

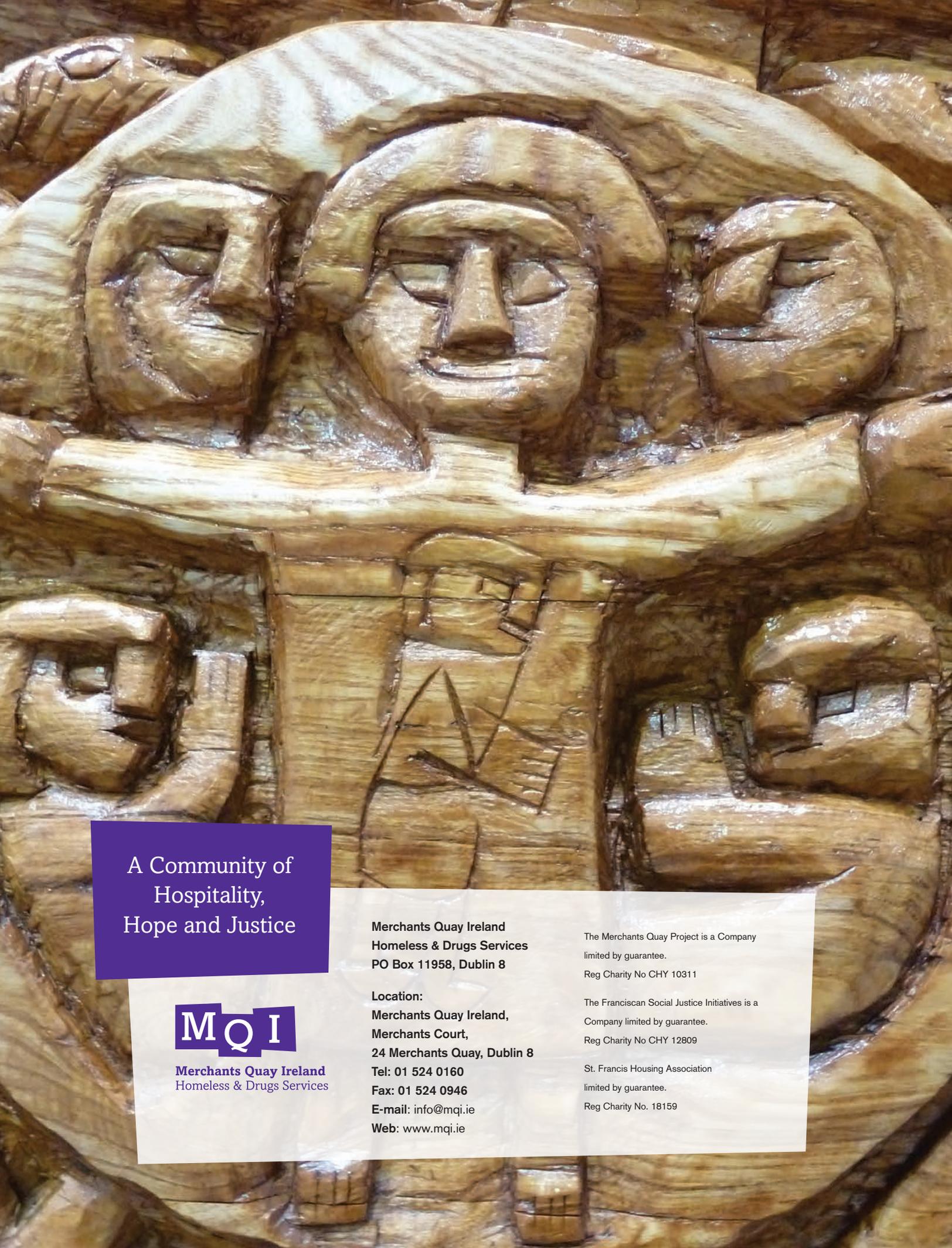


**Merchants Quay Ireland**  
Homeless & Drugs Services



*It all starts with a  
cup of tea...*

**ANNUAL REVIEW 2013**



A Community of  
Hospitality,  
Hope and Justice



**Merchants Quay Ireland**  
Homeless & Drugs Services

**Merchants Quay Ireland  
Homeless & Drugs Services**  
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Reg Charity No CHY 10311

The Franciscan Social Justice Initiatives is a  
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Reg Charity No CHY 12809

St. Francis Housing Association  
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Reg Charity No. 18159

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## ANNUAL REVIEW 2013

“Being with MQI is the best job I’ve ever had in my life. I get more out of helping people – more out of this job – than any other. Once they see somebody smile, and they know it’s safe here, it’s brilliant.”

— Mick Latimer  
MQI outreach worker

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## CHAIRMAN'S INTRODUCTION

**A**s Chair of MQI I am pleased to welcome our Annual Report for 2013.

It is a difficult time in our country and indeed our sector and at MQI we have had to continue to tighten our belts and cut costs to the bare minimum. Pressure on budgets has necessitated a re-structuring of the organisation in 2013 in order that we can continue to maximise efficiencies.

The controversy in the sector pertaining to governance, remuneration levels and transparency merits serious consideration. In November last our CEO directly addressed these issues as they affect MQI with a direct disclosure letter to all our stakeholders. This letter is available on our web-site: [www.mqi.ie](http://www.mqi.ie).

At Board level over recent years we have made significant progress in secularising Board composition to ensure that a broader spread of expertise informs our decision-making. The Board has availed of external expert workshops on good governance and best practice. A sub-committee of the Board is currently completing an exercise to bring MQI to full compliance with the sector's Good Governance Code and we intend that our next set of accounts will be fully SORP compliant. It is the intention of all at MQI to ensure we maintain a culture of best practice in all aspects of our work. It is imperative that the ever increasing needs of our clients, who are among the most marginalised in our society, are not impacted upon by a decrease in funding due to any lack of transparency.

Given the deep impact of the recession, it is vital to acknowledge the heroic efforts of our Executive team and staff. They have experienced an extraordinary increase in their work load, whilst enduring a full pay freeze over the past five years. During this period the number of meals we have provided has more than doubled, as has the number of hours we are available to clients in both the food service and the addiction service. Also during this period, in the interests of providing a national integrated addiction service, MQI has continued to provide an extensive service in all our major jails. Our Executive and staff continue to go the extra mile for all our clients on a daily basis.

To all our volunteers, including my fellow Board members, I want to express deep appreciation for your wonderful commitment and I sincerely hope you experience satisfaction from what you do. Volunteering has always been a valued intrinsic part of MQI. The increase in services provided by MQI, which I have already outlined, could not possibly occur without the dedicated support of all our volunteers. Your contribution is invaluable.

The Franciscan community continues to support MQI with an open-ended generosity.

The spiritual ethos which they have created and which still permeates all of our activities is a rich gift and forms a firm bedrock for our organisation. On behalf of the Executive, staff and clients I want to express our deepest gratitude to the Friars.

Despite the climate of crisis and distrust in the charity sector, our donors have

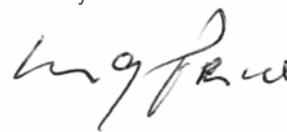
continued to respond with incredible generosity to MQI. It is our policy through our newsletters and our fund-raising communications to continue to provide a full picture of the important, often life-saving, work made possible by their donations.

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

Despite the economic hardships and governance crises of the past year we must not lose sight of the needs of our clients. Poverty, hunger, addiction and homelessness continue to bring increasing numbers to all our services. It is an intrinsic part of our mission statement never to turn anyone away and to greet all with warmth and respect. We at MQI will continue to offer the best standard of care to all our clients.

Our clients regularly remind us of our vulnerabilities and each day, in our interaction with them, we are afforded the opportunity to fully experience our shared humanity. I want to conclude by assuring all our clients how much we value working with you and we strongly 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

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

## LOOKING BACK: 2013

In reflecting on 2013 it is clear to see that the economic recession of the last few years has impacted on almost everyone and has pushed more and more people to the margins of society. In terms of the real human cost it is most visibly marked in the many men and women who turn to our homeless and drugs services for support.

In Ireland we are currently experiencing a severe housing crisis, particularly in the greater Dublin area where we have approximately 1,600 people living in various types of emergency accommodation including hostels and basic bed and breakfast provision with up to 140 people sleeping rough on the streets every night. For people sleeping rough or living in hostels, bed and breakfast and other emergency accommodations there remains a real need to provide services that can support them out of their current predicament and help them to make the transition to mainstream living. The day care needs of homeless people are an ever growing issue and now, with more people in this category, we are seeing more people availing of our meals and daytime support and drop-in service facilities. Over the course of 2013 we saw over 8,000 people in our homeless support services and provided over 85,000 meals for people who are homeless. The real physical cost of being homeless is most starkly evidenced in the numbers of people accessing our primary health care services where, in 2013, we saw 1,623 individuals making nearly 4,500 visits to our nursing and G. P. clinics, which is a more than 30% increase on the previous year.

In our drug treatment services the numbers presenting remained consistently high reminding us that problem drug use remains a very live and serious issue. Over the course of 2013 we had over 25,000 needle exchange visits, a 12% increase on the previous year, and saw 3,260 individuals accessing our crisis drug services with 614 of these being new first-time presenters, a 23% increase on 2012. The continued trend of poly-drug use was also evident with most users reporting opiate use in combination with licit and illicit prescription drugs, mainly benzodiazepines. A new trend also surfaced with a survey we conducted in the needle



Joan Burton TD, MQI Chairman Mick Price, and Tony Geoghegan MQI's CEO at the launch of last year's Annual Review.

exchange during 2013 revealing that as many as 10% of those accessing the needle exchange were steroid users. This is a worrying phenomenon with little information available on the consequences of longer term use of these drugs and calls for new initiatives and approaches in engaging meaningfully with this group.

In the current era of austerity Government funding for drugs and homeless services has declined year on year since 2008 making the provision of services to meet the growing demand extremely difficult. At Merchants Quay our priority was to protect our front-line client services and to ensure this we had to take some very difficult steps. We significantly pared back our costs in relation to areas like administration and research and other back office functions while at the same time we agreed new working arrangements with our staff so that we could develop much needed new initiatives for service users. This groundwork has allowed us to maintain our current services while also putting in place a number of new initiatives. We initiated a benzodiazepine withdrawal programme at our medically supervised detox service in St Francis Farm as a response to the issue of poly-drug use and the demand for such a service. We have further developed our aftercare and social housing programme to include a drug free day programme and a dedicated aftercare support service for clients completing our residential treatment services. In our crisis day services we have bolstered our primary healthcare service to include

substitution treatment for homeless drug users and introduced a range of therapeutic day care group activities focussed on providing pathways out of crisis drug use and homelessness. We have developed these services independently with the support of our voluntary donors. In this regard we have become more and more reliant on voluntary income to continue providing our services and I want to particularly acknowledge and thank all the individual donors, companies and grant making trusts who are genuinely concerned about the issues of homelessness and drugs and who so generously support our work.

At Merchants Quay we believe the issues of homelessness and drug use can be successfully addressed, however this requires a willingness and commitment on the part of the Government to do so. We understand the economic dilemmas facing the Government however, at the end of the day, society, and the economy, isn't just about money it's about people and peoples lives. Ultimately addressing the drugs and homeless issue is about saving lives. Most of all, investing in these areas is about reducing the misery associated with homelessness and drugs for the individual, for their families, their communities and for society as a whole.

**Tony Geoghegan**  
Chief Executive

# MERCHANTS QUAY

## LOCATIONS NATIONWIDE



**19 Locations 11 Counties**

### 1. Dublin

- MQI Open Access – Drugs and Homeless services
- Riverbank – Stabilisation day programme
- Newmarket – Drug Free day programme
- Newmarket – Aftercare & Social Housing
- High Park, Drumcondra – MQI Residential Detox & Drug Free Rehabilitation Centre
- MQI Training
- Leixlip – Aftercare Housing
- Ballymount – Aftercare Housing
- Mountjoy Prison Complex – MQI Prison-based Addiction Counselling
- Cloverhill – MQI Prison-based Addiction Counselling
- Wheatfield – MQI Prison-based Addiction Counselling

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

3. St. Francis Farm, Tullow **Co. Carlow** - MQI Detox Unit and Drug Free Residential Rehabilitation Centre

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-based Counselling

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



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 for the individual, family and wider community is greatly reduced and the range and quality of drug and homeless services is maximized. Whilst also reaching out to the marginalised affected by homelessness, to see a society where nobody is without a place to call home and the need to sleep rough is gone.

#### 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 door 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

The move to the new Riverbank building on Merchants Quay has been a resounding success as more and more people come to our homeless services with complex needs. Over the course of the year we provided more than 85,170 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 (FÁILTIÚ)

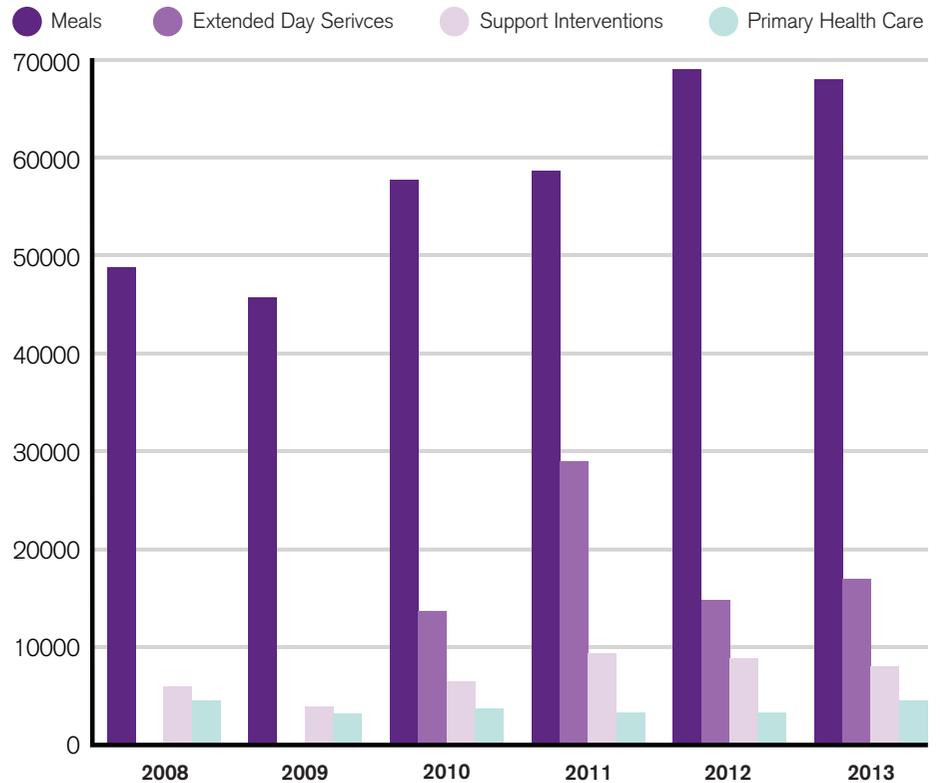
The aim of the Drop-in Service is to provide a "one stop shop" offering a range of interlinked services meeting the key daytime needs of homeless persons with the twin purpose of minimising harm associated with life on the streets and offering clear pathways towards settlement and reintegration. In 2013 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 2013 we recorded 7,970 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

Homeless Services between 2008 and 2013



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 68,170 meals were provided in 2013 (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

## IN 2013 MQI'S RIVERBANK OPEN ACCESS PROVIDED...



4,467 health care interventions during the year (an increase of 35% compared to 2012).

**Nursing:** In 2013 there were a total of 1,645 nursing interventions, or 137 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 788 counselling sessions in 2013 (an increase of 7% compared to 2012).

**G.P Service:** Our GP service dealt with 1,487 consultations or 124 per month (an increase of 78% compared to 2012). The service is used by clients with a variety of acute and chronic illnesses, in 2013 785 unique clients used the GP service (an increase of 63% compared to 2012).

## HOW EXTENDED DAY SERVICE FILLS THE “SPACE BETWEEN”

*In 2013 you helped expand EDS, our Extended Day Service, into its new Riverbank location. Hear what MQI project worker John Donaghy has to say about the “safe space between” that you have created...*

**MQI:** John, how does EDS differ from Merchants Quay's daytime services?

**John:** Our daytime open access service is open from 7:30am to 4:30pm, and EDS (MQI's Extended Day Service) opens from half-five to half-eight. For people who are truly homeless – who have absolutely nowhere to sleep, it's vital. They can use our free phones to ring up a hostel and see if a bed is available. Due to demand, right now EDS is for the most vulnerable individuals.

**MQI:** So our homeless need to call a hostel every night for a place to sleep?

**John:** Yes. You have to leave hostels early in the morning. You walk the streets, exposed to the weather. You don't necessarily get that bed back again. Without us people mightn't be able to access emergency accommodation.

**MQI:** What other evening services do our supporters help fund?

**John:** We advocate on our clients' behalf as well and link in with them to offer advice, support and even basic medical care. There's the phones, and clients can have a bite to eat here.

**MQI:** What would happen without MQI's Extended Day Service?

**John:** We often have people waiting outside. It's very hard to imagine if EDS



John Donaghy, MQI project worker

didn't exist, because some people may not have eaten at all during the day. Imagine walking around in the cold and rain, hour after hour. The clothes on their backs would be all they have and if they get soaking wet that's it.

**MQI:** Does it pull your heartstrings?

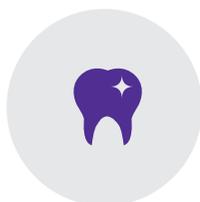
**John:** It does. You feel it yourself. Especially the ones in crisis – they may be younger or have mental health problems. In my own mind I'd be thinking 'I hope I see them in the morning.' Sometimes they do pass away in the night. I always look forward to seeing their faces as they come through the door.

**MQI:** What would you say is the real key positive thing about EDS?

**John:** It's that space between half four and half ten when hostels open. At Merchants Quay's Extended Day Service, thanks to our supporters we fill a bit of that space. We can welcome everybody without judgement and it works.

### PRIMARY HEALTH CARE SERVICES DELIVERED TO THOSE IN NEED IN 2013...

4,467  
VISITS



NURSING  
DENTAL  
COUNSELLING  
GP

# ADDRESSING CRISIS

## OPEN ACCESS SERVICES, continued



MQI staff member John greets clients at the Riverbank Day Centre

languages and provides a range of supports including advice and information, referral and advocacy for these service users.

In 2013 the New Communities service provided one to one support to an estimated 250 service users – the greatest number were from Eastern European countries (the majority of whom were Polish). 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

### 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 2013. Between 80 - 130 people used the service each night. An estimated 17,000 visits were recorded in 2013.

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 operated from 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. Several of our Project workers are fluent in a number of Eastern European

#### Needle Exchange From 2011 to 2013



## WAYS MQI CARED FOR MEN AND WOMEN IN CRISIS IN 2013...

**1,748**  
SAFE  
INJECTING  
WORKSHOPS



**25**  
PAIRS OF SOCKS  
& UNDERWEAR  
DAILY



**150**  
HOT  
SHOWERS  
WEEKLY



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 2013 there were 25,190 visits to Drug Services and 22,898 needle exchanges, this is a 10% increase from 2012, 3,260 individuals used the service of which 614 were new clients.

### 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 2013 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 service users to doctors, court and other case meetings. The service engaged with over 1,000 individuals throughout 2013, 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 25 individuals on a weekly basis throughout 2013, the group meets up every Tuesday evening with an average attendance of 11 family members or concerned persons.

### 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.

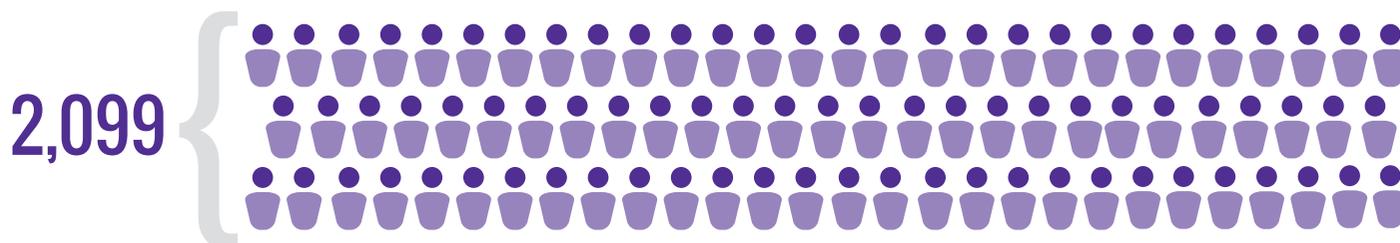


PHOTO: STEVEN DOYLE

“Over and over, these are the men and women that are told ‘we can’t fix you, we can’t do anything for you.’ At Merchants Quay Ireland, we say ‘come in.’”

— Bernie Murphy – MQI Counsellor

## A GROWING NEED: TOTAL CLIENT VISITS TO MQI'S DRUGS SERVICES EACH MONTH...



# 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 20 service users on this programme in 2013.

#### 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

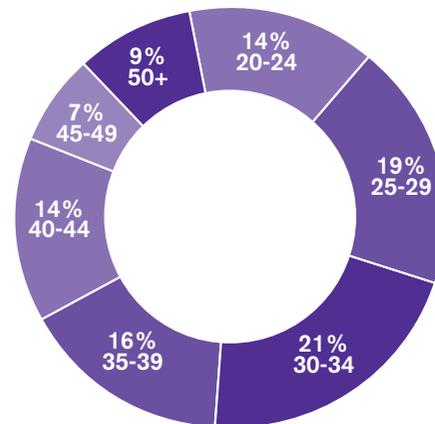
considerable importance in addressing the educational disadvantage experienced by so many of our service users.

The MQI Pathways Stabilisation programme had 43 participants during 2013 with most participants falling into the 25 – 39 age group. Demand for the service increased during 2013, due to its relocation within the Open Access crisis day service.

#### 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.

#### Stabilisation Programme by Age 2013



One of the main features of this program is weekly acupuncture within the Open Access Service which was accessed on 182 occasions during the year. The weekly music programme at the Riverbank centre has provided another mechanism for engaging service users.

#### 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. computer training and hairdressing skills) 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,



MQI staff greet clients by name as they arrive at MQI's Riverbank Day Centre before linking them in with MQI crisis services.

### FACTS ON DEDICATION AND DEMAND IN 2013...

# 355

TOTAL YEARS' EXPERIENCE OF OUR DEDICATED OPEN ACCESS STAFF



# 83%

COMPLETION RATE MQI'S DRUG FREE DAY PROGRAMME

# THE YEAR YOU CHANGED EVERYTHING: MARTIN'S STORY

*Whenever you support Merchants Quay Ireland, someone like Martin is working hard to honour your generosity...*

literacy, personal development, personal grooming and presentation, hair care and holistic therapies.

In 2013, a total of 165 women participated in this program, there were 556 visits to the program. 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 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.

## AFTERCARE SERVICES

### DRUG-FREE DAY PROGRAMME

Our Drug-Free Day Programme based in Newmarket Square, Dublin, is part of MQI's Aftercare Services and is targeted at clients exiting our residential rehab services at High Park and St Francis Farm. The programme is 6-months in duration and provides 1-1 care planning, support groups and education sessions aimed at assisting clients reintegrate into society. Demand for the service was high during 2013 with 18 clients admitted to the service during the year. Of the 15 clients who left the service during 2013, an impressive 83% of them completed the programme.

### WEEKLY AFTERCARE SUPPORT GROUP

The weekly Aftercare Support Group is also targeted at clients exiting our residential rehab services at High Park and St Francis Farm. Demand for the service was exceptionally high and consistent through 2013, with 23 clients admitted to the service. Of the 19 clients who left the service during the year an impressive 74% of them completed the programme. Given

"If somebody had told me I'd be a slave to a substance for 20 years, I wouldn't have believed them," Martin begins. "I'm proof that addiction can affect anyone." His story tells the tale...

### Denial and deliverance

MQI and Martin crossed paths in the 1990s. Even then Martin was "using dirty needles. MQI offered clean needles and counselling but I wouldn't take it: I was in denial. I repeatedly went back to the thing that was destroying me."

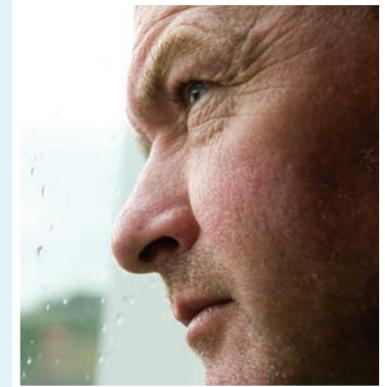
By 2012 Martin was in his 40s, "living like a ghost. I'd be almost dying, but I'd keep using drugs. Part of me wanted to give up." Instead Martin sought help.

He found Merchants Quay again. "I barely had my bus fare to St. Francis Farm. They told me, 'We're worried you might not make it through the weekend. We'll take you in this Friday.' That's how bad I was."

Even now his voice breaks as he relives the moment. "Then Annette, who's on staff there, gave me a sandwich to take home. Her kindness meant the world to me. I was struggling to eat at the time."

He calls MQI's St. Francis Farm "the best treatment centre I've ever been in. I used to head off into the fields with the animals. Staff there tailor your recovery to you. It's proven to work, and it worked for me."

By early 2013 Martin was drug free. But he had no home to return to



Thanks to your support of MQI, Martin moved on from active addiction in 2013.

– and at many services that's where recovery ends, leaving men and women to return to the streets or hostels, surrounded by people in active drug addiction. Thanks to your support though, Martin's journey had just begun.

### Pathways to change

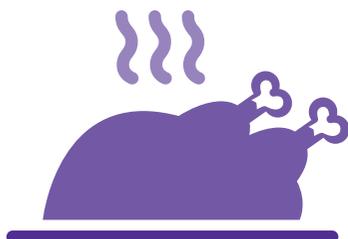
He moved into MQI's donor-funded aftercare house in Co Kildare. He availed of our day programmes and counselling. Martin is still drug free one year on, and active in our ongoing aftercare programme (also funded with the help of your support).

He is, he tells us, "reluctantly happier. A part of me can't forgive myself. But I'm trying to be a better person. I see my MQI key worker Ken every week, and that's a good thing. I'm only a year drug free now, but I'm working regularly again. Down the road I hope I can help someone in return for all that's been done for me."

## HOLIDAY CHEER AND A HELPING HAND...

# 250

SUNDAY ROAST  
DINNERS SERVED  
AT CHRISTMAS 2013



# 788

COUNSELLING  
SESSIONS IN 2013



## PROMOTING POSITIVE CHANGE

### PROGRESSION PATHWAYS PROGRAMMES, continued

the increasing demand for access to the Aftercare Support Group, during 2014 Merchants Quay Ireland plans to increase the level of the service from 1 group to 2 group sessions per week.

#### TRANSITIONAL HOUSING SERVICE – BALLYMOUNT AND LEIXLIP

Finding accommodation for the large proportion of clients leaving our residential services who are effectively homeless has been an increasing challenge in recent years. MQI operates two short-term transitional housing services, one in Ballymount, Dublin, developed with the support of one of the organisation's donors, the other in Leixlip, Co Kildare, developed in partnership with Respond Housing Association. Across both houses we provide a total capacity of 9 units .

Demand for the Ballymount and Leixlip Transitional Housing services was exceptionally high during 2013, with 19 clients admitted during the year. In addition, occupancy levels for the 9 units were just under 90% during this period. Completion levels at the service were exceptionally high, with all of the 18 clients who left the service completing the programme.

#### TRAINING AND WORK PROGRAMMES

##### DSP – Community Employment

**Services:** MQI works in partnership with Department of Social Protection (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



MQI project workers at MQI's Open Door Project, Athlone

their first experience of paid employment. In 2013 a total of 81 persons participated in CE programmes at Merchants Quay Ireland. Of those 28 completed their CE placement at Merchants Quay during the course of the year. Of these 12 secured permanent employment and 1 transferred onto another scheme. In addition 15 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.

### PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2013...

“People come in and they are so sick, then they start to eat here and you can physically see them looking better over the space of a few weeks. You think, what would've happened if they hadn't come in?” – Angela Cavan, MQI Midlands Aftercare

## Open Door Total Annual Visits 2011- 2013



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

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 group of 148 individuals many of whom have been attending on a regular basis throughout 2013. 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 though a focused non-judgemental approach to their work. In 2013 there were 148 individuals (113 male and 35 female) linking in with the service. There were 3,264 visits to the project and interventions included providing 2,796 meals, 293 showers, 220 laundry services, 125 cookery classes, 18 woodwork classes (in partnership with the VEC) and 3,245 advice and support sessions.

### 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, 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
- 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.



The Garden at MQI's Open Door Project, Athlone

## PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2013...

**230** FAMILY SUPPORT SESSIONS



**2,052** NUMBER OF UNIQUE PEOPLE FOR DROP IN SERVICES



**3,264** TOTAL VISITS TO ATHLONE OPEN DOOR



# Homeless for a day: the reality of life on the streets



## 6:30am – the queue begins

"I come in at 7:00am, and even though we don't open until 7:30 on a bad day there could already be a queue of 30 people waiting to get in. Many of them will say to me, 'If I didn't have MQI, what would I do? I have nowhere else to go. I know Merchants Quay is here and somebody will listen to me no matter what it is.'"

## 7:30am to 4:30pm – MQI's drop-in service is open at Riverbank



## more than food

"In the mornings we offer porridge, eggs, toast, tea. But it's more than that. Sleeping out on the streets without ID is very, very bad. Trying to

get our clients ID, trying to find out where they were born, or to get them payments if they're entitled. And it's not just in Dublin – we have an Open Door Centre in Athlone, too. Thanks to our donors it's all part of what MQI will do for you."

## on cold & caring

"They call themselves homeless but they always look after each other. I've seen clients carry each other in for help – one man was literally passing out from hypothermia. They carried him in. We put him in a sleeping bag behind the radiator; that's a regular thing. People come in absolutely freezing, with everything they possess drenched."



## a place to heal

"Our clients know if they need medical help, we have a doctor here every day now. If they have a sore tooth, we have a dentist. To survive the cold they just keep walking, and their feet are in bits. We have a chiropodist who comes in to take care of their feet – she volunteered. It's a drop in service, and they depend on us – every euro we receive gets put to good use here."



## 5:30 to 8:30pm – MQI's extended day service (EDS) opens in the evening

"At half five we open again so people can come in and use the free phone or look to access accommodation and have a sit down. The ethos is that we accept everybody. If you are homeless, there are services here for you." (See page 8 for more on EDS.)



# streets, and how MQI brings relief...



## 11:00pm to 6:00am – tears of the lonely

“In those hours when everything falls silent that’s when the loneliness hits you. You can see the red in our clients’ eyes, it’s not from drink or drugs: there’s a difference. They confide in me or another MQI worker, ‘I didn’t sleep at all. I was just lying on my bit of cardboard looking at the stars and thinking about home.’ You can see they were crying and they don’t want anybody to know.”



us smile, and they know it’s safe here. Because of the generosity of our supporters, we can help people begin to change their lives.”

## 8:30pm – into the night

“Half eight, the clients know we have to close. And I have never met anybody yet that woke one morning in a nice warm house and said, ‘I’m going to sleep on the streets.’ There is always something, abuse or poverty, and it’s forced on them. They have no money, they have nothing. That bag we see people carrying, that’s their whole life on their back...”



**We thank everyone involved for easing the suffering of men and women who are homeless and hungry right here in Ireland. Thank you, on this day and every day, for supporting MQI. We couldn’t do it without you.**



## 6:30 to 7:30am – a new day dawns

“Even in summer people start queuing up at least an hour before we open, because they know they can come to Merchants Quay and not be judged no matter what they look like, because we know how it is. We can say, ‘Just come in. You are welcome to a shower and a good breakfast – and if we have spare clothes on hand we will give you a nice clean pair of clothes.’ They see



# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, continued

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 2013 the family support project supported 114 individuals, provided 771 support phone calls and facilitated 230 family support groups and 762 one to one sessions.

### 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.

#### 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.

Sadly, overdose is a daily reality for many of our service users – nationally, 365 people lost their lives in 2011 (Heath Research Board, 2014) due to drug or alcohol poisoning. In the midlands region, our harm reduction service worked with 263 clients during 2013, providing 2,975 harm reduction interventions. The service facilitated an average of 257 needle exchanges each month and operated in close partnership with the pharmacy needle exchange scheme.

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. 24 outreach clients entered residential treatment during the course of 2013. MQI is focused also on supporting clients in meeting the entry criteria for the Community Detox – having both the residential and Community Detox options maximises the choice available to clients.

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 reintegration 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 service worked with 41 individuals in 2013. The team liaise closely with interagency partners in order to address underlying issues of addiction, accommodation, healthcare and abuse. Service users are both supported and 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 - there were 555 one to one sessions and 58 groups facilitated in 2013.

### NATIONAL PRISON BASED ADDICTION COUNSELLING SERVICE

#### Overview of Services

In partnership with the Irish Prison Service, Merchants Quay Ireland's delivers a national prison based addiction counselling service aimed at prisoners with drug and alcohol problems. This service operates in

## HOW MQI HELPS BEYOND DUBLIN...

# 771

SUPPORT PHONE CALLS  
MIDLANDS



# 762

ONE TO ONE COUNSELLING  
SESSIONS MIDLANDS





“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

- Harm Reduction Approaches
- Individual Care Planning and Release Planning

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

The Merchants Quay Ireland Addiction Service also co-ordinates and contributed to the delivery of a structured, multi-agency 8-week Drug Treatment Programme (DTP) in the Mountjoy Medical Unit. The programme assists prisoners in detoxing from methadone and benzodiazepines.

**REFERRALS TO ADDICTION SERVICES**

There were 3,065 prisoners referred to the MQI addiction services during 2013, a 10% increase in demand for access to addiction services since 2011.

**COUNSELLING SESSIONS**

During 2013 there were 11,452 counselling sessions delivered to prisoners by the Merchants Quay Ireland prison based Addiction Counselling service, an 11% increase compared to the 10,293 sessions delivered during 2011.

**GROUP WORK ATTENDANCE**

Group work figures refer to the number of attendances at therapeutic and psycho-educational group sessions facilitated by the addiction counsellors. During 2013 there

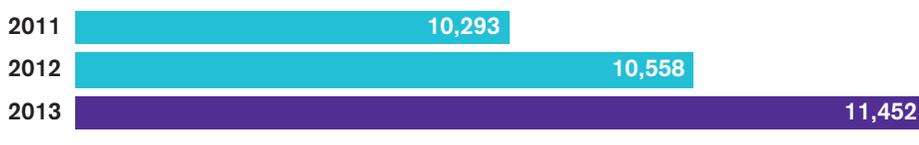
13 prisons throughout the country and provides structured assessments, 1-1 counselling, therapeutic group work and multidisciplinary Care and Release Planning interventions with clearly defined treatment plans and goals.

- Cognitive Behavioural Therapy which would also include problem solving approaches and the development of alternative coping strategies in relation to anxiety and stress management and anger management.

**Services offered include:**

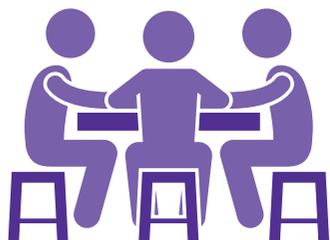
- Brief interventions,
- Motivational Interviewing and Motivational Enhancement therapy
- 12-step facilitation programme
- Relapse Prevention

**Counselling Sessions Delivered 2011-2013**

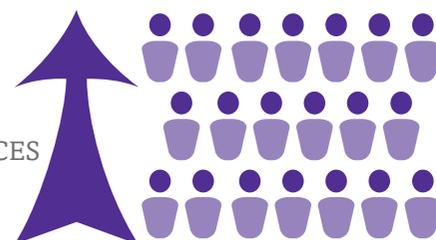


**GATEWAY TO CHANGE: MQI'S PRISON BASED COUNSELLING SERVICES IN 2013...**

**11,452**  
COUNSELLING  
SESSIONS  
DELIVERED  
IN PRISON



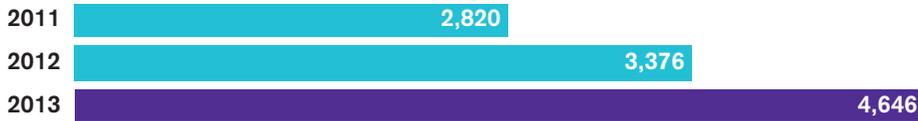
**2,444**  
INDIVIDUALS USED MQI'S  
PRISON ADDICTION SERVICES  
DURING 2013, A 10%  
INCREASE ON 2012



# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, continued

### Group-work Attendances 2011-2013



were 4,646 attendances at group-work sessions, a significant 65% increase on the 2,820 group-work attendances delivered in 2011.

### 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 self-refer 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, 1-1 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.

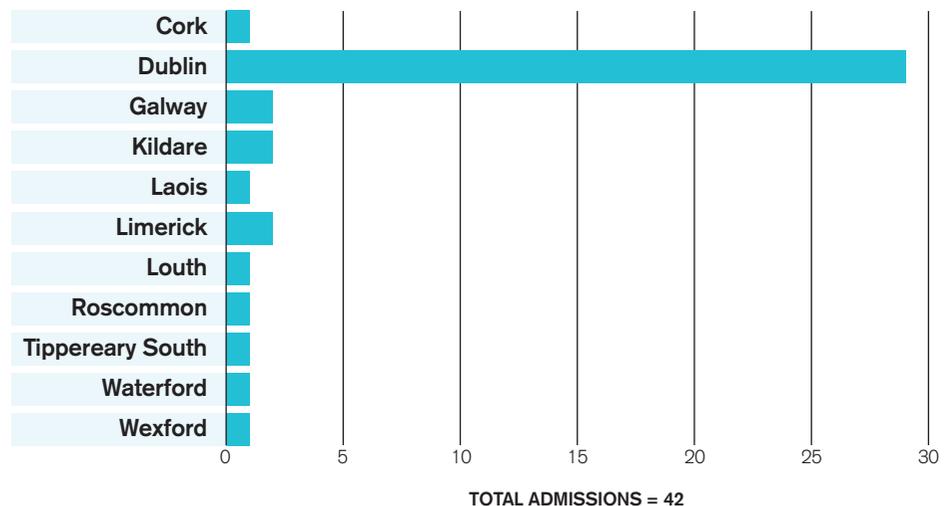
In 2013 there were 279 clients referred to the High Park service, an 11% increase compared to the number of referrals received in 2012. There were 42 clients admitted to the High Park programme during the year, 28 men and 14 women. Admissions originated from 11 counties, with 69% coming from the Dublin city and county. In addition, 52% of clients were homeless at admission.

Almost 20% of admissions during 2013 entered the programme through the service's methadone Assisted Community Detox and 100% of these clients completed their detox.

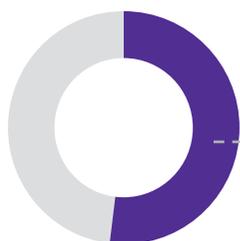


The Garden at MQI's Open Door Project, Athlone

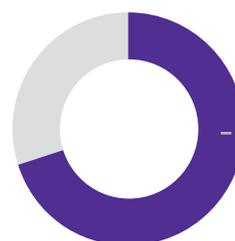
### High Park — Admissions by County 2013



## PATHWAYS OUT OF HOMELESSNESS AND ADDICTION AT MQI, 2013...



**HIGH PARK**  
COUNSELLING &  
RESIDENTIAL SERVICES  
**52%**  
OF ADMISSIONS CAME  
FROM HOMELESSNESS



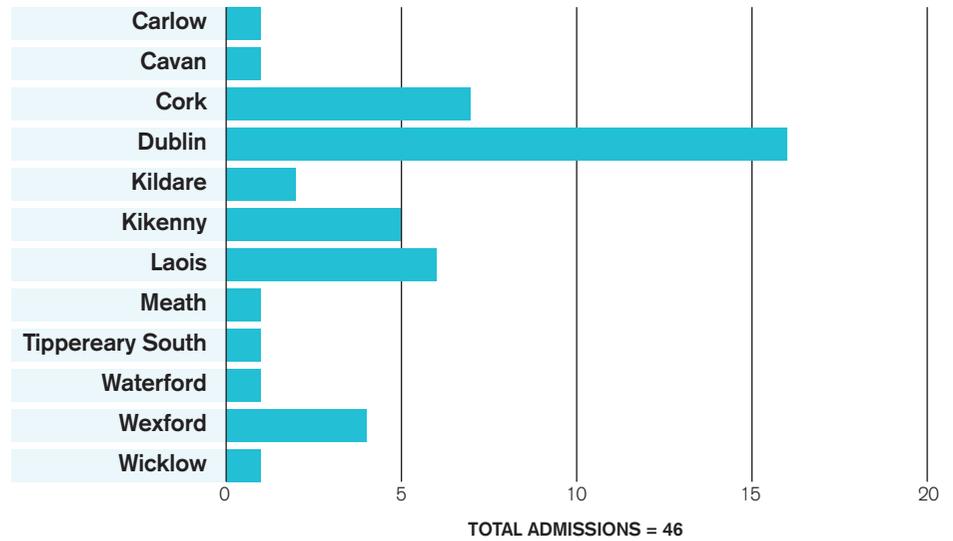
**ST. FRANCIS FARM**  
REHAB CENTER  
**70%**  
OF ADMISSIONS CAME  
FROM HOMELESSNESS

**ST. FRANCIS FARM RESIDENTIAL REHAB 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.

The programme covers areas of relapse prevention, one to one counselling care planning, group therapy, self-esteem seminars, assertiveness training, anger management, farm work training. Service users also receive training in Emergency First Aid and in life skills and budgeting. What makes St. Francis Farm unique is the fact that our programme is situated in a working farm environment. Service users

**St. Francis Rehabilitatin – Admissions by County 2013**



St Francis Farm Residential Rehab Centre

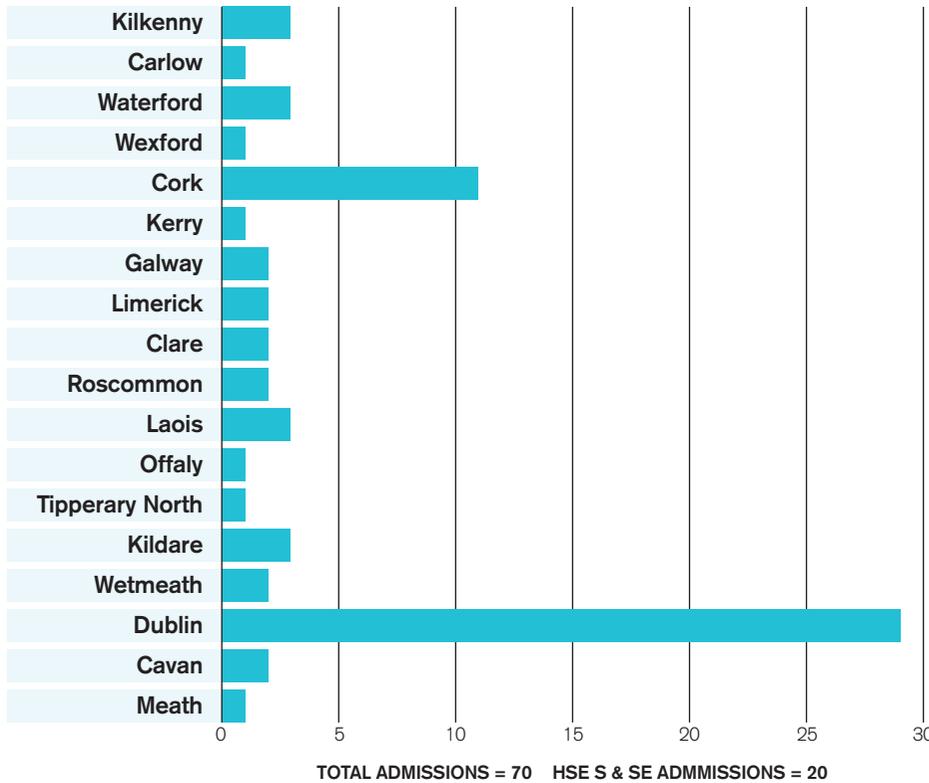
**GROWTH AND CHANGE ON ST. FRANCIS FARM, MQI'S DETOX & REHAB CENTRE**

“Every day there was something new to be learned whether it was flowers or seeding or planting or digging. If St. Francis Farm wasn't here, I wouldn't be alive today.” – Declan, now drug-free (client)

# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, *continued*

**St. Francis Farm Detox — Admissions by County 2013**



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.

There were 314 clients referred to the St. Francis Farm Residential Rehabilitation service during 2013, a 33% increase compared to 2012 referral levels. Of these referrals 46 individuals were admitted to the service during the year, 31 men and 15 women. Admissions originated from 12 counties, with just over 40% coming from the HSE South – South East region. In addition, 67% of clients were homeless at admission.

### ST FRANCIS FARM RESIDENTIAL DETOX PROGRAMME

The Merchants Quay Ireland residential detoxification service at St Francis Farm delivers methadone and combined methadone / benzodiazepine detoxes. In addition, the service began to pilot a benzodiazepine only detox during 2013. The unit has a national catchment area and has a 10 bed capacity. The programme at the unit includes, individual care planning, therapeutic group work, psycho-educational workshops, fitness-gym and farm work activities.

During 2013, the service's second full year

of operation, St. Francis Farm Residential Detox received 235 referrals, a 45% increase in the previous year's referral levels. There were 70 clients admitted for detox during the year, 45 men and 25 women. Admissions originated from 18 counties, with just under 30% coming from the HSE South – South East region.

### 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."

## GROWTH AND CHANGE ON ST. FRANCIS FARM, MQI'S DETOX & REHAB CENTRE

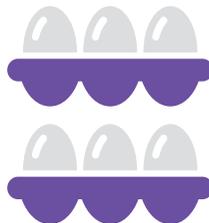
40

CLIENTS COMPLETED MQI RESIDENTIAL REHAB PROGRAMMES IN 2013



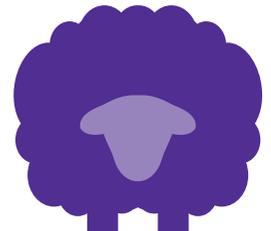
210

EGGS LAID PER WEEK IN 2013



73

LAMBS BORN IN 2013



## FAMILIES OF ADDICTION: A MOTHER'S TRUE STORY

*See through a mother's eyes to know the difference your support of Merchants Quay's Family Services is making for families of addiction in Ireland...*

### TRAINING AND EDUCATION

#### MQI & UCD

At MQI we believe strongly in the provision of accessible training which provides progression routes into education for those who may have been excluded from formal education and provides a mechanism whereby prior learning can be recognised and accredited. It is for this reason that in 1998 Merchants Quay Ireland and University College Dublin entered into a partnership to offer our Certificate and Diploma courses in 'Drugs Counselling and Intervention Skills'. Our aim is to deliver professional accredited training for those interested in developing their skills, knowledge and careers in the drugs and addiction field. UCD's commitment to making education more accessible fits perfectly with our own mission of improving services and influencing change and we are pleased to say that our partnership has gone from strength to strength.

In 2009, we launched the Certificate programme in Cork and in 2010 we developed a clear progression route whereby students can move from the Certificate programme to the Diploma and then onwards towards a Degree in Social Science in UCD.

- MQI/University College Dublin, Certificate in Drugs Counselling Theory & Intervention Skills delivered in Dublin & Cork, a total of 32 students availed of this programme
- MQI/University College Dublin, Diploma in Drugs Counselling Theory & Intervention Skills delivered in Dublin, a total of 24 students availed of this programme
- MQI/University College Cork, Diploma in Drugs Counselling Theory & Intervention Skills delivered in Dublin & Cork, a total of 20 students availed of this programme

"I used to think my son was drunk, but I could never smell the drink off him," Noreen (not her real name) begins. The day she found a syringe and needle on the floor of her son's bedroom, everything changed.

**"I thought, 'This couldn't be happening to my child!' He was only 15. I'll never forget the shock."**

Like countless parents across Ireland, Noreen knew precious little about drug use or heroin or addiction. She sought out a support group near her home. They told her to throw her youngest son out of the home. "I just couldn't," she confesses. "What was I to do? He was only 15." She felt lost – and that wasn't the worst of it.

Noreen soon learned her oldest son was also using drugs.

#### One son, saved

Years pass. Her youngest son robs to feed his addiction. Money disappears from the family home. He would attempt detox seven times in all. "He'd be crying in the kitchen, full of remorse," Noreen recalls. "It was horrible to see your child like that. He couldn't get out of the net he was caught in."

One day Noreen discovered MQI's Family Support Services, and found the advice around drug use and coping skills she needed to hold her family together. "Before I came to MQI, I was



afraid of addicts. But I came here and I realised, they're someone's children! My son, he's my son. I reared him, and I saw the good side of him."

#### When he's ready

After an eight-year battle with heroin her son also looked to MQI for help. He is now totally drug free. Linking in with Merchants Quay counsellors, Noreen says, "really helped him. They eased a lot of the pain he was carrying. That was the breaking point for him. Today he has his own home and a job. I'm so proud of him."

Because Noreen's oldest son is still using drugs, she seeks help and advice from MQI's Family Support even today. "Now I can talk it through with him. When he's ready, he knows where Merchants Quay is. You can come down here and pour your heart out. It's all confidential. I don't know what I'd do without Family Support."

### PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2013...

"In a sense we've been helping people for 800 years – no one would ever be turned away. At Merchants Quay the connection of hope, hospitality, and justice is still there." – Brother Gabriel, pastoral care, MQI

## PROMOTING POSITIVE CHANGE

### PROGRESSION PATHWAYS PROGRAMMES, continued

- 76 people participated in our three university courses
- In 2013, 1 student from MQI progressed from our Diploma programmes onto the Bachelors of Social Science degree UCD.

#### MQI STAFF & VOLUNTEER TRAINING

In 2013, a number of training events were held across the organisation including workshops on self-care and managing trauma.

As volunteering is such an essential part of the MQI ethos, the training department also provided Volunteer Induction and additional training throughout the year. In 2013, MQI recruited four new Graduate Volunteers to work in our frontline services for a year-long programme.

#### NEW DEVELOPMENTS

##### MQI DAY SERVICES

**Holistic Treatments:** The new Wednesday morning Dublin based acupuncture group began in early 2013 and has been well received by the 43 service users who accessed the service in 2013. The group provides a drug free alternative to alleviating anxiety, pain and insomnia.

A volunteer yoga teacher kindly volunteered her time from May 2013 to offer weekly yoga classes, again this has been very well received by the 44 service users of the stabilisation program in 2013. Many of the service users had no prior experience of this natural healing alternative.

##### HOUSING FIRST

MQI formally engaged with the innovative 'Housing First' scheme in May 2013 by joining the Housing First Advisory Group and seconding a staff member to the project co-ordinated by the Dublin Regional Homeless



A crew from Citrix volunteered to be Chef for a Day at our Riverbank Centre

Executive. This scheme operates on the basis that the best way to address the complex issues leading to rough sleeping is to start by getting the individual a roof over their head and to offer intensive multi-disciplinary supports to maintain the accommodation.

##### EDS

The joint MQI / Focus Ireland evening day service (EDS) was successfully relocated to OAS / Riverbank on June 24th 2013. Given the additional building capacity and high needs nature of the clients group, it was necessary to draft in 3 additional staff from MQI. The EDS serves 80 - 130 homeless clients each evening.

##### STABILISATION PROGRAMME

The main stabilisation programme was relocated from Chapelizod to the new Riverbank facility with effect from April 8th 2013. This group operates from 13.00-17.00 Monday to Friday. The close proximity of the group to the drop in floor is positive in terms of providing easy access to those accessing the busy homeless centre.

##### PRE ENTRY GROUP

The new pre entry group has operated successfully throughout 2013. The group provides a dedicated assessment, information and referral pathway to residential treatment. Numbers in the group vary between 6 and 9 people. 11 service users were successfully supported through this program to residential treatment in 2013.

##### ALCOHOLICS ANONYMOUS AND NARCOTICS ANONYMOUS

The new AA and NA groups started on Aug 21st and 30th 2013 respectively. Both groups were well received with strong attendances of between 12-20 each week. MQI continues to seek and make evidence based initiatives available to those impacted by substance misuse.

There has been a shift towards a recovery focus on the drop in floor arising from the ready availability and accessibility of the AA/NA, the pre entry group and the stabilisation group.

##### COUNSELLING AND ART THERAPY

There are new initiatives providing weekly drop in counselling (since June 2013) and art therapy (since July 2013) both of which are provided by graduate counsellors seeking to build up hours towards accreditation. Supervision is provided by the IAAAC accredited counsellor in OAS. Initiatives such as these allow OAS draw on new resources to provide additional support to clients.

##### GRADUATE GP SCHEME

In conjunction with Safetynet, MQI have joined the graduate GP scheme whereby the service has 2 additional GP's operating within the service on Tuesday and Wednesday's.

### PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2013...

“Imagine walking around in the cold, hour after hour. The clothes on their backs would be all they have. At MQI's Extended Day Service, thanks to our supporters we fill some of those hours.” — John Donaghy, MQI Project Worker

## ACCESSIBLE TO YOU: PUBLIC OPEN DAYS AT MQI

*The careful use of every euro has been central to MQI's good work since 1969. Our open days, tours, and coffee mornings are just one way we prove it...*

### RESEARCH

In 2012 MQI conducted a research project profiling service users accessing our needle exchange programme, this report was formally launched by Minister Alex White TD in May 2013. This report provided a media platform to call for increased access to detox for poly drug users, action on the National Hep C Strategy and the provision of medically supervised safer injecting facilities.

The report highlighted that 7% of the service users in our needle exchanges were seeking support with performance and image enhancing drugs (PIEDS). With this in mind the service began a research project to develop a profile of PIEDS users accessing our needle exchange. This report will be published in 2014.

In line with the National Hep C Strategy MQI partnered with Safteynet to prepare a joint proposal for the on-site delivery of Hep C treatment at Riverbank and other homeless centres, the aim being to have a joint venture on treatment with GP's and hepatology specialists. A Hep C pilot which was approved in late 2013 aims to provide testing and treatment to IV drug users within a homeless drop in setting.

### CLIENT CARE AND CASE MANAGEMENT - CRM SYSTEM

In line with the NDRIC protocols on inter agency working, phase 1 of the cloud based CRM system implementation project was completed in 2013 for all midlands projects. Phase 2 of the project will concentrate on implementing outcome models and individual care planning. This state of the art computerised system will enable a more co-ordinated, multi agency individualised response to service users – in line with international evidence which tells us that there are better outcomes for service users achieved by using this approach.



How do people end up at MQI's homelessness or drug addiction centres? What really happens there? And in what ways is funding used to help people?

These are exactly the questions we answer with full transparency, for our funders and supporters, and for other groups and people in a way that also honours the dignity of our clients. We call them Coffee Mornings and Open Days.

**"I was surprised by the range of support, and how spotless everything is!" – MQI Donor**

Two mornings each month whilst our Open Access staff are receiving training and after our rough sleepers have gone from breakfast, MQI's Riverbank Centre opens its door for guided tours of our services. Several times each year we hold Open Days

at our High Park and St. Francis Farm detox and rehab centres as well.

### An inside look

During a Riverbank tour, we'll show you the food kitchen where thanks to supporters we'll serve 90,000 meals for Ireland's hungry this year. You'll see the dental suite, needle exchange, and the contact rooms where clients can sit in privacy with an MQI counsellor, and meet our nurse who tenderly dresses ulcers on legs and feet that walk miles each day. And at St. Francis Farm or High Park Open Days, we offer an inside look at the services that bring men and women from addiction to new, drug free lives.

**To join us for a coffee morning or an open day or: Ring Aislinn or Martina on 01 524 0139 for upcoming dates.**

## BRINGING SHELTER AND RELIEF, MORE HOURS IN A DAY...

# 80 to 130

CLIENT VISITS TO  
MQI'S EXTENDED DAY  
SERVICES (EDS)  
IN 2013



# 780

ADDITIONAL HOURS OF  
SAFE SHELTER OFFERED  
BY MQI'S EDS IN 2013



# 45

CLEAN CHANGES  
OF CLOTHES  
PER WEEK



### CORPORATE GOVERNANCE

MQI are dedicated to achieving the highest standards in Corporate Governance. Directors are appointed by the Members of the Company. The Chairperson of the Board of Directors shall be appointed by the Members for a three year term and may be reappointed. The term of office of a Director shall be three years and Directors may be reappointed. During 2013, Mr. Mick Price was appointed as Chair of the Board. The previous Chairperson Rev. Hugh McKenna OFM remained as a Director on the Board.

The composition of the Board shall be not more than ten persons and not less than five. The quorum for meetings is four. All Directors are chosen on the basis of their willingness to serve, ability, governance, experience, and support of the ethos, mission and philosophy of the Company. In line with this policy the Board enhanced its membership during 2013 with the appointment of Dr. Joanne Fenton. The Board is committed to ensuring it has the necessary mix of skills and expertise at all times and where necessary seeks professional advice.

The Board meets formally at least 6 times a year. During 2013 the Board met nine times. During their term the Directors are required to undergo an induction programme to ensure that collectively they have the overview necessary for the proper governance of the organisation. Ongoing training is arranged when a need is identified. With the exception of necessarily incurred expenses Directors are not remunerated for their work on the Board nor can they be appointed to any salaried position of the Company. No expenses were paid to Directors during the year (2012: €Nil).

The Members meet annually to receive the annual report and audited financial statements of the Company. Other meetings may take place as required.

There are currently three sub-committees of the Board:

- The Finance & Audit Committee
- The Client Services Sub Committee
- The Change & Innovation Sub Committee

In 2013 the Finance & Audit Sub-Committee met a least Bi Monthly to review all aspects of finance within the organisation. MQI continue to work towards best practice taking into account recommendations from our auditors and the Charities SORP 2005 (UK Charities Statement of Recommended Practice). The Board believe setting and maintaining high standards of governance is key to demonstrating accountability to all stakeholders, supporters and funders. They are committed to achieving the standards of best practice in corporate governance and best standards in fundraising practice.

### COMMITMENT TO BEST PRACTICE IN CORPORATE GOVERNANCE

The Company is fully committed to achieving the standards contained within Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland ("the Code") and is currently on the journey to being fully compliant.

The aim of the Code is to determine and formulate standards of best practice in corporate governance applicable areas such as leadership, exercising control, transparency and accountability, working effectively and behaving with integrity.

### COMMITMENT TO STANDARDS IN FUNDRAISING PRACTICE

The Company is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising ("the Statement"). The Statement was developed by the Irish Charities and Tax Research Group and exists to provide charities in Ireland with a Fundraising Code of Practice.

The purpose of the statement is to:

- Improve the way charities in Ireland raise their funds
- Promote high levels of accountability and transparency by organisations fundraising from the public
- Provide clarity and assurances to donors and prospective donors about the organisations they support.

The Company is committed to complying with the Statement of Guiding Principles for Fundraising and has formally discussed and adopted the Statement at a meeting of the Board.

### FINANCIAL OVERVIEW

MQI'S income continues to be impacted by the difficult economic climate in Ireland but despite this, public support for our work continues.

"We see how you don't just deal with the homeless, you deal with a lot more people as well. It's great for us to see where our money is going to – to know it's being spent wisely."

— Julie, MQI supporter, on a recent tour of Riverbank

Total expenditure for the year was €7.1m compared to 2012 (€7.9m). Total income for the year was €8m compared to 2012 (€7.8m). This increase is largely due to the continued generosity of our donors supporting our vision.

Over the last number of years MQI have had to deal with reductions in state funding (down 3% on 2012) at a time when demands on its resources are increasing. In response to this MQI have been working hard to not only increase its voluntary funding but to also contain costs where possible whilst trying to not impact its front line and core services.

Some of the measures undertaken in 2013 are:

- Review of on-going service contracts and expenditure to achieve cost savings where applicable
- Strategies in place to increase the number of DSP Participants, volunteers and graduates in the organisation
- Utilisation of outsourcing where appropriate and cost effective
- Review and reorganisation of many departments and services within MQI was completed in 2013 and is ongoing into 2014
- Partnerships with business and other charities provided efficiencies in the provision of client services

In 2013 84% of all costs were directly spent on the core service workers dealing with clients and the core objectives of the company, these include counsellors, project workers, outreach workers, nurses, catering staff, food and homeless resources services.

Allocating sufficient expenditure to staff, administration and management is essential to ensure that all resources, including donations, are used to greatest effect for public benefit and that the highest standards are maintained at all times.

MQI is gratefully supported by various different state funders including Midlands Regional Drugs Task Force, HSE, Probation Service, Dublin City Council, Dublin

## How donations are wisely used:



Regional Homeless Executive, South Inner City Drugs Task Force, The family Support Agency, Department of Social Protection, Pobal, South east regional Drugs Task force and the Irish Prison Service.

### OUTLOOK FOR 2014

MQI is committed to its clients and the improvement on how funds are spent as well as maximising the value for these funds. We will continue to try and develop new income streams in line with emerging client need. Whilst it is a challenge to plan or develop new services in the current difficult economic climate, MQI will continue to work with state funders, donors and staff to try and ensure its front line and core

services are maintained whilst also trying to deal with any emerging needs within our client group.

### FUNDRAISING

The goodwill of those who donate and support MQI is vital in the continuity of services to the poorest and most marginalised in our society. In 2013 MQI received €1.9m (27% of running costs) from fundraising. For every €1 spent on fundraising MQI raised just under €4.

**INCOME AND EXPENDITURE ACCOUNT FOR MQI FOR THE YEAR ENDED 31 DECEMBER 2013**

	2013 Total	2012 Total	Difference
Income .....	8,018,029	7,871,536	-146,493
Expenditure .....	-7,104,502	-7,958,729	-854,227
<b>Surplus / (Deficit) for the year before interest</b> .....	913,527	-87,193	-1,000,720
Interest received / Other finance costs .....	8,291	9,892	1,601
<b>Surplus / (Deficit) for the year</b> .....	921,818	-77,301	-999,119
<b>Transfer to designated fund</b> .....	-681,282		
<b>Net surplus/(deficit) for the year after designated fund transfer</b>	240,536	-77,301	-317,837

**MERCHANTS QUAY PROJECT LTD BALANCE SHEET AS AT 31 DECEMBER 2013**

	2013 €	2012 €
<b>Fixed Assets</b>		
Tangible Assets .....	74,433	105,110
<b>Current Assets</b>		
Debtors .....	699,504	879,750
Cash at bank and in hand .....	1,308,717	548,200
	2,008,221	1,427,950
<b>Creditors: amounts falling due within one year</b> .....	-1,052,029	-1,440,712
<b>Net Current Assets</b> .....	956,193	-12,762
<b>Total assets less current liabilities</b> .....	1,030,626	92,348
<b>Creditors: amounts falling due after more than one year</b> .....	-405,286	-176,669
<b>Net liabilities / (assets) excluding pension liability</b> .....	625,340	-84,321
<b>Net Pension Liability</b> .....	-94,058	-191,888
<b>Net liability including pension liability</b> .....	531,282	-276,209
<b>Represented by:</b>		
<b>General fund</b> .....		-276,209
<b>Designated fund</b> .....	531,281	
	531,281	-276,209

**FRANCISCAN SOCIAL JUSTICE INITIATIVES LIMITED BALANCE SHEET  
AS AT 31 DECEMBER 2013**

	2013 €	2012 €
<b>Fixed Assets</b>		
Tangible Assets .....	328	6,026
<b>Current Assets</b>		
Debtors .....	3,017	0
Cash at bank and in hand.....	784,641	570,751
	787,658	570,751
<b>Creditors (amounts falling due within one year)</b> .....	-574,581	-530,313
<b>Net Current Assets</b> .....	213,077	40,438
<b>Total assets less current liabilities</b> .....	213,405	46,466
Deferred Grants (Capital Grants).....	0	0
<b>Total Net Assets / (liabilities)</b> .....	213,405	46,466
<b>Represented by:</b>		
<b>General fund</b> .....	63,405	46,466
<b>Designated fund</b> .....	150,000	0
	213,405	46,466

**ST. FRANCIS HOUSING ASSOCIATION LIMITED BALANCE SHEET  
AS AT 31 DECEMBER 2013**

	2013 €	2012 €
<b>Current Assets</b>		
Cash at bank and in hand.....	0	345,572
	0	345,572
<b>Creditors (amounts falling due within one year)</b> .....	0	-374,675
<b>Total assets less current liabilities</b> .....	0	-29,103
<b>Creditors (amounts falling due after more than one year)</b> .....	0	0
<b>Total Net Assets / (liabilities)</b> .....	0	-29,103
<b>Represented by Accumulated funds</b> .....	0	-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 2013

- Gwanda Trust
- ESB Electric Aid
- OFM – Franciscan Friary
- The Ireland Funds
- Community Foundation for Ireland
- Jefferson Smurfit Foundation Trust
- The Charitable Infirmary Charitable Trust

We were gratefully supported by the following:

- VEC
- 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
- Westmeath County Council

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.



Ireland's EU Structural Funds  
Programmes 2007 - 2013

Co-funded by the Irish Government  
and the European Union



AN ROINN DLÁGUS CIRT AGUS COMHIONANNAS  
DEPARTMENT OF JUSTICE AND EQUALITY







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

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