

# Fiscal Year 2025 Annual Report

## A Note from our CEO



**Kara A. Capone, MA, MPH**  
Chief Executive Officer  
Community Housing Advocates

Webster's Dictionary defines resilience as "an ability to adjust easily to change." At Mercy Housing and Shelter Corporation, resilience takes many forms: a woman maintaining her sobriety, a father gaining employment and providing for his family, a young adult discovering their dream career. The common thread? **Safe, stable housing and access to needed resources.** Thanks to you, our generous donors and community partners, Mercy Housing provides the foundation for resilience to grow and futures to become limitless. The results of your stewardship are highlighted in this report, and as you will see...**you are making a difference!**

Thank you for continuing to deliver hope and transform lives!

## Mission Moment: Tammy's Confidence Blooms at *The Haven*

Tammy doesn't like to think about who she was at the beginning of her journey with Mercy Housing. She had arrived at The Haven at Charter Oak following a hospital stay for a severe mental health crisis, uncertain about what the future had in store. "I was living in fear," she said, fighting back tears. "But even then," Program Director Susana Villalobos added, "we could see her resilience."

Over the months that followed, Tammy utilized the round-the-clock support at The Haven to begin rebuilding her life. She secured a job, began saving, and enrolled in community college - where she got straight A's her first semester. Her confidence grew, and the once shy young woman discovered that she could achieve her goals - including moving into her own apartment.

Tammy graduated from The Haven in June 2025, ready to take on life's challenges with the skills and resources she gained from this valuable program. "I'm so proud of where I am now," she stated. "I'm the bravest person I know."



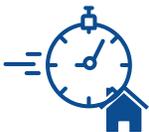
## Your Support In Action



**77,863 meals** were served between St. Elizabeth House and the Friendship Center.



**205 people** were served by our Permanent Supportive Housing program, which helps those with very low incomes and serious and persistent conditions have a place to call home.



**114 people** were served by our Rapid Rehousing program, which helped them find and maintain housing after experiencing literal homelessness.



**165 individuals with complex needs** were assisted on their road to recovery and housed through our residential programs.



Mercy Homeless Diversion staff kept **790 participants** in a housing crisis out of a homeless shelter:

- **401 participants in Greater Hartford** were served in partnership with the Greater Hartford Coordinated Access Network.
- **389 participants in Greater Middletown** were served in partnership with the Middletown-Meriden-Wallingford Coordinated Access Network.

# Financial Report

	6/30/2025	6/30/2024	FY 2025 Change
Assets	\$13,556,921	\$13,130,754	\$426,167
Liabilities	\$1,598,352	\$1,557,708	\$40,644
Net Assets	\$11,958,569	\$11,573,046	\$385,523

## Income: **\$9,766,487**

State & Federal Funding	\$8,293,824	84.9%
Fundraising - Private Grants	\$339,000	3.5%
Fundraising - Individual & Gala	\$398,083	4.1%
Program Fees	\$76,113	0.8%
Rental Income	\$115,839	1.2%
Investment Income, Net	\$543,628	5.6%
<b>Total</b>	<b>\$9,766,487</b>	<b>100%</b>

## Expenses: **\$9,380,964**

The Haven	\$1,088,481	11.6%
St. Elizabeth Residential	\$2,064,086	22.0%
Diversion & Rapid Rehousing	\$2,037,039	21.7%
Supportive Housing Services	\$1,685,759	18.0%
St. Mary's Residence	\$585,125	6.2%
Friendship Center	\$392,086	4.2%
Fundraising	\$297,884	3.2%
Administration	\$1,230,504	13.1%
<b>Total</b>	<b>\$9,380,964</b>	<b>100%</b>

**Thank You** for making a difference in the lives of the men, women and children we serve each day in Greater Hartford and Middlesex Counties. It means more to them than you may ever know!

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Mercy Housing and Shelter Corporation promotes independence and dignity by providing housing assistance and supportive services to those experiencing or at risk of homelessness. Mercy creates pathways toward self-sufficiency and advocates for systemic change to end homelessness. Mercy Housing is a proud affiliate of Community Housing Advocates (CHA). As our parent organization, CHA provides essential administrative support while allowing Mercy Housing to maintain its own unique identity and nonprofit status.