING SERVICES IN 2016...

"This is a totally new life for me, from my old life. I was in and out of jail since 2008. It's the way staff treat you with utmost respect, they don't treat you any different here. And that is a massive change for me." — Daniel, MQI client

RECOVERY:

PROGRESSION PATHWAYS PROGRAMMES, continued

St. Francis Farm Residential Rehab Programme

This is a 13-bed therapeutic facility with a 14-week rehabilitation programme set on a working farm in Co. Carlow. At St. Francis Farm, MQI 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, 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. 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. The food produced at the farm is used to supply the kitchens in our various centres, and contributes to feeding up to three hundred people every day.

There were 53 clients admitted to St. Francis Farm Rehabilitation service during 2016, 37 (70%) male and 16 (30%) female. This represents a 4% increase in admissions compared to 2015.

High Park Residential Rehabilitation Programme

The 13-bed High Park residential rehabilitation programme seeks to accept service users who might not otherwise engage in drug-free treatment such as prisoners, homeless 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, psycho-educational groups, fitness-gym activities, outdoor pursuits and recreational

activities and where necessary in-house detoxification in partnership with community GPs.

There were 61 clients admitted to High Park during 2016, 46 (75%) male and 15 (25%) female. In addition to clients' addiction needs, 46% of clients were homeless and 39% the subject of Criminal Justice Orders at admission.

AFTERCARE & SOCIAL HOUSING SERVICES

Drug-Free Day Programme

Our Drug-Free Day Programme based in Dolphins Barn, Dublin, is targeted at clients exiting our

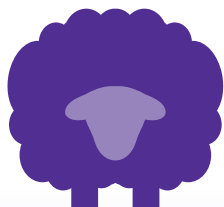


Handmade signs from past clients offer hope to all at MQI's High Park

WHERE MIRACLES GROW: A GLIMPSE AT LIFE ON MQI'S ST. FRANCIS FARM IN 2016...

52

LAMBS BORN
ON THE
FARM 2016

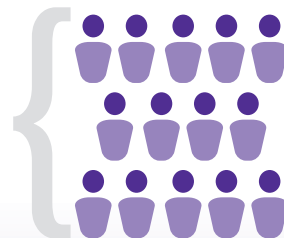


53

INDIVIDUALS
ADMITTED TO
ST. FRANCIS FARM
REHABILITATION
PROGRAM

72

INDIVIDUALS
ADMITTED TO
ST. FRANCIS FARM
RESIDENTIAL DETOX
PROGRAMME



residential rehabilitation services at High Park and St. Francis Farm. The day programme is 6 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 2016 with 28 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 supported accommodation units. Demand for the Dublin and Kildare Transitional Housing services was high during 2016, with 27 clients admitted during the year, a 17% increase compared to 2015. Occupancy levels for the nine units averaged 90% during this period.

Still Unbroken: Micheál, Six Months On

Nearly three years after the national housing crisis sent Micheál spiralling back into homelessness and relapse, your compassion helped him to climb out. And the foundation you gave him is still, incredibly, standing strong —

He could scarcely believe he was sinking down again. He'd climbed out of addiction. Made it to a recovery house. Even been accepted into college. Then after a month's extension, the recovery house couldn't accommodate him any longer – and Micheál was effectively made homeless. Again. Another year passed before he pulled himself out of the inky abyss of drug relapse and despair. And if not for your generosity in funding Merchants Quay's day programme and aftercare housing, he mightn't have made it at all.



in Kildare that's funded by donors. They gave me a good extension. I finished the day programme, finished the aftercare, and finished my first year in college. Even the friends I'm staying with now

are friends I met since I've been drug-free. Without them I'd literally have nowhere to stay."

Still unbroken

That's the crux of it. Because as he looks forward to his second year of college, Micheál is still homeless. "I could have got off a friend's couch that morning to sit in a lecture, then I can't go home. It is hard." But as the worst housing crisis in a decade rages on he is also still drug-free, a result of the foundation you helped him to build. "From the day programme to starting college, MQI kept me close and supported me through the whole transition." And for giving Micheál the strength to stay unbroken, we thank you. ■

In the nick of time

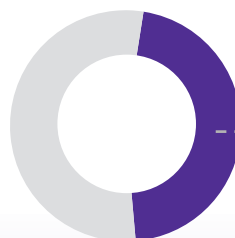
When we caught up with Micheál recently, he shared how you changed his path. On the verge of going back to the hostels where he'd relapsed before, at the last moment he was referred to MQI. "The thing that helped me most was the drug-free aftercare house

PATHWAYS OUT OF HOMELESSNESS THANKS TO YOU...

28
PEOPLE
IN DAY
PROGRAMS



19
PEOPLE
IN SUPPORTED
HOUSING



HIGH PARK
REHAB CENTER
46%
OF ADMISSIONS CAME
FROM HOMELESSNESS

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.

MQI raised a total income of €10.9m in 2016, up from €10.4m in 2015. Government grants, mainly from the HSE, accounted for 62% of income. We received €3.9m in voluntary income from donations and legacies, up 18% from €3.3m in 2015. This voluntary income, which comprises donations from individuals, corporate donors, trusts and foundations, makes up 36% of our income for 2016. The remaining 2% of income was made up of training and other small income.

In 2016, 83% of all expenditure was spent directly on delivering

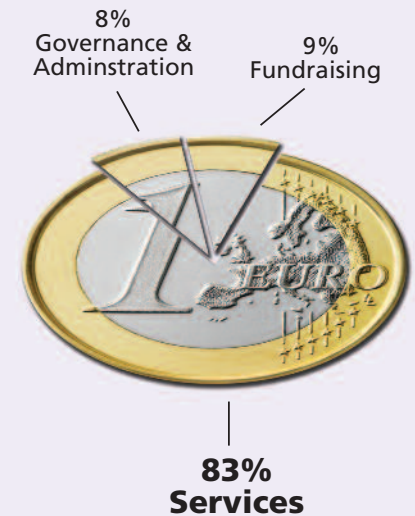
core services to our clients.

The organisation benefits greatly from the involvement and enthusiastic support of its many volunteers. Total headcount in Merchants Quay Ireland at the close of 2016 was 298. This includes employees, community employment, volunteers, student placements, graduate interns, relief and job bridge workers. In 2016, 11% 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 2016 enabled MQI to deliver critical expansion of its services nationwide, providing the best care possible to our clients.

How donations are wisely used:



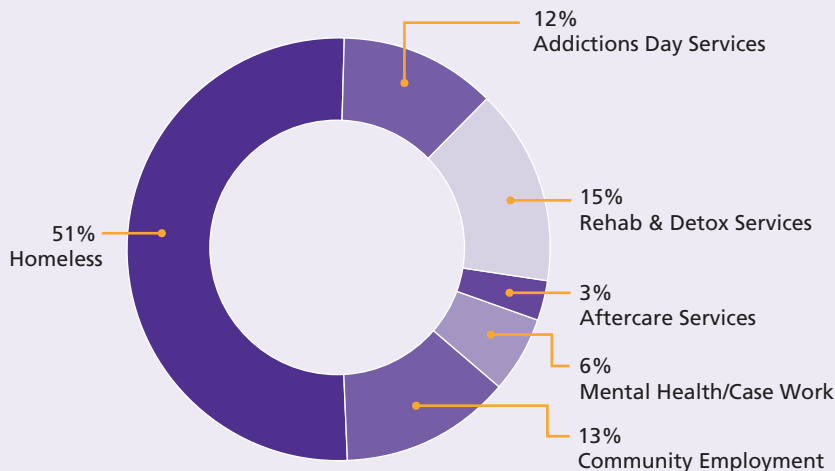
Governance

Merchants Quay Ireland is dedicated to achieving the highest standards in corporate governance and is on a journey to be fully compliant with the Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland by March 2017.

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 Statement for Guiding Principles for Fundraising.

Expenditure split across core services



CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2016

| | € Unrestricted Funds | € Restricted Funds | € Total 2016 | € Total 2015 |
|--|----------------------------|--------------------------|--------------------|--------------------|
| Income from: | | | | |
| Government Grants | - | 6,825,459 | 6,825,459 | 6,808,582 |
| Donations and legacies | 3,439,093 | 436,965 | 3,876,058 | 3,337,777 |
| Other | 286,672 | - | 286,672 | 301,166 |
| Total Income | 3,725,765 | 7,262,424 | 10,988,189 | 10,447,524 |
| Expenditure on: | | | | |
| Charitable Activities | 2,127,478 | 7,152,614 | 9,280,092 | 8,649,725 |
| Generating Funds** | 1,148,474 | | 1,148,474 | 826,404 |
| Total Expenditure | 3,275,952 | 7,152,614 | 10,428,565 | 9,476,129 |
| Net Income for the year | 449,814 | 109,810 | 559,624 | 971,396 |
| Net Movement in Funds | 449,814 | 109,810 | 559,623 | - |
| Pension Liability | (26,721) | | (26,721) | |
| Total Funds Carried Forward | *3,268,130 | 924,420 | 4,192,550 | 3,659,647 |

*Of which €2,838,998 is Designated

**Raising funds, communications and advocacy

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

“

If it wasn't for you – the donors, the funders – I really would struggle to see how we could operate. They are somebody's sons and daughters, and God forbid if it was out of reach to them. Your support is really helping people.

— Michael Costello and his service dog Hugo the Labradoodle,
High Park volunteer



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 give to help somebody to a better life and dignity.”

“I see so many people lying on cold pavements and hope more people will help them.”

“If I was in their shoes I would like some help.”

“I have a small amount to give so I send where it will help a little.”

“Knowing that virtually every cent of what I give goes directly to those in need.”

“Knowing you are looking after our own needy.”

“I feel part of your battle to help people.”

“Because people can get through their problems with help.”

“Knowing you are on the ground working.”

“I give in the hope that one day they will find a way back.”

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.



“...when it was dark,
you always carried the sun in your hand for me.”

— Seán O’Casey

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.