



Merchants Quay Ireland
Homeless & Drugs Services

| ANNUAL Review 2012



A Community of
Hospitality,
Hope and Justice



Merchants Quay Ireland
Homeless & Drugs Services

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Homeless & Drugs Services
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The Merchants Quay Project is a Company
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Reg Charity No CHY 10311

The Franciscan Social Justice Initiatives is a
Company limited by guarantee.
Reg Charity No CHY 12809

St. Francis Housing Association
limited by guarantee.
Reg Charity No. 18159

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ANNUAL REVIEW 2012

“We call our clients
by name to affirm they
still exist as people. If
we are ever going to
get people out of living
in that doorway,”

— Davey Page – MQI staff

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CHAIRMAN'S INTRODUCTION

As the incoming Chairman of Merchants Quay Ireland, I am pleased to welcome our Annual Report for 2012.

As you would expect in a time of deep recession, the demands on our drugs and homeless services continue to grow at an alarming pace. In 2012 we served in excess of 76,000 hot meals and treated over 3000 drug users at our various centres throughout the country. This is taking place at a time when statutory funding continues to significantly contract, reflecting limited Exchequer resources.

Our core ethos at MQI is to aspire to turn no-one away and meet all who avail of our services with a warm welcome, good quality food and health services of the best standard. In this context, it was with great pride and gratitude we asked an Taoiseach, Mr Enda Kenny T.D., to open our new centralised centre at The Riverbank in November last. It was a great opportunity to showcase our new centre of excellence which facilitates us in providing a fully integrated service to our clients. Mr Kenny spent some time with us and witnessed the bright new flagship day centre we have created, with state of the art kitchen facilities and full medical suites with

counselling capacity. We are very appreciative of his warm words at our opening ceremony and the fact that he took time to be with us on the day.

Hope is an imperative for all who work in and avail of MQI. The opening of The Riverbank signifies our commitment to the marginalised in our Society-a commitment to provide essential services at standard equal to that available to any citizen. So despite the significant cost of The Riverbank, our Executive and Board felt it important to extend to our clients a real symbol of our conviction that their lives have real value.

It is a difficult time in our country and indeed our Sector and at MQI we have had to tighten our belts and cut costs to the bone. Pressure on budgets has necessitated a re-structure of the organisation in 2013. We greatly appreciate the contribution of our fully committed staff, all of whom continue to go the extra mile for our clients, despite this backdrop of austerity.

To all our Volunteers, including my fellow Board members, I want to say we appreciate your commitment and hope you receive satisfaction from what you do. Volunteering has always been a valued intrinsic part of MQI.

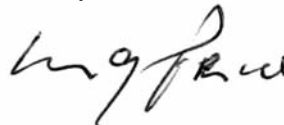
On behalf of the Board and our clients, I want to express our great appreciation to Tony and his team on the Executive. Every day you display extraordinary commitment and incredible passion in the work that you do.

I would like make specific mention of the Franciscan Community whose prescient vision made MQI possible. Also I want to express our gratitude to this community for it's outstanding generosity, both material and spiritual, which continually supports and sustains our organisation.

To all our Donors- statutory, corporate and personal- we say a heartfelt thank you. Without your extraordinary generosity many would go hungry and undoubtedly some would die.

Finally, I would like to say to all our clients how much we value working with you and encourage you to avail of our full suite of services.

Thank you.



Mick Price

Chairman, Board of Directors

IT IS BECAUSE OF YOU THAT MQI
CAN CONTINUE TO OFFER CARE AND
SUPPORT TO OUR CLIENTS
THANK YOU FOR YOUR ONGOING
TRUST AND SUPPORT

Our Board of Directors

Rev Hugh McKenna OFM - Chairman
Mr Brian Melaugh
Rev Joseph McMahon OFM
Rev Kieran Cronin OFM
Rev Niall O'Connell OFM
Rev Patrick Lynch OFM
Mr Mick Price

LOOKING BACK: 2012

Looking back, 2012 was yet another busy and challenging year for all at Merchants Quay Ireland. We tried to balance funding cuts with our strong desire to adequately meet the growing needs of our diverse service users. We were conscious that while the impact of the economic recession affects everybody that it is most sorely felt by those on the margins of society, most particularly our service users who are homeless and those affected by problem drug use.

It is important to put challenges in perspective and to also counter-balance them by highlighting our achievements and highpoints for 2012, the most notable of which was the opening of our new open access homeless and drugs facility, the Riverbank Centre, located directly on Merchants Quay. We were particularly honoured that the new centre was officially opened by the Taoiseach, Mr Enda Kenny T.D., in November 2012. The new centre provides a single site location for all of our crisis oriented Dublin based services including drugs and homeless drop-in, food services, shower and washing facilities, primary healthcare and counselling. The move to the new purpose built facility provided a great motivational boost to staff and clients alike as it represents a purpose-build facility that captures and conveys values such as dignity, respect, and worth. Additionally this facility enables us to cater for greater numbers of people and to offer our services in a more fitting and appropriate environment. The move happened just in time as over the course of the year we saw a steady increase in the number of people seeking our support.

Our homeless food service provided over 76,500 meals in 2012 and our primary healthcare service for homeless people made 3,316 individual client interventions. These statistics are very strong indications of the increasing levels of poverty, need and support experienced by so many people in our client group. Notwithstanding the Government's renewed commitment to ending long-term homelessness by December 2016, it is worth noting that we currently have up to 100 people, and I suspect the real number is many more,

sleeping rough on our streets every night, not to mention the on-going difficulties of accessing emergency accommodation for people on a daily basis, both of which point to a problem that is far from being resolved.

Now turning to our drug services, equally we experienced a strong demand for our programmes in 2012. Our Dublin based needle exchange service recorded 20,847 client visits, showing an increase of almost 2,000 visits from 2011. A total of 3,634 individuals accessed our needle exchange programme during 2012, of which 558 were new users of the service. The spread of drug use outside of Dublin was also an on-going trend with continued demand for our services at regional level. Our Midlands Harm Reduction Outreach Service worked with an average of 130 clients per month providing over 3,000 needle exchange interventions during the year. This trend was also repeated in our residential detox and rehabilitation services where 46% of those accessing our High Park residential detox to drug free rehabilitation service were from outside the Dublin region. Similarly, in our St. Francis Farm detox and drug free residential services 25% of admissions for detoxification came from the Munster region while 30% of admissions to the drug free rehabilitation programme came from the South East Region.

Another significant trend was poly drug use with a combination of heroin, benzodiazepines and alcohol being the most common presenting issue. While this brings a level of complexity to the provision of services, we addressed these challenges by providing both heroin and benzodiazepine withdrawal programmes at our new medically supervised detox centre in St. Francis Farm.

Like all Voluntary Sector agencies, Merchants Quay Ireland has experienced the impact of the economic recession and we have, year on year, encountered continued reductions in statutory funding for our services.

Notwithstanding these cuts in funding, we have successfully managed to retain our core services and in so doing have demonstrated what can be achieved on the tightest possible budgets through working in



Miriam O'Callaghan, Fr. Hugh McKenna - OFM and Tony Geoghegan, CEO of Merchants Quay Ireland at last years Annual Review launch

collaboration with a range of statutory and voluntary sector partners. Although we have worked efficiently and prudently by cutting back our overhead costs and focusing our resources on front line service delivery, we would not have been able to maintain our level of quality service without the wonderful and generous support of our many and varied donors to whom we owe a great debt of gratitude. We are continuously bowled over by the impressive and humane generosity of our donors and their goodwill gives renewed impetus to our efforts to provide the best possible service to our clients.

2012 as in previous years has taught us that the issues of homelessness and drug use are not insurmountable and can be addressed with imagination, goodwill, humanity and a commitment to equality and social justice. This in turn requires a willingness and commitment on the part of the Government to engage strategically with the community and voluntary sectors to take care of the wellbeing of our most marginalised and vulnerable citizens by prioritising their needs and providing adequate resources to address them. At Merchants Quay Ireland we are keen to play our part alongside our partners in Government, the statutory, voluntary and community sectors in providing pathways towards settlement, integration, treatment and rehabilitation that can make a real difference to the lives of people experiencing problems of homelessness and drug addiction. It is our ambition to make 2013 a more hopeful and optimistic year for our service users in the best way we can.

Tony Geoghegan
Chief Executive

MERCHANTS QUAY

LOCATIONS NATIONWIDE



1. Dublin

- MQI Open Access – Drugs and Homeless services
- Chapelizod – Stabilisation and Drug-Free programmes
- High Park, Drumcondra – MQI Residential Rehabilitation
- MQI Training
- Leixlip – Aftercare Housing
- Ballymount – Aftercare Housing
- Mountjoy Prison Complex – MQI Prison Counselling
- Cloverhill – MQI Prison Counselling
- Wheatfield – MQI Prison Counselling

2. Shelton Abbey, **Co Wicklow** - MQI Prison Counselling

3. St. Francis Farm, Tullow **Co. Carlow** - MQI Detox and Rehabilitation

4. **Cork** - MQI Prison Counselling
MQI Training

5. **Limerick** - MQI Prison Counselling

6. **Co Offaly**, MQI Midlands Outreach Family support rehab and aftercare

7. **Co Westmeath** - MQI Open Door Outreach, Family Support and Aftercare

8. **Portlaoise** - MQI Midlands Services
■ Midlands / Portlaoise MQI Prison Counselling

9. **Co Longford** - MQI Midlands Outreach Family Support, Rehab and Aftercare

10. Castlerea, **Co Roscommon** - MQI Prison Counselling

11. Loughran House, **Co Cavan** - MQI Prison Counselling

19 Locations 11 Counties



Merchants Quay Ireland is a national voluntary agency providing services for homeless people and for drug users. We provide creative and innovative responses to the issues of drug use and homelessness in Ireland.

VISION

We look forward to a society where nobody is without a place to call home and where drug related harm is minimized and the range and quality of drugs and homeless services is maximized.

VALUES

- Providing quality services for drug users and homeless people
- Offering access for the most marginalised
- Promoting positive change
- Working at the cutting edge
- Involving our Service Users
- Valuing our staff
- Managing finances prudently
- Promoting partnership

MISSION

Merchants Quay Ireland is a community of hospitality, hope and justice. We seek to:

- Work for justice and opportunity for those who are excluded in partnership with those who share our aims
- Create a place of safety, compassion and welcome for all who enter our doors and offer high quality services to meet their needs
- Remain committed to supporting all who work in Merchants Quay to enable us to achieve our full potential in our various roles
- Believe in and cherish the value of every human being in keeping with our commitment to social justice coming from our origins in the Franciscan Tradition.



ADDRESSING CRISIS

OPEN ACCESS SERVICES

OPEN ACCESS HOMELESS SERVICES

In July 2012 the drop in service with the primary health centre moved from Cook Street / Winetavern Street to the new Riverbank building on Merchants Quay as more and more people came to our homeless services seeking help. Over the course of the year we provided more than 76,500 meals for homeless people across our day and evening services. We continue to offer meals at our Day Centre and through our Extended Day (Evening) Service, which is operated in conjunction with Focus Ireland.

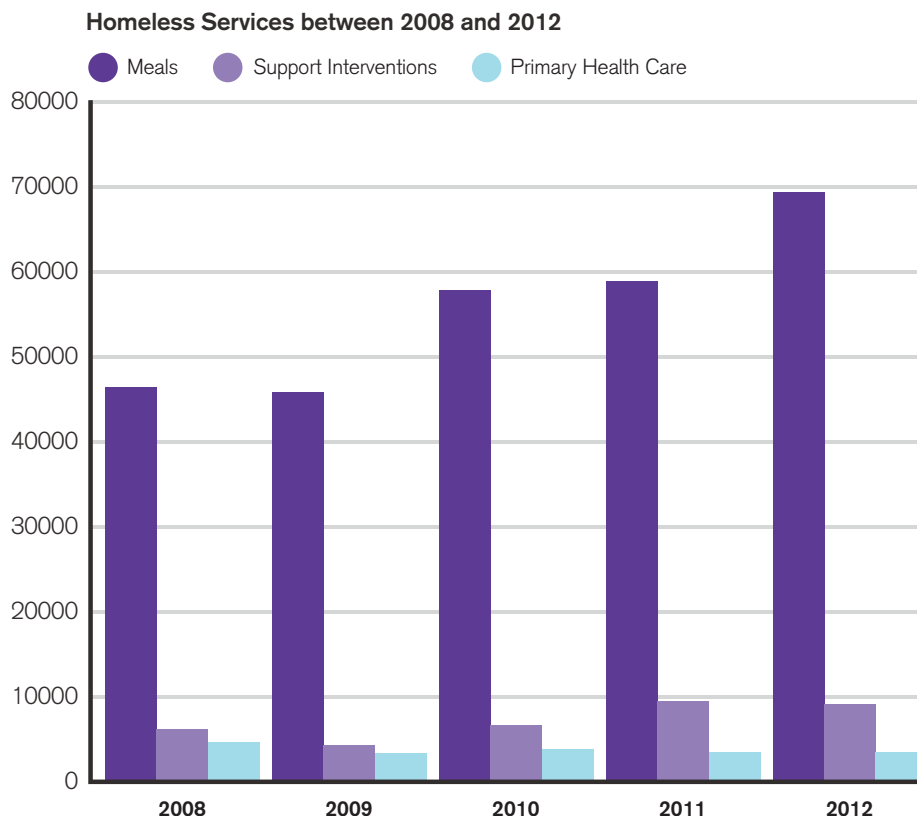
THE DROP-IN CENTRE FOR PEOPLE WHO ARE HOMELESS (FÁILTÍÚ)

The aim of the Drop-in Service is to provide a "one stop shop" offering a range of interlinked services meeting the key daytime needs of homeless persons with the twin purpose of minimising harm associated with life on the streets and offering clear pathways towards settlement and reintegration. In 2013 our drop-in centre is open Monday to Friday from 7:30am to 4:30pm and on Sunday from 7:15am to 1:30pm.

The services we provide for homeless people from this centre are as follows:

Information, Advice and Crisis Support

Service: The drop-in service includes assessment of service users' needs, advice and information on health, social welfare, emergency accommodation, long-term housing and other issues. In 2012 we recorded 8,972 supportive interventions with service users of our homeless service,. Interventions include key working sessions, referrals to emergency accommodation,



social work services, medical services and social welfare services, help in contacting friends or family, access to drug treatment and support in a variety of other matters. As part of the Housing First team, MQI supports clients who have been sleeping rough on the streets and ensures that they find and maintain a place to live.

Project workers help homeless people from a variety of settings - rough sleeping, hostels, B&B's, short-term arrangements with friends/families and transitional and supported accommodation. Our staff aim to assist those who are homeless to link in with short term crisis accommodation, with the eventual goal of helping clients into more stable long term housing.

Meals Service: Homeless persons are offered two meals a day (breakfast and lunch) at the Riverbank centre. A total of 69,202 meals were provided in 2012 (this figure excludes the Evening Service). Sunday remained our busiest day with more than 350 persons attending for breakfast or lunch each Sunday.

PRIMARY HEALTH CARE SERVICES

MQI is working in partnership with the HSE, the Dublin Regional Homeless Executive and SafteyNet in providing a primary health care service for homeless people. The service has General Practitioners, a Dentist, Nurse and a Counsellor. In total there were 3,316 health care interventions during the year.

1969

The First Tea Room

Brother Sebastian and Brother Salvador begin serving tea to homeless people from the Friary parlour, work born from the 800-year-old Franciscan ethos of hope, hospitality and social justice for all.



1970

The Friars move afternoon tea to the Old Oratory.

The number of men coming to the "Tea Room" continues to grow. Brother Sebastian was moved to Donegal but along with volunteers and Brother Sebastian's replacement, Brother Ambrose Brother Salvador continued the work they

Nursing: In 2012 there were a total of 1,586 nursing interventions, or 132 per month. The drop-in nurse led clinic provides a full range of primary health care services such as wound care management, blood testing, sexual health, medication management, and women's and men's health issues. Mental health presentations range from acutely suicidal clients to those who need to be referred back to services they have lost contact with. Referrals to tertiary services such as A & E and other hospital services and advocacy are a large part of the nursing role.

The citywide SafetyNet Primary Health Care Service, of which the MQI medical unit is part, is still developing and provides for consistency and continuity of care between those homeless services involved.

Counselling: 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 and secondly offering medium to long-term counselling relating to issues such as relationships and bereavement as well as issues of drugs and homelessness. In addition we provide group support for homeless service users attending our day programmes. We provided 735 counselling sessions in 2012.

G.P Service: Our two GP's dealt with in the region of 1,000 consultations or 83 per month. The service is used by clients with a variety of acute and chronic illnesses, in 2012 509 unique clients used the GP service.

EXTENDED DAY SERVICE

The service was established to meet the evening time needs of homeless people and rough sleepers in partnership with Focus Ireland continued throughout 2012. Over 80 - 120 people used the service each night. 14,685 visits were recorded in 2012.

had both started. Even at his time the tea rooms were too small for the numbers of people that were asking for help.

1974

Brother Sebastian returned from Donegal and after this the tea rooms really began to take off.

A LIGHT FOR KEVIN ON A LONG, DARK ROAD

For some, the road to recovery is more than months or even years. But however long or dark their journey, your steady support keeps MQI's doors open for women and men like Kevin...

"It was my dark road but that's not me anymore. If you take in what MQI are saying and put it into practice, you will see changes in your life," Kevin explains.

Kevin could easily blame his years of heroin abuse on a childhood that most of us would have trouble imagining. Instead he sums up his addiction by saying, "It was my own doing. I brought it on myself."

By his own admission Kevin didn't start into "heavy drugs" until he was in his 20s. "Everybody told me the ups of heroin, but they never tell you what it's like when you can't have it. The sickness, the vomiting. I was caught – I got rolled up in it. All I knew was to feed my habit."

"It was my dark road..."

He calls the decade and half of heroin abuse his "dark road." During that time Kevin was shot and stabbed and sent to prison. He grieved for lost friends, remembering one "they found in a flat complex on the stairs with nowhere to go, he just fell asleep there and died." Kevin even tried to end his own life. "I couldn't see a way out, do you know what I mean? I didn't want the life I had." But as he struggled through 13 long years, one constant remained: Merchants Quay.



Patient presence

"I knew MQI was here," he recalls, "but at first I wouldn't come in. Now I'm sorry I waited so long." Kevin would come to avail of virtually every service you make possible – including needle exchange, meals, counselling and training – services all available at the Riverbank Open Access Centre). "To come here at half seven in the morning, the lads sleeping out on the streets can't wait for that time. I know because I used to be on the streets myself, with a sleeping bag wrapped around me." Today Kevin is in a solid relationship and has a close bond with his girlfriend's son. "I love him like he was my own lad. I never had that before. He's in college, with nine As in his exams. The thought of letting him down... I wouldn't turn to drugs again." In fact, Kevin's goal is to take the last step of his journey and come off his methadone replacement treatment. Where will his drug-free life begin? At MQI, thanks to you.

1977

Breakfast Begins

The Tea Room begins serving breakfast. Brother Sebastian never asks questions, all are welcome.



ADDRESSING CRISIS

OPEN ACCESS SERVICES, continued



Paul, on the job at Riverbank's needle exchange. This vital service not only helps prevent HIV and Hepatitis C, it opens a window of opportunity for staff to build a trusting relationship with clients.

The Extended Day Service addresses a significant gap in services whereby there were no services available to homeless people in the evening time from 5:30pm to 8:30pm. The service provided evening meals, crisis support, advice and information including assistance arranging overnight accommodation for homeless people. From June 2013 the Extended Day service is operating from the MQI's Riverbank centre from 5:30pm to 8:30pm Monday to Friday.

NEW COMMUNITIES SUPPORT SERVICE

A substantial portion of visits to the service were made by people from new communities living in Ireland, especially from Eastern Europe. MQI received funding from Pobal for the Homeless Measure and a New Communities Support

Worker to facilitate support for people from the new EU states who have become homeless in Ireland. The New Communities Project worker is fluent in English and a number of Eastern European languages and provides a range of supports including advice and information, referral and advocacy for these service users. As part of this project MQI is developing a range of information materials in a range of languages about the various services and supports open to people who are homeless in Ireland.

In 2012 the New Communities Outreach Worker provided one to one support to 239 service users – the greatest number were from Poland (115 in total), 84% of new community clients were from Eastern European countries. The services provided to new community clients are:

- 1-1 support sessions
- Accommodation support
- Repatriation
- Provision of clothing
- Referral to other agencies
- Replacement of identity documents
- Revenue & Social Welfare applications & appeals
- Assistance with opening bank accounts
- Change of address

OPEN ACCESS DRUGS SERVICES

These services can be accessed by drug users simply by walking in from the street. For this reason we are often the first place to which drug users turn for help. Services include:

NEEDLE EXCHANGE –HEALTH PROMOTION UNIT

Here we provide 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.

In our needle exchange and health promotion service our main focus is on HIV and hepatitis prevention, promoting safer injecting techniques and safer sex and on providing information on overdose and other risks. We also offer early referral to drug treatment services.

In 2012 there were 22,475 visits to Drug Services and 20,847 needle exchanges, this is a 10% increase from 2011, 3,639 individuals used the service of which 558 were new clients.

As part of our health promotion remit, a total of 1,332 safer injecting workshops were undertaken with injecting drug users in 2012.

1979

Sunday Dinners

A kind supporter leaves a weekly chicken delivery as a legacy for the homeless in her Will, and the Sunday Roast Dinner is born. Over 100 hot meals are served that day, and demand climbs.

1984

Cook Street the Tea Room moves to a converted garage at the back of the Friary, and becomes known as the St. Francis Food Centre.



1989

Drugs in Dublin

the Merchants Quay Project launches to respond to Ireland's spiralling drug problem, offering care, counselling and service referrals to drug users and their families.

CRISIS CONTACT SERVICE

Many of the drug users who come to us are in crisis. Some have become homeless, others have financial problems or are in trouble with the law. Relationship or family breakdown is an issue for many people. We offer drug users practical help in getting through such difficulties – by providing counselling, advice and information, through referral to other relevant services or by providing support to people facing court action and working with people in prison.

OUTREACH SERVICE

This service aims to make contact with drug users not engaged with services and to make referrals to Merchants Quay Ireland services as well as to other external agencies. In 2012 the outreach team contacted vulnerable drug users on the street, collected used needles and syringes

and also liaised with local community groups, the Gardai, Dublin City Council and other drugs and homeless service providers.

The geographical area covered by the outreach service was predominantly around the Merchant's Quay area, outreach workers also liaised with a variety of other business, residents, individual tourists and services. Clients were assisted with accommodation, clothing, food, showers and basic services. We also engaged with tourists in the area and made them aware of the risks in the area. The service visited a number of clients in hospitals and nursing homes throughout the year. This involved working with medical staff and social workers to progress care plans. Our work involved locating clients who were not presenting to services. We also accompanied people to doctors, court and

other case meetings. The service engaged with over 2,000 clients throughout 2012, the majority of whom were homeless.

FAMILY SUPPORT GROUP

The Family Support Group meets regularly providing a forum where parents, and other close relatives and friends of drug users are offered support and advice on a range of issues. The participants provide support for each other and the group is continually open to new members. The Family Support Group is linked to the Family Support Network which offers an opportunity to raise issues at a national level.

MQI's Family support group in Dublin worked with 30 individuals on a weekly basis throughout 2012, The group meets up every Tuesday evening with an average attendance of 11 clients.

WORK WITH CLIENTS IN CUSTODY

Merchants Quay Ireland endeavours to continue working with service users within the prison system. We offer support, advice and counselling with a particular focus on accessing appropriate post-release options. This process entails a close working arrangement with the Probation and Welfare Service and with members of the legal profession.

EASY ACCESS EDUCATION FOR HOMELESS PEOPLE

With the support of Pobal Dormant Accounts Fund, MQI operated the Easy Access Educational Initiative for Homeless People. The focus of work has been on developing a range of open access educational initiatives for homeless people or people at risk of homelessness in Dublin. Content developed includes:

- Decision Making
- Self-awareness
- Assertive communication
- Budgeting
- Skills tasters – Computers, Gardening, Art

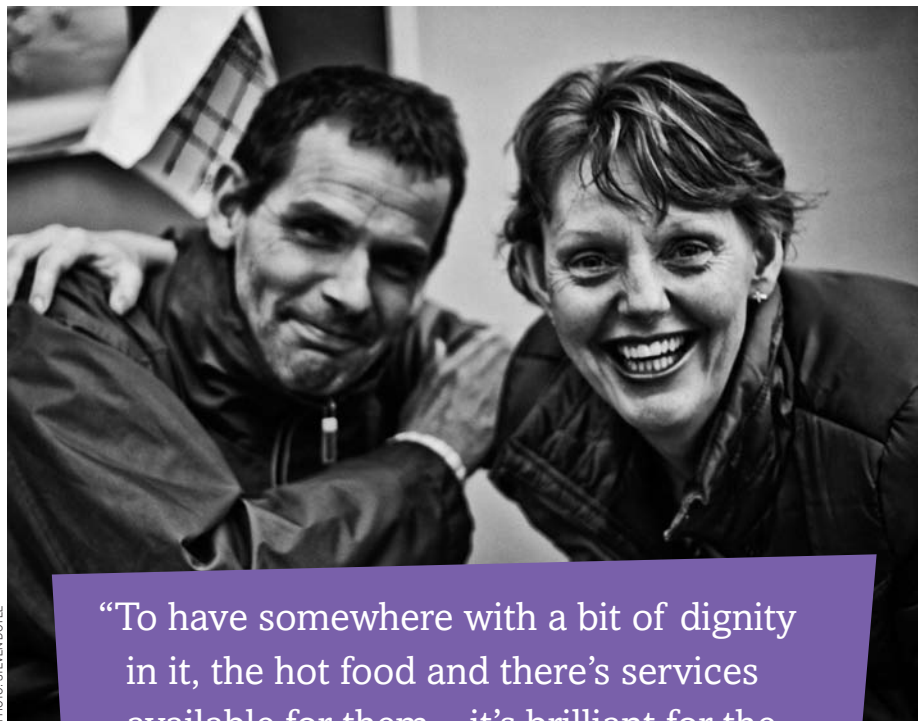


PHOTO: STEVEN DOYLE

“To have somewhere with a bit of dignity in it, the hot food and there’s services available for them – it’s brilliant for the clients.” — Bernie Houlihan - MQI Staff

1990

An Advisory Team is formed of professionals with experience in drugs and HIV services to define the direction of the project. The project takes on its first volunteers to meet the increased needs of clients.

1991

Merchants Quay

the Merchants Quay Project is given official charity status, opening the country's first NGO needle exchange to reduce harm to drug users.



PROMOTING POSITIVE CHANGE

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. Services include:

SUPPORT SERVICES

METHADONE PRESCRIBING TREATMENT AND SUPPORT

Methadone substitution therapy helps people to break their links with illegal and high-risk drug use. There were 16 service users on this programme in 2012.

INTO EDUCATION AND EMPLOYMENT

As part of our stabilisation services, Into Education and Employment offers therapeutic groups, life skills training, personal development work and pre-employment training to help drug users reintegrate into society.

Links with the City of Dublin VEC allow us to include a strong educational component for this programme, which is of considerable importance in addressing the educational disadvantage experienced by so many of our service users.

The MQI Pathways Stabilisation programme had 16 participants during 2012 with 67% of clients exiting the service successfully completing the programme. In 2012, 8 people completed the Drug Free Programme and 8 completed the stabilisation programme in 2012. However demand for the service decreased during 2012, due partially to restrictions in dual Social Welfare payments for participant of the program.

GATEWAY PROGRAMME

The Gateway Programme offers a bridge between crisis services and stabilisation

services. This Programme provides 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 of the main features of this program is acupuncture within the Open Access Service. The music programme at the Riverbank centre has provided another mechanism for engaging clients. In 2012, a total of 1,251 visits were recorded to this service.

MQI EQUALITY FOR WOMEN PROGRAMME

With Support from the Pobal Equality for Women initiative MQI was able to develop a range of low threshold training opportunities

for women as well as a range of other supports (e.g. interview skills training, CV preparation) aimed at assisting marginalised women with a history of drug use to move towards further training and employment. Training inputs provided included information and communications technology, literacy, personal development, personal grooming and presentation, hair care and holistic therapies.

In 2012, a total of 87 women participated in this program over the course of July 2011 to November 2012. The project functions for the women at a time in their lives when addiction, poverty or mental health is playing a significant role in their lives. The project provided a vehicle for some clients to address addiction or mental



At Riverbank's reception desk. Will and Christine greet clients by name before linking them in with whatever MQI service is needed, such as needle exchange, hot meals and counseling.

1994 to 1996

Early Growth support houses open in Swords and Monaghan. Merchants Quay's Day Programme begins, with skills training and structured support. High Park opens, providing a 16-week residential detox to drug free programme, replacing the House in Swords. Fáiltiú Resource Centre opens, catering to the daytime needs of homeless people.



1997

Formal Training

MQI links with UCD to develop an accredited training programme in Drugs Counselling & Intervention Skills.

1997

Research department is established. (This service was sadly cut in 2008)

health by providing structure in their lives. One of the big achievements of the project has been to carve out a specific niche for women attending our service.

DRUG FREE DAY PROGRAMME

In August 2010 we established a new drug free day programme aimed at clients exiting residential drug treatment at Coolmine Therapeutic Community, St. Francis Farm, High Park or other services. This year long programme is part of a wider range of aftercare services for our clients and provides structured education and training aimed at assisting clients towards reintegration into society. Demand for the Chapelizod Drug Free Day Programme was high with 17 people admitted to the service during 2012. The service also operated at a high 81% average monthly capacity level.

AFTERCARE SUPPORT

Aftercare provides tailored support for people who have completed residential rehabilitation. Some clients may choose to link in with the full drug free day programme or the weekly aftercare meeting and organised social events.

Demand for the Aftercare service was high during 2012, with 23 clients admitted to the service. One of the services' main achievements during the year was the development of monthly gender specific group aimed at better meeting the needs of the increasing number of women completing our residential rehab programmes.

AFTERCARE HOUSING –BALLYMOUNT AND LEIXLIP

Finding accommodation for the large proportion of clients leaving our residential services who are effectively homeless has been a big issue for MQI in recent years. MQI has two aftercare houses in Ballymount, Dublin and since 2010 in Leixlip, Co Kildare. In 2010 Respond! Housing Association, agreed to provide MQI with a six bedroom group home in

IF SHE HADN'T FOUND HELP, AUDREY RECKONS SHE'D BE DEAD.

She is 32 years old. But today this young mother is very much alive.

Audrey had childhood trauma. She was unable to make peace with it for years, and at a young age turned to drugs as a way to cope. Homeless by 19, she remembers one night most of all:

"I got a very bad beating by two girls that particular night and nobody wanted to know me. I had no money, nowhere to go, and literally no dignity.

I was so young at the time plus I'd never lived away from home before... it was very very scary."

You can see why Audrey is so sure she'd be dead by now — or back on the streets — if she hadn't gotten help. Instead she is very much alive, this young mother with the dark hair and warm smile. Getting an education. Rebuilding her life. Renewing relationships. Back with her little girl. I'm delighted to report that Audrey is totally drug-free — and equally delighted that Merchants Quay Ireland could be there to help Audrey with her recovery.

Life on the streets is very different for women," Audrey says plainly "because people tend to prey on that. You mix in with alcoholics, with anyone just so you are in a group rather than on your own and even then you can't trust the people you're mixing in with."

The root cause may be a painful event, or a devastating personal or financial blow. But the fact is that these things could happen to any one of us, even you or me. And when you're caught up in something like addiction or homelessness, it's hard to



see a way out. Audrey was no different — so I won't pretend her "road home" was without setback...

Years ago, Audrey stayed off drugs long enough to buy a house and have a daughter. By her own account, she nearly "lost it all" — falling back into addiction because she hadn't resolved her childhood trauma. She explains how Merchants Quay has been life-changing: "In Merchants Quay they treat everyone as equal. I learned so many new coping skills and learned to look at a lot of things that would have driven me back down the road to addiction."

Audrey learned new coping skills at High Park residential drug treatment programme, where trained counsellors helped her work through the childhood trauma — then showed her new ways to cope without turning to drugs. She continued on to our Aftercare services when she'd completed rehab. She credits her Aftercare group with giving her the support she needed to remain drug-free and build a life for her and her daughter.

1998

St. Francis Farms in Tullow is given to MQI by the Franciscan Friars as a therapeutic educational community.



2000

President McAleese formally opens the refurbished Fáilteú Center.

2001

Safe Haven –The food services and Merchants Quay Project merge to become Merchants Quay Ireland (MQI). Services are extended to 7 days a week, 10 hours a day.



Here is what your generosity have built for Ire

"We have got to make them know they have value. That they are part of something. That's why the Merchants Quay community is so important."

Davey Page – MQI Staff



Riverbank's new primary healthcare rooms offer nursing, GP and dental services are dedicated to caring for both the chronic and street-related medical problems of clients



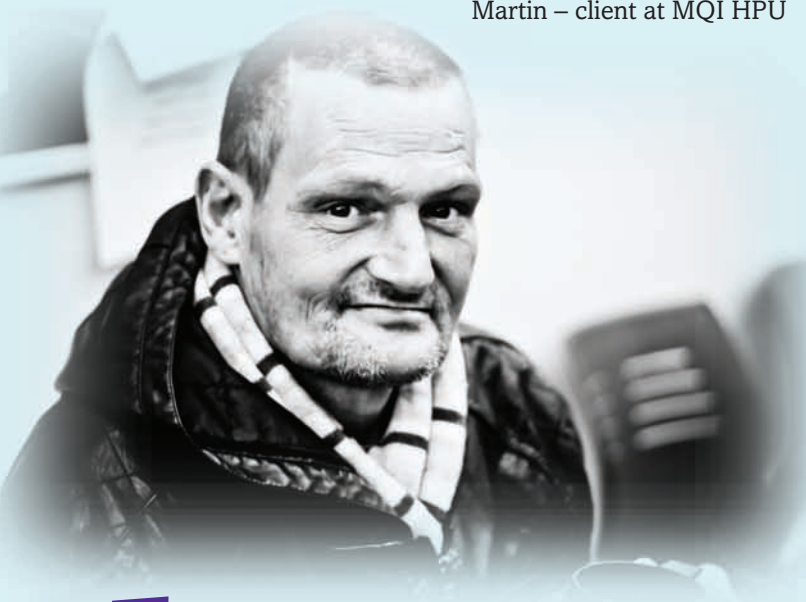
Garden area at High Park

"At MQI there's always someone to put out their hand and say, 'How are you today?' They seem to think that beneath it all I'm a good guy and I've got something to contribute. That is phenomenal."

Andy – MQI client

"My teeth were gone, now I have my health. I am able to walk around."

Martin – client at MQI HPU



Chef-for-a-day volunteers from Zynga help out at MQI's new Riverbank centre kitchen

Ireland's most vulnerable throughout the year...

"I was after burning all my bridges with my family. It was a lonely place to be. Now I can ring my mother and say, 'Good night, I love you.'"

Aidan – MQI Client



An Taoiseach Enda Kenny TD opens the Riverbank homeless centre in Dublin, November 2012. The new flag ship centre houses all MQI's Crisis services from meals to health care under one roof in purpose renovated building.

"[MQI] It has changed me life. I'm after getting me own apartment. I have an '03 car now. I love my daughter, I love my car, I love my apartment. I am drug free."

Thomas – MQI client (MBOT 2012)

"If we are tired we can come over and go to sleep on the table. I know it's not much but it's better than sleeping on the streets,"

Gerard MQI Client Riverbank (MBOT 2012)



MQI Open Door project is formally opened by the Lord Mayor of Athlone in October 2012. The centre provides homeless and drugs services in the midlands region.

Deloitte volunteers came to paint our Aftercare house in Leixlip, September 2013



PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

Leixlip, Co. Kildare, thus tripling the number of aftercare beds we have available to our clients.

This innovative programme in Leixlip and Ballymount offers transitional accommodation to drug users who find themselves homeless after completing residential drug treatment. The programme aims at assisting the integration of former drug users into mainstream society by providing opportunities for those who had drug or alcohol problems to participate in group and one-to-one therapeutic sessions and activities.

These service users have transitional accommodation in the Greater Dublin Area. Residents are required to be involved in an appropriate Day Programme (such as the MQI Drug Free Day Programme) and are offered one-to-one support, an aftercare group and a weekly community night with staff. Service users' settlement needs are addressed from the start of their stay.

During 2012 there were 16 clients admitted to the Ballymount and Leixlip Supported services. The average monthly occupancy was 72% for Ballymount's three beds and 64% for Leixlip's 6 beds.

TRAINING AND WORK PROGRAMMES

DSP – Community Employment

Services: MQI works in partnership with DSP to provide hands on training for prospective drugs workers, clients and post-treatment service users. This is done through a number of Community Employment (CE) projects based in our services. CE projects provide participants with skills that enable them to access permanent employment. In many cases our CE projects have often provided service users with their first experience of paid employment.



MQI's Open Door project, Athlone

In 2012 a total of 79 persons participated in CE programmes at Merchants Quay Ireland. Of those 32 completed their CE placement at Merchants Quay during the course of the year. Of these 6 secured permanent employment and 2 moved into full time further education. In addition 17 completed a MQI residential or community based drugs intervention programme as part of their CE project.

MIDLANDS SERVICES

With support and funding from the Midlands Regional Drugs Task Force and the HSE Merchants Quay Ireland provides much needed services in the four Midlands counties of Laois, Longford, Offaly and Westmeath.

The MQI Family Support and Community Harm Reduction Team was established in

late 2008 and provides dedicated outreach services for individuals actively using drugs and Family Support Services focused on the needs of the families of active drug users

The Midlands team consists of staff, DSP participants, work placements and volunteers working across counties Longford, Westmeath, Offaly and Laois.

ATHLONE OPEN DOOR CENTRE

The Athlone Open Door Centre provides a range of services for drug users in Athlone including a Drop in Centre offering hospitality and crisis support, vocational training initiatives and support towards rehabilitation and reintegration.

- Offering progression pathways for clients
- Operating in partnership with DSP, HSE, VEC, GP's and other inter agency partners.

2002

MQI hosts an International Conference

on Homelessness and Drugs. Prince Charles visits Merchants Quay.



2007

Prison Partnership Merchants Quay

partners with the Irish Prison Service to provide addiction counselling in all of the country's prisons.

2008

Head Office, Training and Day

Programmes move to new premises leaving core services at Merchants Quay. At this time Brother Sebastian left the Friary for the Assisi Nursing Home, Dublin which is still his home today.

The service had been operated by Westmeath Community Development for many years, in 2010 it was agreed that MQI would take on responsibility for the service from January 2011 in order to enhance services for clients.

As part of the harm reduction and rehabilitation process the Open Door team have been working closely with a core group of individuals who have been attending on a regular basis throughout 2012. This group make use of the facilities within the centre such as food, training, computers, washing and laundry as well as the one to one counselling sessions with the project workers. The Open Door team develop therapeutic relationships with clients through a focused non-judgemental approach to their work. In 2012 there were 119 individuals (86 male and 33 female) linking in with the service. There were 2,424 visits

to the project and interventions included providing 2,392 meals, 191 cooking classes, 50 woodwork classes (in partnership with the VEC) and 2,413 advice and support sessions.

MIDLANDS TRAVELLER SPECIFIC DRUGS PROJECT

Since October 2010 Merchants Quay Ireland has been delivering a new drugs support service aimed at Travellers living in the four Midlands counties. The aim of the service is to provide support for Travellers in relation to their individual substance misuse including:

- Providing a 'continuum of care' to problem drug users enabling them to address their needs, as most appropriate for them (these needs may include health, social, housing, employment, educational and/or vocational);

- Assisting clients in maximising their quality of life and that of their families and communities; and
- Enabling their integration into community services.

During 2012 the Traveller project worked with up to 26 clients at any one time and facilitated 555 support sessions throughout the year.

The Traveller Specific Drugs Workers worked with Travellers who are drug users in order to ensure positive outcomes ranging from drug service provision through advocacy and working in partnership with the existing drug related services. The worker while managed by Merchant's Quay Ireland reported to the Traveller Substance Misuse Steering Group with membership including MQI, Travellers, HSE Traveller Health Unit, RDTF funded staff, HSE and the Traveller Health Co-ordinator.

MIDLANDS FAMILY SUPPORT SERVICES

This involves the provision of services and interventions that support families in coping with addiction related issues. Such services often concern counselling, guidance and advice. Under the National Drugs Strategy, capital family support is seen as increasingly important in the areas of drug treatment and prevention.

The Family Support Service assists families to:

- deal with the trauma associated with discovering their loved one is involved in drug use
- work with vulnerable families in the area of drugs prevention
- 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 parent and the drug user make positive decisions



Kitchen at MQI's Open Door Athlone provides nutritious meals to those in need

2009
40th Anniversary
of Homeless
Services at
Merchants Quay.
20th Anniversary
of Drug Services.



2010
Extended Day Service
Merchants Quay Ireland and Focus Ireland came together to establish a new service aimed at addressing gap in services for homeless people / rough sleepers in the evening time. The new service offers an evening meal, crisis support and advice

and information as well as direct referral to the "night bus" service which arranges overnight accommodation for homeless people.



PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

- build their capacity to respond
- set rules of behaviour for those living in their house
- challenge views that they caused the problem, can control it, or can cure it.

We also provide one to one support by appointment for parents and other close relatives seeking advice and support. We work to proactively link people with other support or treatment services that may be relevant to their needs.

The main goal of family support is to work with the families of active drug users and to act as a reliable source of support, information and advice on drug use and related issues. In 2012 the family support project ran 190 support groups, facilitated 610 one to one sessions and 818 support phone calls.

MIDLANDS COMMUNITY HARM REDUCTION SERVICES

We are aware that most local people and organisations are very concerned about the level of public and community harm associated with drug use in their communities as well as the risks that drug users may expose themselves to. They are also very worried about the risks that drug users may expose themselves to.

Aims

The aims of this service are to:

- Act as a resource for community groups, in the target areas, in their efforts to minimise the impact of problem drug use on their communities.
- Reduce the level of individual and community harm experienced in local communities as a result of drug use in the target areas.
- Reduce the associated level of public

health risk experienced in the designated areas.

- Provide harm reduction and crisis support services to local drug users in places and at times where such services are unavailable.
- Ensure that problems associated with drug use are minimised.
- Promote a partnership model between Residents Associations, Estate Management Committees, Community Policing Services and Midlands Outreach Service in tackling the drugs issue at local level.

Our harm reduction service worked with an average of 130 clients monthly throughout the year, providing 1079 interventions in its busiest month in the form of needle exchange, harm reduction sessions, brief interventions and one to one sessions. The service facilitated an average of 289 needle exchanges each month.

The harm reduction outreach team are focused on on-going support for clients, the workers are outcome focused through the use of motivational interviewing, CBT and care planning. MQI work on supporting clients in the 'pre-entry' phase before admission to residential rehab and detox - 20 outreach clients entered residential treatment during the course of 2012. MQI is focused also on supporting clients in meeting the entry criteria for the Community Detox with 6 clients entering the program in 2012 - having both the residential and Community Detox options maximises the choice available to clients.

The harm reduction team have developed communication channels with the pharmacies providing needle exchange. Pharmacists have good working

relationships with individual project workers and referrals for harm reduction and specific needle exchange interventions follow on from this. The team adopts an inter-agency case management approach to working with all agencies (Probation, HSE, HATs teams, voluntary providers) in the area in order to maximise multi-disciplinary support available for clients.

MIDLANDS REHABILITATION AND AFTERCARE SERVICE

Merchants Quay Ireland, with the support of the Midlands Regional Drugs Task Force and the HSE established a Rehabilitation and Aftercare Service in September 2010. The purpose of this service is to provide a range of rehabilitation and aftercare supports targeting clients from the region including those exiting drug treatment or exiting prison. This involves assisting clients in the process of regaining their capacity for daily life free from the impact of problem drug use and enabling their re-integration into their community.

Our Rehabilitation and Aftercare Worker provides case management for clients with a view to ensuring that all have their needs assessed, and have the opportunity to participate in developing a care plan offering a pathway towards rehabilitation. She also provides psychosocial support for persons leaving drug treatment or released from prison via one to one support and aftercare group work.

The project developed stronger peer groups in 2012 through the establishment of specific groups for older people, alcohol and drug users. The active caseload was 31 clients in 2012. The worker liaises closely with interagency partners in order to specifically address underlying issues of addiction, accommodation, healthcare and

2010

New Communities Support Service – by 2010 more than one third of all visits to the service were made by people from new communities living in Ireland especially from Eastern Europe. To cater for these new communities' a New Support worker role was for people from the new EU states who have become homeless in Ireland.

2010

Midlands Traveller Specific Drugs Project Since October 2010 Merchants Quay Ireland has been delivering a new drugs support service aimed at Travellers living in the four Midlands counties. The aim of the service is to provide support for Travellers in relation to their individual substance misuse



Merchants Quay Ireland Annual Review 2012

abuse. Clients are challenged in terms of meeting their care plan goals and have a structure including both group support and one to one interventions where required in order to address issues raised within a group (there were over 1000 individual psychosocial interventions in 2012).

NATIONAL PRISON BASED ADDICTION COUNSELLING SERVICE

Overview of Services

In 2010 Merchants Quay Ireland won our second successive tender completion for the delivery of the national counselling service for prisoners with drugs and alcohol problems. This service operates in 13 Prisons in all parts of the country.

The service offers structured assessments and evidence-based counselling interventions with clearly defined treatment plans and goals. This occurs within the context of care planning within multidisciplinary teams.

Counselling is available to prisoners who have a history of drug use including opiates, cocaine, ecstasy, amphetamines, LSD, anxiolitics, hypnotics, alcohol, cannabis and other illicit and licit drugs.

Services offered include:

- Brief interventions,
- Motivational Interviewing and Motivational Enhancement therapy
- 12-step facilitation programme
- Relapse Prevention
- Cognitive-behavioural therapy which would also include problem solving approaches, development of alternative coping strategies, anxiety and stress management and anger management.
- Harm Reduction Approaches

Outcomes

In 2012 the Addiction Counselling Service provided in excess of 10,558 counselling session plus 3,668 attendances.



“The job title is MQI addiction counsellor, but you’re not just that. You become mentor, advocate, project worker – I love the work.”

— Caroline Dyer, MQI addiction counsellor

Demand for the MQI Irish Prison Service addiction counselling programmes was extremely high during 2012 with 2,756 referrals received. During the year a total of 2,357 individuals gained access to the service, a 17% increase in the numbers who were seen in 2011. There were 27 counsellors employed in the MQI Prison Addiction Counselling service, 15 full-time and 12 part-time.

MOUNTJOY DRUG TREATMENT

PROGRAMME (in partnership with Ana Liffey Drug Project, Ballymun Youth Action Project and Coolmine)

The Addiction Counselling Service coordinates a structured 8 week drug treatment programme for 9 at a time participant in the Medical Unit in Mountjoy.

The course is aimed at prisoners who are detoxing from methadone or illicit substances. Group work and educational sessions are provided by MQI, Coolmine, Ballymun Youth Action Project and Ana Liffey Drug Project. Other agencies are also invited in to provide inputs on topics relevant to the group. The objective is to help participants to understand the impact of their drug use and to equip them to stay drug free in the future. The course aims to enhance personal learning and help participants to make informed choices.

The counsellors provide one to one support for all participants on the DTP to support the learning and explore the experience of working within the group.

The Counselling Service meets once during each programme with

2010

Athlone Open Door Centre

The Athlone Open Door Centre provides a range of services for drug users in Athlone including a Drop in Centre offering hospitality and crisis support, vocational training initiatives and support towards rehabilitation and reintegration. The service

has been operated by Westmeath Community Development for many years, but following an Evaluation in 2010 it was agreed that MQI would take on responsibility for the service from January 2011 in order to enhance services for clients.

2010

Aftercare Housing–Leixlip, Co. Kildare

Finding accommodation for the large proportion of homeless clients leaving our residential services has been a big issue for MQI in recent years. Our partners, the Respond Housing Association have provided us with a six bedroom group home in Leixlip, Co. Kildare

PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

representatives of the other external agencies to discuss how the group was functioning and to look at ways to improve content and delivery.

The MQI Prison Addiction Counselling Service also coordinated the Mountjoy Medical Unit Drug Treatment programme. This service was very successful during 2012 with 7 courses delivered and 59 clients admitted to the programme. 92% of participants completed the programme in 2012.

Further work is required to support participants after completion and participants can still continue to attend for one to one counselling with another MQI counsellor if they are moved to the Training Unit or an Open Prison after the course.

DRUG FREE TREATMENT SERVICES

Our Drug Free Treatment Services aim at providing easily accessible treatment for drug users who wish to become drug free. Service users can be self referred or may be referred from a wide variety of agencies across the country.

HIGH PARK RESIDENTIAL PROGRAMME

This is a 17 week fully residential programme designed to help participants to become and remain drug free. The programme is a low threshold programme that seeks to attract service users who might not otherwise engage in drug free treatment such as homeless drug users and female drug users. The emphasis is on assisting service users to gain insight into the issues which underpin their drug use and developing realistic measures to prevent relapse. The High Park programme offers

individual care plans which, where necessary incorporate in-house detoxification in partnership with community GPs, individual counselling, group therapy, educational groups, work assignments and recreational activities.

In 2012 there were 249 referrals with 46 admissions to the High Park programme, 29 men and 17 women. The proportion of homeless persons accessing the service in 2012 was 59% of all intake.

43% of admissions to High Park came from outside the Dublin County and City area during 2012.

A total of 9 individuals were admitted for the service's Assisted Community Detox, a significant increase in the 4 individuals admitted for detox in 2011.

One of High Park's achievements during 2012 was that of the 44 clients who exited the service, 57% of them completed the

programme. Furthermore, the service's completion level increases to 78% when we exclude individuals who leave during the first 2 week induction.

ST. FRANCIS FARM RESIDENTIAL PROGRAMME

This is a therapeutic facility with a 14 weeks rehabilitation programme set on a working farm. At St. Francis Farm we provide a safe drug free environment where service users can adjust to life without drugs and make positive choices about their future. We also afford service users the opportunity to explore the reasons for their drug use and to learn more effective coping mechanisms. We provide former drug users with access to training and education, as a means to gaining employment and we enable service users to develop their individual, social and interpersonal skills.

The programme covers areas of relapse prevention, one to one counselling, group therapy, self esteem seminars, assertiveness training, anger management, farm training, literacy skills, and computer skills training (ECDL). Service users also receive training in Emergency First Aid and in life skills and budgeting. In addition service users are offered the opportunity to participate in Yoga classes and reflexology and fortnightly spirituality workshops.

What makes St. Francis Farm unique is the fact that our programme is situated in a working farm environment. Service users gain work experience in animal care, vegetable production, and in general farming. The food produced at the farm is used to supply the kitchens in our various centres, feeding up to three hundred people every day.

In 2012 There were 236 referrals to the St. Francis Farm Residential Rehabilitation



High Park Residential's Garden and Gazebo

2010

Drug Free Day Programme: In August 2010 we established a new drug free day programme aimed at clients exiting residential drug treatment at CoolmineTherapeutic Community, St. Francis Farm, High Park or other services.

2010

Easy Access Education for Homeless People

With the support of Pobal Dormant Accounts Fund – Homeless Measure, MQI started a new Educational Initiative for Homeless People in 2010.

2011 & 2012

A New Need

MQI's new detox facility at St. Francis Farm opens thanks to another legacy gift and the amazing support of donors, increasing the provision of detox beds in Ireland by 30 percent. The 14-week drug free rehab programme at St. Francis Farm is also expanded, to 14 beds.



St. Francis Farm – Rehab facility sees increasing numbers in 2012

service with 49 individuals admitted to the service during the year, 36 men and 13 women. In order to address the low proportion of women accessing the service in previous years, St. Francis Farm ring-fenced 5 beds for potential female service users and incorporated gender specific services into the programme during 2012. These developments have resulted in tripling the number of women accessing the service during 2012 compared to 2011. 28% of admissions came from the South East counties during 2012. Across St. Francis Farm detox and drug free residential services 25% of admissions for detoxification came from the Munster region.

St. Francis Farm Detox

Merchants Quay Ireland medically supervised detox unit opened in May 2011, when it began processing referrals and carrying out assessments of prospective clients. The new 10 bed facility offers a 30% increase on national detox provision.

During its first year of operation, St. Francis Farm Residential Detox received 163 referrals. 38 clients were admitted to the service during the year and 76% of these completed their detox. 26% of admissions to the St. Francis Farm Detox

THEY MAKE MUSIC MAGIC: MQI'S FISHER MAN BAND

Boris, Brian, David, Laurence, and Will come together for another performance of the all-volunteer Fisher Man Band. Read how they got started, and how Fisher Man's music is therapy for those you help...



A few years back, several MQI staff decided to share their musical talents by playing carols for the people who were isolated or living on the streets at Christmastime. The music turned out to be such good therapy that the Fisher Man Band was formed – and played on. Over time it grew to include not only staff, but Merchants Quay clients too. “There’s no ‘us’ and ‘them,’” notes guitarist and MQI friend Brian Cronly, who is also the filmmaker behind Fisher Man’s video, “Music is a great equalizer.”

In the space offered by the new Riverbank, MQI project worker and Fisher Man guitarist Will Carroll sees real opportunity. “If you’re on the streets, the chances that you’ll ever be allowed into a pub or a music venue are very slim. We play to give people an opportunity to listen to live music, to play and sing and clap their hands. With funding, we hope to progress into teaching at Riverbank. Music is a real therapy.” Bass guitarist Boris agrees, adding, “If you have music, you are a rich man.”

2012

Riverbank's Centre

Furnished by kind supporters, MQI's new Riverbank Open Access Centre opens, bringing all Dublin-based food, addiction and crisis services under one roof for the very first time.



2013

Honouring our Ethos

With a welcome word and a helping hand, MQI is poised to serve 100,000 meals to Ireland's homeless and hungry this year, thanks to an 800-year-old ethos and the caring hearts of supporters like you. Thank you!

PROMOTING POSITIVE CHANGE

PROGRESSION PATHWAYS PROGRAMMES, continued

unit came from the HSE South region during 2012.

Initially St. Francis Farm Detox provided methadone detoxification, however as the year progressed the service was developed to also providing combined methadone and benzodiazepine detoxification. During 2013 it is planned to develop the service further by providing benzodiazepine detox and alcohol detox.

TRAINING

In 2012, a total of 1653 people participated in training events either organised through or delivered by the MQI Training and Development department. This represents an increase of 22% on 2011. The courses offered included:

- Clinical Skills such as Cognitive Behavioural Therapy; Community Reinforcement Approach and Family Training; Anger Management; Supervision Skills and Motivational Interviewing.
- Health & Safety training including First Aid & Therapeutic Crisis Intervention.
- Client Support Skills for example sourcing ASSIST and safe talk training to help staff work with clients who may be suicidal; Social Welfare information provision and Understanding Mental Health training.
- Governance such as QUADS (Quality Standards in Alcohol & Drug Services) and Child Protection training.
- MQI/University College Dublin, Certificate in Drugs Counselling Theory & Intervention Skills delivered in Dublin & Cork.
- MQI/University College Dublin, Diploma in Drugs Counselling Theory & Intervention Skills delivered in Dublin.
- 147 people participated in our three University Courses which represents a 5% increase on 2011. In 2012, 2 previous students from MQI who had progressed from our Diploma programmes onto the Bachelors of Social Science degree with UCD were successfully conferred with their awards in summer 2012.
- As volunteering is such an essential part of the MQI ethos, the Training Department also provided Volunteer Induction Training throughout the year.

NEW DEVELOPMENTS

RIVERBANK HOMELESS AND DRUGS CENTRE

In Summer 2011 work commenced on the redevelopment of the Riverbank Centre. The purpose designed redevelopment, was completed ahead of schedule and MQI's homeless and drugs services moved into the new centre in July 2012. MQI's new flagship Riverbank Centre provides a single site location for all our crisis oriented Dublin based services. This bright new facility contains a larger dining room with the capacity for 70 clients, a modern reception, improved medical facilities, new kitchen to provide a greater range of warm meals to cater to the ever increasing numbers who come through our doors. This fantastic new development could not have been realised without the support of the Franciscan Fraternity and the many Donors and Benefactors who support our work. The centre was opened officially by An Taoiseach Enda Kenny in November 2012.

PASTORAL CARE AT MQI

From its earliest days back in 1969, Merchants Quay Ireland have been dedicated to the Franciscan tradition of "speaking the language of the human heart." An integral part of that ethos is to

welcome Ireland's homeless and hungry regardless of their faith, and to offer spiritual care. This healing tradition came full circle with the 2011 appointment of Franciscan Friar Gabriel Kinahan as Chaplain to MQI. Gabriel is available to clients and staff on a regular basis in MQI's facilities at Riverbank Open Access Centre, Athlone Open Door, High Park, Chapelizod and St. Francis Farm in Tullow. He works in collaboration with Pastoral Care volunteers Jimmy Dunne and Franciscan Sister Brid O'Sullivan.

You'll find Gabriel wherever and in whatever way Merchants Quay's clients and staff need his comfort and guidance most. He also speaks to civic and student groups that come to MQI. In MQI's more structured programmes, Gabriel helps oversee the now established Faith & Spirituality Group Sessions at St. Francis Farm, High Park, and in the Aftercare Day Programme at Riverbank. "Because MQI serve people from many different faiths – and sometimes none – an important aspect of these groups is that clients can explore faith and spirituality in an open and accepting environment. I never want to come across as trying to supply them with answers, rather I would hope to be one who helps facilitate their questioning."



Taoiseach Enda Kenny speaking with our Full time Nurse Idah Kachemba during the opening of the Riverbank centre

OVERVIEW

2012 was another difficult year financially. MQI has continued to focus on maximising the resources spent on direct client service costs.

The highlights of the year as summarised below:

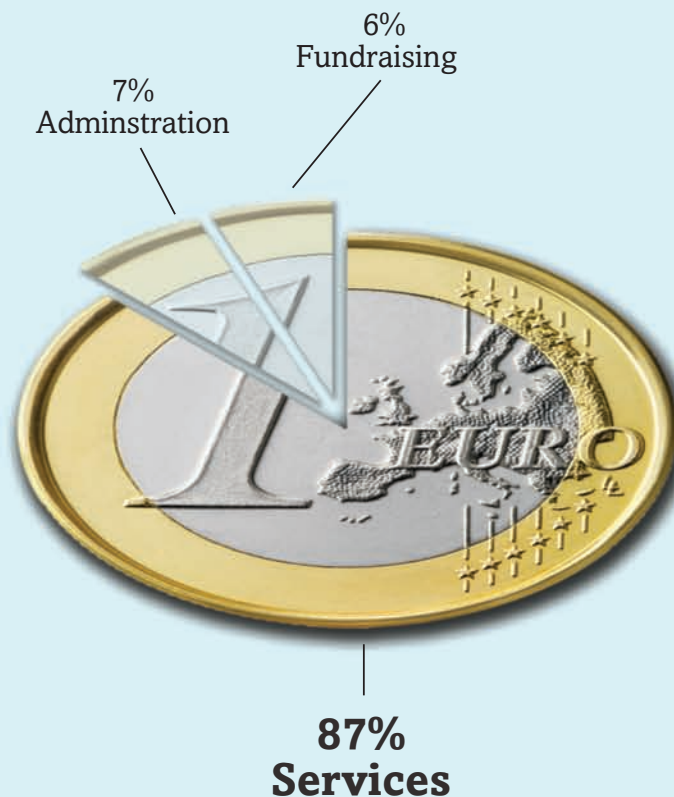
- Despite a difficult year MQI not only maintained existing client services, 2012 also brought:
 - The grand opening of the newly refurbished Riverbank Open Assess Day Services facility on Merchants Quay in the summer of 2012
 - The relaunch of the newly refurbished Open Door Homeless and Drugs Centre in Athlone
- Income and expenditure for 2012 was €7.9m (compared with €7.4m in 2011) with MQI recording a deficit of 77k (as compared with a surplus of €27k in 2011). The main additional income related to donations offset by a reduction of between 3% and 10% in state funding lines.
- MQI continued to maximise resources spent on direct client services in 2012 with €0.87c in each Euro going to client services.

COST SAVINGS

Due to funding cuts of up to 10%, MQI has continued to implement cost saving measures on all expenditure lines in order to operate within our means. These measures include the following areas:

- Review of on-going service contracts and expenditure to achieve cost savings where applicable
- Strategies in place to increase the number of volunteers and graduates in the organisation
- Utilisation of outsourcing where appropriate and cost effective
- Continued consolidation of administration and centralisation of ordering
- Partnerships with business and other charities provided efficiencies in the provision of client services

How donations are wisely used:



The implementation of these cost saving measures, has meant that for the most part front line services to those in need have been untouched in 2012.

OUTLOOK FOR 2013

Further state funding cuts along with a significant increase in demand for all aspects of our services will make 2013 another challenging year. This will further necessitate optimising cost efficiencies and increasing donation revenues. MQI is committed to its clients and the improvement on how funds are spent as well as maximising the value for these funds. MQI will continue to try and develop new income streams in line with emerging client need.

CORPORATE GOVERNANCE

The finance and audit sub-committee met a number of times in 2012 and our auditors PWC reported directly to the sub-committee on the 2012 financial statements. MQI continue to implement best practice taking into account recommendations from our auditors and the Charities SORP 2005 (UK Charities Statement of Recommended Practice).

FUNDRAISING

The support of those who donate to MQI is vital in the continuity of services to the poorest and most marginalised in our society. In 2012 MQI received €1.45 (18.5% of running costs) from fundraising.

**INCOME AND EXPENDITURE ACCOUNT FOR MQI FOR THE
YEAR ENDED DEC 31ST 2012**

| | 2011 Total | 2012 Total | Difference |
|---------------------------------------------------------------|---------------|-----------------|------------------|
| Income | 7,387,428 | 7,871,536 | 484,108 |
| Expenditure | (7,379,648) | (7,958,729) | (579,081) |
| Surplus / (Deficit) for the year before interest | 7,780 | (87,193) | (94,973) |
| Interest received / Other finance costs | 18,909 | 9,892 | (9,017) |
| Surplus /(Deficit) for the year | 26,689 | (77,301) | (103,990) |

**MERCHANTS QUAY PROJECT LTD BALANCE SHEET
AS AT 31 DECEMBER 2012**

| | 2012 € | 2011 € |
|----------------------------------------------------------------------|--------------------|--------------------|
| Fixed Assets | | |
| Tangible Assets | 105,110 | 71,005 |
| Current Assets | | |
| Debtors | 879,750 | 895,665 |
| Cash at bank and in hand | 548,200 | 234,203 |
| | 1,427,950 | 1,129,868 |
| Creditors: amounts falling due within one year | (1,440,712) | (1,031,293) |
| Net Current Assets | (12,762) | 98,575 |
| Total assets less current liabilities | 92,348 | 169,580 |
| Creditors: amounts falling due after more than one year | (176,669) | (200,238) |
| Net liabilities / (assets) excluding pension liability | (84,321) | (30,658) |
| Net Pension Liability | (191,888) | (145,500) |
| Net liability including pension liability | (276,209) | (176,158) |
| Represented by: accumulated deficit | (276,209) | (176,158) |

**FRANCISCAN SOCIAL JUSTICE INITIATIVES LIMITED BALANCE SHEET
AS AT 31 DECEMBER 2012**

| | 2012 € | 2011 € |
|--------------------------------------------------------------|------------------|------------------|
| Fixed Assets | | |
| Tangible Assets | 6,028 | 12,277 |
| Current Assets | | |
| Debtors | 0 | 2,685 |
| Cash at bank and in hand | 570,751 | 782,598 |
| | 570,751 | 785,283 |
| Creditors (amounts falling due within one year) | (530,313) | (745,028) |
| Net Current Assets | 40,438 | 40,255 |
| Total assets less current liabilities | 46,466 | 52,532 |
| Deferred Grants (Capital Grants) | 0 | 0 |
| Total Net Assets / (liabilities) | 46,466 | 52,532 |
| Represented by: accumulated surplus | 46,466 | 52,532 |

**ST. FRANCIS HOUSING ASSOCIATION LIMITED BALANCE SHEET
AS AT 31 DECEMBER 2012**

| | 2012 € | 2011 € |
|--------------------------------------------------------------|------------------|------------------|
| Current Assets | | |
| Cash at bank and in hand | 345,572 | 298,536 |
| | 345,572 | 298,536 |
| Creditors (amounts falling due within one year) | (374,675) | (63,953) |
| Total assets less current liabilities | (29,103) | 234,583 |
| Creditors (amounts falling due within one year) | 0 | (234,583) |
| Total Net Assets / (liabilities) | (29,103) | 0 |
| Represented by Accumulated funds | (29,103) | - |

ACKNOWLEDGEMENTS

THANK YOU TO OUR SUPPORTERS

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, 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 we wish to express our immense gratitude.

We would like to acknowledge the following supports received in 2012

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- ESB Electric Aid
- O'Reilly Recycling
- OFM – Franciscan Friary
- Community Foundation for Ireland
- Winifred Garvin Fund
- OLC Ireland Trust Fund
- Jefferson Smurfit Foundation Trust

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- MRDTF
- HSE
- Probation Service
- Dublin City Council
- Dublin Regional Homeless Executive
- SICLDTF
- The Family Support Agency
- Irish Prison Service
- Department of Social Protection
- Pobal
- SERDTF

Investing in your future

The Equality for Women Measure 2010-2013 is funded by the European Social Fund (ESF) through the Human Capital Investment Operational Programme 2007-2013 and the Department of Justice and Equality.







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View of new Riverbank Centre,
Merchants Quay

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