

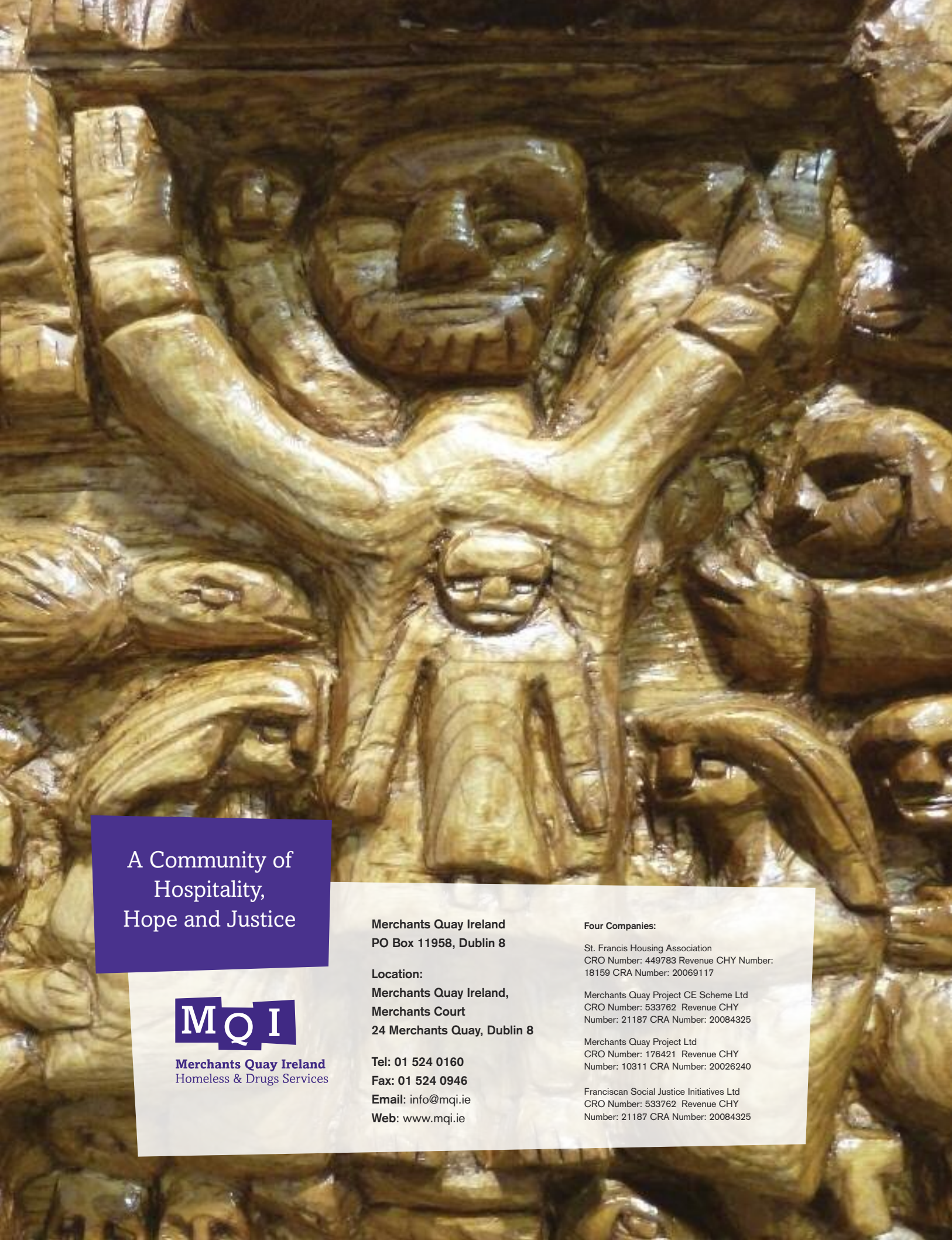


**Merchants Quay Ireland**  
Homeless & Drugs Services

**ANNUAL REVIEW 2015**



He walks through our door every day,  
grubby. Battered. Gentle. Gracious.  
Not a young man...



A Community of  
Hospitality,  
Hope and Justice



**Merchants Quay Ireland**  
Homeless & Drugs Services

**Merchants Quay Ireland**  
PO Box 11958, Dublin 8

**Location:**  
**Merchants Quay Ireland,**  
**Merchants Court**  
**24 Merchants Quay, Dublin 8**

**Tel: 01 524 0160**  
**Fax: 01 524 0946**  
**Email: [info@mqi.ie](mailto:info@mqi.ie)**  
**Web: [www.mqi.ie](http://www.mqi.ie)**

**Four Companies:**

St. Francis Housing Association  
CRO Number: 449783 Revenue CHY Number:  
18159 CRA Number: 20069117

Merchants Quay Project CE Scheme Ltd  
CRO Number: 533762 Revenue CHY  
Number: 21187 CRA Number: 20084325

Merchants Quay Project Ltd  
CRO Number: 176421 Revenue CHY  
Number: 10311 CRA Number: 20026240

Franciscan Social Justice Initiatives Ltd  
CRO Number: 533762 Revenue CHY  
Number: 21187 CRA Number: 20084325

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## ANNUAL REVIEW 2015

“16 students graduated from our 2 year Diploma in UCD. Many are working full-time in the sector and are making a significant contribution to the provision of services and support to those caught up in addiction. It’s great to be a part of this.”

— Peter, Head of MQI's training team

### About the cover:

“He walks through our door every day, grubby. Battered. Gentle. Gracious. Not a young man...”  
MQI's Night Café is the first ever service of its kind for Ireland's homeless.

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## CHAIRMAN'S INTRODUCTION

**A**s Chair of MQI I am pleased to welcome our Annual Report for 2015.

Unfortunately we continue to witness unprecedented increases in homelessness.

Given the fact that our clients are predominantly single, their prospect of being housed is highly unlikely in the foreseeable future. The aspirations of the signatories of the 1916 Proclamation of Independence seem as far away as ever for these Irish citizens.

As mentioned in previous years, the statistics concerning fatalities amongst drug users remain a national disgrace. At MQI we continue to raise awareness of the awful individual, family and societal consequences of overdose.

We welcome the recognition of the life-saving value of safe injecting facilities and encourage our politicians to expedite legislation to make them a reality.

The responsibility of the Board of MQI is to ensure that we have a well-governed,

efficient organisation which is fit for purpose to meet client needs. In this regard we have undertaken an externally-led Review of all our services. We are currently finalising our Strategic plan for the next three years. We will commit to the highest standards of best practice in the sector and lead collaboration where possible with other providers, in order to maximise efficiencies and achieve economies of scale.

Our donors have continued to respond with incredible generosity to MQI.

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

The Franciscan community continues to support MQI with a quiet generosity. On behalf of the executive, staff and clients I want express our gratitude to them. The Franciscan ethos is a firm anchor in all that we do.

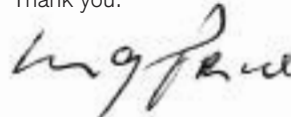
I want to express our deep gratitude to our executive team, staff and volunteers.

All at MQI continue to go the extra mile for our clients.

Our neighbours in all our locations facilitate the seamless roll-out of services and we continue to appreciate their generosity. The Gardaí and ambulance services also invariably show great sensitivity and compassion in working with us and our clients.

Poverty, hunger, addiction, overdose and homelessness continue to bring hardship and great suffering to our clients. We want all who visit our Services in any capacity to feel warmly and unconditionally welcome. It is our firm wish that through our work we will continue to improve the lives of our clients.

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

### Board of Directors:

Mr Mick Price – Chairman  
Rev Kieran Cronin OFM  
Dr Joanne Fenton  
Dr Siobhán Garrigan  
Mr Ray Langton  
Mr Marcus Keane  
Br Patrick Lynch OFM  
Rev Hugh McKenna OFM  
Mr Brian Melaugh  
Rev Joe Walsh OFM

## LOOKING BACK: 2015

By the end of 2015, there were 3,464 adults and 1,490 children living in various types of emergency accommodation in the Greater Dublin area alone. The highest number of people ever recorded. Adults and children were forced to stay in hotels, hostels and basic bed and breakfast provision across Ireland. There also remained up to 100 people sleeping rough on the streets every night.

These unprecedented levels of homelessness were clear to see in MQI, where just over 7,500 people accessed our homeless services in 2015. With so many sleeping rough, MQI's Night Café opened in January 2015 as a response. Open from 11pm to 8am, it caters for up to 50 people every night of the week. We aim, firstly, to keep people safe and sheltered, then to engage them with support options and pathways out of homelessness. The Night Café provides a range of supports including: tea/coffee and a light meal; information and advice; showers/clothing; drug treatment options; brief interventions on addiction and mental health; and case work regarding accommodation, health and social services. 1,972 individuals accessed the Night Café service in 2015. 92% of these also engaged with multidisciplinary supports through the MQI Day Services.

With so many people caught in homelessness, ever more people rely on our daytime meals, support and drop-in services. In 2015 we saw 7,524 individuals in our homeless support services, providing 98,865 meals.

It is clear that homelessness can impact a person's mental and physical health. This is starkly highlighted by the numbers of people accessing MQI's primary healthcare services. Provided in partnership with the HSE, the Dublin Regional Homeless Executive and Safetynet, services are staffed by general practitioners, a dentist, nursing staff and a counsellor. In 2015 nearly 4,500 healthcare interventions were provided to 1,623 individuals. Wherever possible we also work to link clients with community or mainstream G.P. and healthcare services.

In our drug treatment services the numbers remained high- in Dublin and around the country. There were 27,388 visits to our

Dublin drop-in drugs services, a 4% increase year-on-year. In our needle exchange and health promotion service, our main focus is on reducing the harm associated with injecting drug use, fostering the motivation to make positive change, giving advice on HIV and hepatitis prevention, and providing information on overdose and other risks. We also offer early referral to drug treatment services. In 2015 we provided 25,745 needle exchange interventions to 2,676 individuals, an increase of 6% on 2014. 461 were first-time presenters.

2,725 prisoners availed of our prison-based addiction counselling service. We delivered 11,657 counselling sessions during 2015, a 4% increase on 2014. The MQI prison-based counselling team also assisted in the development and implementation of a number of Irish Prison Service initiatives including Incentivised Sentence Management (ISM) and the Red Cross Overdose Prevention Programme. The MQI Addiction Service also developed referral pathways for prisoners to community-based detox and rehab services.

Providing pathways out of drugs is a key aspect of MQI's work and our residential detoxification and drug-free rehabilitation programmes were in strong demand in 2015. There were 63 admissions to the detoxification programme at St Francis Farm. An 83% detox completion rate meant a 14% increase on 2014. Our drug-free residential rehabilitation programmes, in St Francis Farm and High Park, were also busy with 51 and 61 admissions respectively.

During 2015, we were the first residential detox and rehab programmes in Ireland to pilot SMART, Self-Management and Recovery Training in our schedule of group-work. The modules used in the programme (cost/benefit analysis, cognitive behavioural therapy and rational emotive behavioural therapy) fit well within the therapeutic community framework, complementing our philosophy of personal responsibility and client empowerment.

Despite unprecedented levels of homelessness and increased pressure on all our services, MQI have managed to reshape core frontline services to ensure we can meet increased demand while developing new, more specifically-focused initiatives providing support and pathways out of homelessness and drugs.



Tony Geoghegan MQI's CEO and President Michael D. Higgins at the launch of last year's Annual Review.

MQI could not have maintained our level of quality service or develop new initiatives without the generosity of donors. We are continuously bowled over by the humane generosity of all who support MQI. Indeed their goodwill gives renewed impetus to our efforts to provide the best possible service to our clients.

We stand at an important juncture now. The new government has committed to addressing the homeless situation and developing an action plan as a priority, while the current National Drugs Strategy expires in 2016 and the process of developing the new strategy has begun. MQI, along with our colleagues in the Homeless Network and the Voluntary Drug Treatment Providers Network are engaged with the statutory sector in these initiatives, advocating for positive policy and practice responses.

At Merchants Quay we remain committed to working always to help people out of homelessness and to assist people experiencing drug problems. We hope that the Government will hold to its commitments to prioritise the issues of homelessness and drugs and will provide the leadership and resources needed to address these issues in a real and meaningful way.

Thank you.

A handwritten signature in black ink that reads "Tony Geoghegan".

**Tony Geoghegan**  
Chief Executive

# MERCHANTS QUAY

## LOCATIONS NATIONWIDE



**19 Locations 11 Counties**

### 1. Dublin

- MQI Open Access – Drugs and Homeless Services – River Bank Centre – Dublin 8
- MQI Head Office – Merchants Court – Dublin 8
- Riverbank – Stabilisation Day Programme – Dublin 8
- Newmarket – Drug Free Day Programme – Dublin 8
- Newmarket – Aftercare & Social Housing – Dublin 8
- High Park, Drumcondra – MQI Residential Detox & Drug Free Rehabilitation Centre – Dublin 9
- MQI Training – Merchants Court – Dublin 9
- Leixlip – Aftercare Housing – Dublin 8
- Ballymount – Aftercare Housing – Dublin 22
- Mountjoy Prison Complex – MQI Prison-based Addiction Counselling
- Cloverhill (Remand) Prison – MQI Prison-based Counselling
- Wheatfield – MQI Prison-based Counselling

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

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

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

5. **Limerick** - MQI Prison-based 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 and Midlands / Portlaoise MQI Prison-based 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 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 drugs 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

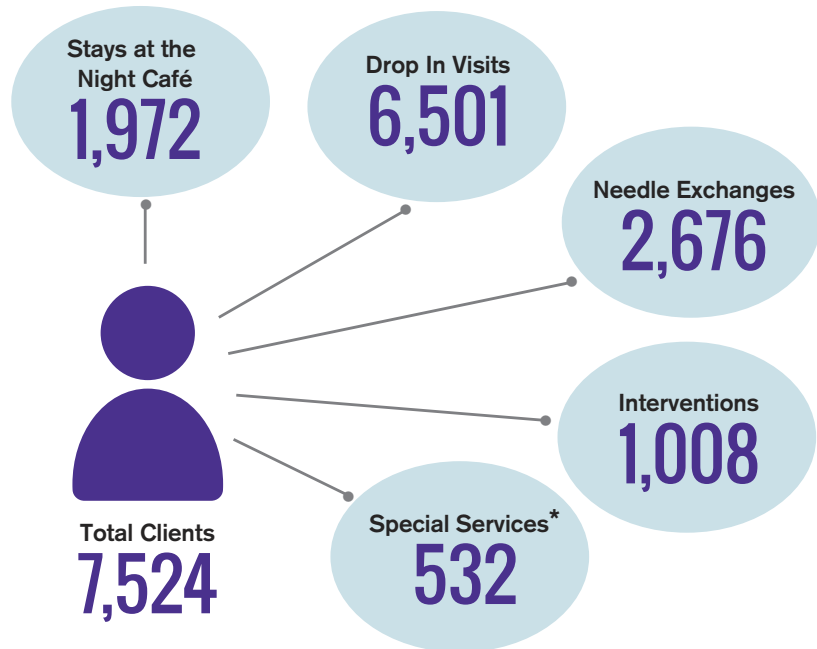
### OPEN ACCESS HOMELESS SERVICES

The MQI ethos is to provide client centred, accessible services that meet people in a welcoming and respectful manner. In the last year due to the growth of homelessness in Ireland, MQI have deepened our service provision in order to provide the most effective interventions we can, while still maintaining our ethos. This has translated into a move away from the 'around the clock' drop-in setting, to structured one-to-one supports with people who need bespoke solutions to their particular situations. The dynamic is action oriented and involves empowering the client to actively specify and follow through on their care plan goals. Ultimately, MQI Open Access Services are about providing solutions for people, addressing the root causes of what has led people to present to a crisis homeless and drug service. All are welcome at our doors, just as it was when Brother Sebastian first opened the tea rooms as a community of compassion 40 years ago. Our vision is that people are given the supports they need to thrive as part of their community. With the addition of the new Night Café for homeless people, the Riverbank building on Merchants Quay now offers 24 hour services to over 7,500 individuals who are experiencing crisis with regard to mental health, accommodation and substance misuse. With the enhanced space we are able to cater for people presenting to our services who have accommodation problems in addition to addiction and/or mental health issues.

Merchants Quay Project Limited is one of four companies operating under the banner name of Merchants Quay Ireland carrying out activities for social justice for homeless persons and drug users on a nationwide

### ONE CLIENT. MANY SERVICES.

Of the **7,524 total individuals** who relied on our Open Access in 2015, many availed of the multiple services on offer at MQI, across the homeless and drug spectrum:



\*Mental Health **279**, Outreach **210**, Young Person Support **164**, Harm Reduction **70**, Case Worker **54**

basis, some of these projects sit in Franciscan Social Justice Initiatives Ltd. As these organisations work together for co efficiencies some of the projects below are interoperable across the organisation.

Many of the 7,524 individuals who used MQI's Open Access Services in 2015 accessed multiple services across the drug and homeless spectrum (see chart above). For example 1,972 individuals used the Night Café but many of these individuals also used the food service or the drug treatment or medical services during the day. There are also specialised services such as the Mental Health Nurse and the Young Persons Support

Worker which are available to everyone presenting to the service. The diagram above illustrates the overlap and interconnection between MQI Open Access Services.

While the depth and continuity of MQI Open Access services has grown, every relationship we build starts with the cup of tea and a warm meal. Over the course of the year we provided 82,761 meals for homeless people across our day and evening services (this is an increase of 4% on 2014 not including meals provided in the Night Café). Including the Night Café, the number of meals provided by MQI in 2015 was 98,865 (an increase of 24% on 2014).

### IN 2015 MQI'S RIVERBANK OPEN ACCESS PROVIDED...





## HOMELESS SERVICES

**The Night Café:** The MQI Night Café service opened in January 2015 operating between 11pm and 8am, seven nights per week, catering for 50 people each night. In January 2016, the Night Café increased its initial capacity by 40% to cater for 70 individuals each night in response to the emergency cold weather initiative. The main aim of the service is firstly to keep people safe and sheltered and then to engage them with support options. The Night Café service is different from a coffee shop, people can't just walk in the door. Instead, they are referred to the service by calling the homeless 'Freephone' or by engaging with the 'Housing First' Outreach Team operating on the streets at night. These two services do everything possible to get people into emergency accommodation for the night. The Night Café is the 'plan B' for those who cannot or will not access emergency accommodation. The service provides a range of support options to people who are experiencing homelessness, including:

- Tea/coffee and a light meal
- Information and advice
- Showers/clothing
- Drug treatment options
- Brief interventions on addiction and mental health
- Case work regarding accommodation, health & social services

A total of 1,972 individuals attended the service in 2015 (88% of those referred to the service actually presented). Everyone presenting to the service was offered supports including drug treatment, accommodation support, mental health and medical services, food, clothing and welfare. Everyone who accessed the Night Café service in 2015 are at least at step one of the support system (92% of the 1,972 clients who stayed in the night café in 2015 also engaged with multidisciplinary supports

## BEHIND THE SCENES AT THE NIGHT CAFÉ

*The only midnight-to-dawn service of its kind for Ireland's most entrenched homeless men and women is now well underway. And the ways in which your funding bring safe, wraparound support continue to amaze...*



**B**renda's eyes sparkle so brightly when she talks about MQI's new Night Café that you could easily forget she manages this first-ever service for Ireland's homeless while most of us are sound asleep in our beds. There is a different feel to Merchants Quay in these small hours that thanks to you is connecting with people on a whole new level.

"Something amazing has come from the Night Café. We're helping new clients every night that until now were not known to any service at all. It's clear there's still a significant homeless crisis. We're at capacity every night we operate."

### Scene to behold

It is a scene to behold. Desperate for a few moments' respite, clients rest on yoga mats, soft blankets to cover them and clean towels tucked beneath their heads as pillows. Some sit quietly in chairs, reading. Key workers chat to others nearby. Outreach teams come in from the street, new faces beside them. Homemade soup and sandwiches are on hand. Depending

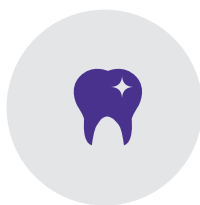
on the hour there might be a queue for a hot shower. There is a safety and a normality that many won't have experienced in a very long time.

### One life you touched

Brenda tells of one such story. "We have a client who was actually engaged with services but as a homeless man he had such complex needs – he is completely deaf and can't communicate verbally. You can imagine how hard that must have been. Because of the Night Café we got to really work with this client and came up with a practical solution for him to engage with the outreach team through text message. It's just led to this man getting a 6-month bed," she smiles, "and that would never have been possible without our supporters and statutory funders. When you consider that without us clients are just alone and sleeping on the pavement – human beings! – it's easy to see how just three months in the Night Café's impact has already been, and will continue to be, massive."

## PRIMARY HEALTH CARE SERVICES DELIVERED TO THOSE IN NEED IN 2015...

4,415  
VISITS



NURSING  
DENTAL  
COUNSELLING  
GP

# ADDRESSING CRISIS

## OPEN ACCESS SERVICES, continued

through the MQI day service). The nature of rough sleeping means that relapse and crisis do occur frequently so it is not possible to say that once someone exits the service that they will not be back. People do relapse after supports have been put in place, so, in line with best practice in drug and homeless service provision, we strive to swiftly connect people with the means to mitigate crisis and prevent a full return to rough sleeping. The Night Café service provides yoga mats on a floor for people to rest on, while this is far from the dignity of having their own home, it is a safe place off the streets for people to get hot food, shelter and support options.

**The Drop-In Service:** The Drop-in Service aims to address crisis and to provide links to community based services. The Drop-in Service remains at the heart of what we do in relation to making contact with those who are in crisis. The Drop-in service provides an assessment of each service users' needs. We offer preliminary advice on health, social welfare and emergency accommodation, and, critically we offer case management services for those who want help in achieving their goals to get out of crisis. In 2015, we recorded 6,442 supportive interventions with service users at Riverbank, an increase of 15% on 2014. Interventions include key working sessions, referrals to emergency accommodation, social work services, medical services and social welfare services. It also includes help in contacting friends or family, access to drug treatment and support in a variety of other matters. The service provides supports to clients who have been sleeping rough on the streets, striving to empower and support them to find a place to live. Project workers help homeless people from a variety of settings, including rough sleeping, hostels, B&B's, short-term

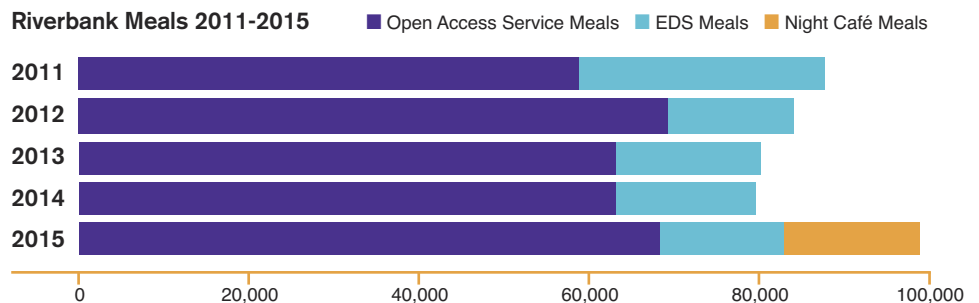
arrangements with friends/families and transitional and supported accommodation. Our staff aims to assist those who are homeless to link in with short term crisis accommodation, with the eventual goal of helping clients into more stable long term housing and independent living. In cases where the person is unable or unwilling to engage with support work, or wants to continue living on the streets, we try to reduce the associated harms where possible. Getting a client to come into the breakfast service regularly can take as much work as getting someone into accommodation. We also support people who are not homeless but who are at risk of losing their accommodation. The Day Service at Riverbank centre offers homeless people two meals a day, breakfast and lunch. A total of 68,239 meals were provided by the Day Service in 2015 (an increase of 8% on 2014).

**Extended Day Service (EDS):** The EDS is operated in partnership with Focus Ireland in order to offer an efficient and integrated continuum of care, capitalising on the strengths of both organisations to deliver the best possible outcomes for clients. This service was established to meet the evening time needs of homeless people and rough sleepers, and continued throughout 2015. Between 80 and 120 people used the

service each night and The EDS addresses a gap in out of hours' services available to homeless people between 5:30pm and 8:30pm. The service provided 14,522 evening meals in 2015 along with crisis support, information, advice and assistance arranging overnight accommodation.

**The Case Management HUB:** In recent years, given the increased numbers of people finding themselves homeless, MQI has reconfigured how we provide our crisis services. The impact of austerity measures has restricted available supports to people on the margins of society. MQI has responded by appointing social care professionals to specific specialist roles and developing expertise in areas such as youth, mental health and assertive outreach. This change has resulted in a shift from information, advice and crisis support to a more proactive individualised care plan based approach. In some cases, there are up to 10 different disciplines engaging with one client as part of a care plan that the client has played an active role in developing. The Case Management HUB works with external agencies in areas such as health, accommodation and welfare to give the client a greater continuum of care and a better chance of achieving positive outcomes.

**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. Over the past number of years MQI



## WAYS MQI CARED FOR MEN AND WOMEN IN CRISIS IN 2015...

**1,643**  
SAFE  
INJECTING  
WORKSHOPS



**483**  
CLEAN SOCKS,  
UNDERWEAR &  
CLOTHING PER  
MONTH



**5,268**  
HOT  
SHOWERS  
TAKEN IN  
2015



received funding from Pobal, under the Homeless Measure, for a New Communities Support Worker to facilitate support for people from the new EU states who have become homeless in Ireland. Several of our team members are fluent in a number of European languages and provide a range of supports including advice and information, referral and advocacy for these service users. In 2015, MQI provided 926 one-to-one support sessions to 257 new community members, the greatest number were from Eastern European countries. The services provided to new community clients include one-to-one support, repatriation, English language classes, replacement of identity documents and making links with healthcare services in the country of origin to best support the client.

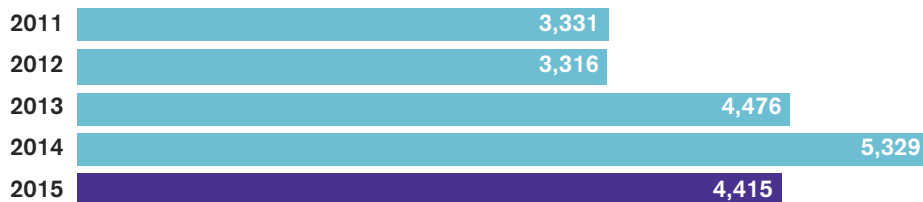
### The Young Persons Support Worker

**(YPSW):** Sadly, over the years we have seen many people 'growing up' in our day services. A life revolving around homeless and drug services is not what we want for our clients. Instead, we want to see our clients address the core problems in their lives and then connect with community, training, education and employment services to enable them to move forward with new purpose. This is why our donors supported the establishment of a dedicated support worker for those in the 18-25 age bracket. The YPSW has a strong network of community options for young people presenting to the MQI services, and specialises in connecting young people with areas they are passionate about so that they are supported in making a swift exit from MQI services onto a positive pathway in life. In 2015, the YPSW worked with 164 individuals initially to address the source of crisis (normally accommodation and drug treatment) and then to support young people in achieving their goals in life.

### PRIMARY HEALTHCARE SERVICES

MQI is working in partnership with the HSE, the Dublin Regional Homeless Executive and

### Primary Health Care Visits 2011-2105



SafetyNet to provide a primary health care service for homeless people. The service has General Practitioners, a Dentist, a Nurse and a Counsellor. In total there were 4,415 health care interventions during the year (a decrease of 17% compared to 2014, this decrease relates to the fact that our nursing post was vacant for four months in 2015).

**Nursing:** There were a total of 1,469 nursing interventions in 2015, or 122 per month (a decrease of 19% compared to 2014). Upon filling the nursing post the average interventions per month was 179, which is an increase of 19% compared to 2014. The nursing clinic provides a full range of primary health care services such as wound care management, blood testing, sexual health, medication management and gender specific health issues. Referrals to tertiary services such as A&E and other hospital services are a large part of the nursing role. We aim to provide consistency and continuity of care by co-ordinated and collaborative working with hospitals, community GP's and the 'SafetyNet' homeless medical services.

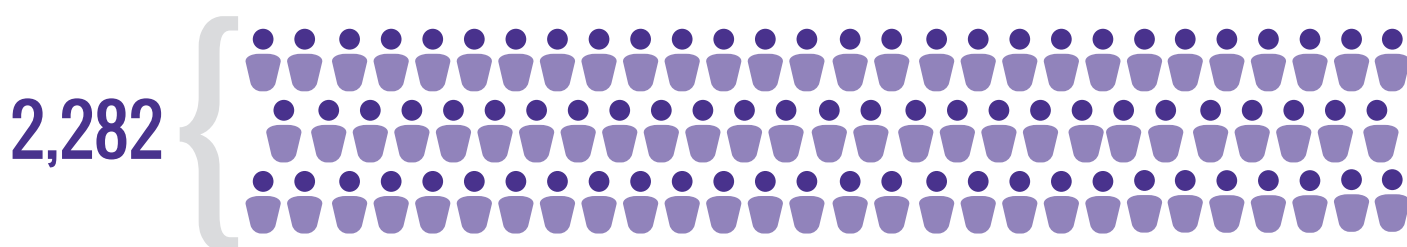
**GP Service:** The GP service continues to be in high demand with 2,117 consultations over the course of the year or 176 per month, an increase of 7% compared to 2014. The service is used by clients with a variety of acute and chronic illnesses and where possible our focus in on linking clients with community or mainstream G.P. services. In 2015, 941 unique clients used the GP service.

### Mental Health Supports and Mental

**Health Nurse:** Many people who find themselves homeless are traumatised by this event in their life, and sometimes mental health can play a role in why people become homeless. Generous donations from donors allowed us to add the Mental Health Nurse to our team in order to support those with mental health problems. We work side by side with the HSE and community mental health teams as well as foreign embassies and other homeless and addiction agencies in order to achieve the best outcomes for clients. Since the start of the service in 2014 the mental health service has experienced increasing demands because the service is seen as providing practical solutions to those with mental health needs. In 2015, 279 people (243 of whom were Irish nationals) needed our mental health nursing service due to concerns about their mental health, a 66% increase on 2014. There were a total of 800 interventions in 2015, of which significant crisis support was required on 98 occasions. The mental health crisis support has resulted in fewer referrals being made to A&E and that those who are referred by MQI are provided with mainstream mental health supports. Out of the 800 mental health interventions, 83% were contained within MQI services, the remaining 17% (133 referrals) went to GP's, community mental health teams and hospitals. This illustrates the value of empowering homeless services to provide mental health interventions on site particularly regarding dual diagnosis.

Establishing closer working relationships between the Open Access Service and

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



## ADDRESSING CRISIS OPEN ACCESS SERVICES, continued

mainstream mental health services has provided significant benefits to all involved. The Mental Health Service now has a specific point of contact which provides more effective monitoring, continuity of care and communication. Mental Health Service provided substantial support to staff at Open Access as well as at our other services.

Staff training is an integral part of the role which has assisted in staff making more appropriate referrals as well as managing lower level problems in a more effective manner. Having this support and information has increased staff confidence and aided in them assisting clients to achieve more positive outcomes.

**Counselling:** We provided 437 counselling sessions in 2015. Homelessness is often associated with severe stresses and difficulties in life, and it's not surprising that many people find it hard to cope. The



Derek, MQI's Mental Health Nurse

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, bereavement and drug use. In addition, we provide group support for homeless service users attending our day programmes.

**Psychology:** In 2015 the Open Access Services appointed a new drug service co-ordinator with a background in Psychology. This is in recognition of the complex nature of many presenting needs to the services. The field of psychology has many tools that are relevant to understanding and providing solutions to accommodation and substance misuse problems. Our aim is to improve the lives of those who present to our services through the application of evidence in areas such as behaviour analysis, addiction psychology and the most effective therapeutic approaches.

### OPEN ACCESS DRUGS SERVICE

**The Assertive Outreach Service:** Sadly, many homeless people and drug users die on the streets, and those who are not engaging with services are at high risk in every sense. In line with our mission statement to reach out to the most vulnerable in society, this service aims to make contact with drug users not engaged with any services and to provide them with accessible support options. In 2015, the assertive outreach team contacted vulnerable drug users on the street, collected used needles and syringes and also liaised with local community groups including, An Garda Síochána, Dublin City Council and other drugs and homeless service providers.

The geographical zone covered by the outreach service was predominantly around the Merchants Quay area. Outreach workers also liaised with a variety of other businesses, residents, individual tourists and services. Clients were assisted with accommodation, drug treatment options, clothing, food, showers and basic services. 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. We also accompanied service users to doctors, court, the post office and case conference meetings. The service engaged with 55 homeless individuals in specific casework and over 1,000 individuals on an informal support basis on the street throughout 2015.

**Intensive Engagement Service:** Many of the drug users who come to us are in crisis. Some have become homeless; others have financial and legal problems. The thrust of our morning service (10.00-13.00) has transitioned from a Drop-in service to a one-to-one support function called the Intensive Engagement Service. This service operated throughout 2015 resulting in a smaller number of visits but an increased depth of work on individual needs. The service provides support mainly with accommodation but also in relation to treatment, training, medical, welfare and legal issues. The service provides continuity of care, as sometimes it can take weeks or months working with multiple support agencies in order to attain outcomes for clients. Working with homeless people or drug users often involves working on crisis situations. In maintaining contact with clients we were able to assist both them and partner agencies by filling out paperwork or getting signatures on medical card applications, homeless registrations or treatment referral forms. The ultimate result is better outcomes for clients. In 2015, 1,008 individuals availed of the new

### MQI CARING FOR MEN AND WOMEN IN CRISIS IN 2015...

“Thank you for respecting me and for having a cup of tea next to me through the funds you send. I am very thankful for every chance I get.”

— Aidan MQI Open Access Client

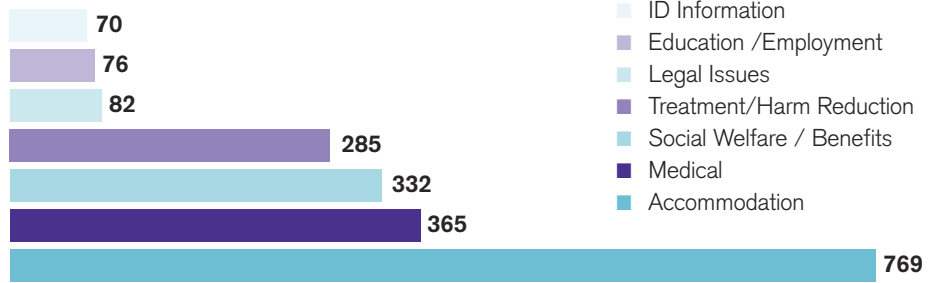
intensive engagement service, visiting the service 2,761 times. Each of the 1,008 individuals accessing the service were provided with options to see specialist in-house supports such as the Young Persons Support Worker, medical staff or specialist drug treatment specialists.

**Harm Reduction Services:** Harm reduction services can be accessed by drug users simply by walking in from the street. For this reason, we are often the first place people with drug problems turn to for help.

**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 reducing the harm associated with injecting drug use, fostering the motivation to make positive change, giving advice on HIV and hepatitis prevention and on providing information on overdose and other risks. We also offer early referral to drug treatment services. In 2015 there were 27,388 visits to Drug Services (an increase of 4% on 2014) and 25,745 needle exchange interventions (an increase of 6% on 2014). A total of 2,676 individuals used the service of which 461 were new clients. As part of our health promotion remit, a total of 1,643 safer injecting workshops were undertaken with injecting drug users in 2015. Many of these interventions are with new injecting drug users and are an important part of early intervention where people are given treatment options and advice on the dangers of injecting drugs (including blood borne viruses and overdose risk).

**Naloxone:** Too many people die each year in Ireland due to drug overdose and Ireland has one of the highest rates of overdose deaths across the EU (EMCDDA, 2015).

### Assessed case work needs 2015



### Needle exchange from 2011-2015



One life saving measure available to reduce the numbers of drug users who die each year is Naloxone, an opioid antagonist which reverses the effects of opiates (such as heroin). The Naloxone Demonstration Model began in 2015. Along with our partners in the HSE, The Family Support Network and the Ana Liffey Drug Project, MQI was front and centre of the national rollout. The December 2015 external evaluation of the Naloxone Demonstration model concluded that the scheme was a success. To date, more than 100 drug users have been prescribed naloxone (this number is growing rapidly) and there were five recorded 'overdose reversals' which may have contributed to lives being saved. In 2015, 600 individuals were trained on how to use naloxone and our new Riverbank building was one of the training sites used. The future developments include developing accredited training in order to provide the mechanisms to support the statutory changes regarding making the product more widely available in Ireland.

### WORKING WITH CLIENTS IN CUSTODY

Merchants Quay Ireland, in partnership with our prison counselling teams, endeavours to provide continuity of care to service users within the prison system. We offer support, advice and counselling with a particular focus on accessing appropriate pre entry and post-release options.

This process entails a close working arrangement with treatment services, Probation and Welfare Service and with members of the legal profession. We estimate that five per cent of the 7,500 individuals using MQI services involve those who have ongoing interactions with the prison service. It is important that the transition into the prison system optimises opportunities for treatment and ongoing supports, and, equally on release, we aim to support the best possible transition back into the community. As ever, we advocate treating drug problems as a health issue rather than a criminal justice issue, thereby avoiding costly incarceration costs to the taxpayer and effective treatment to the drug user.

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

2,649

PER MONTH  
CLIENT VISITS TO  
MQI'S EXTENDED DAY  
SERVICES (EDS) IN 2015



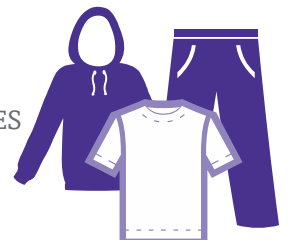
3,102

ADDITIONAL HOURS OF  
SAFE SHELTER OFFERED  
BY MQI'S EDS IN 2015



95

CLEAN CHANGES  
OF CLOTHES  
PER WEEK



# 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.

### SUPPORT SERVICES

#### METHADONE PRESCRIBING TREATMENT AND SUPPORT

Methadone substitution therapy helps people to break their links with illegal and high-risk drug use. MQI collaborated with the GP's from Safetynet in providing methadone substitution therapy to 20 service users on this programme in 2015.

#### INTO EDUCATION AND EMPLOYMENT: STABILISATION PROGRAMME

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 Education and Training Board allow us to include a strong educational component for this programme, with clients gaining QQI accreditation on some courses; which is of considerable importance in addressing the educational disadvantage experienced by so many of our service users. The MQI Stabilisation programme had 66 participants during 2015 (an increase of 43% on 2014) with course content consisting of art therapy, cooking, drama, yoga, gardening, therapeutic group work, history, maths, educational & social outings. The group using this service are younger people, 79% of participants are aged between 25-39. The stabilisation group seeks to establish a

regular pattern of discipline and attendance in order to prepare people for mainstream training and employment. Unfortunately, not everybody stays with the program and some relapse into chaotic drug use, however, many people do progress to training, work experience or more structured abstinence based treatment. The program operates with a low threshold ethos seeking to keep clients engaged with the program.

**Holistic supports:** MQI seek to open gateways from crisis services to recovery, we do this by providing one-to-one support linked to a range of leisure and learning opportunities. The aim is to encourage service users to examine alternatives to drug use. One of the features of this program is weekly acupuncture within the Open Access Service which was accessed on 170 occasions during the year by 33 individuals. The weekly music programme at the Riverbank centre has provided another mechanism for engaging service users.

Our links with the Franciscan Church, the Muslim community, yoga, art therapy and meditation practitioners offer another dimension to those who are seeking resources beyond their basic needs.

#### The Equality for Women Programme:

With support from Pobal, under the Equality for Women initiative, MQI was able to develop a range of low threshold training opportunities for women. In addition, this



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 2015...

# 434

TOTAL YEARS' EXPERIENCE OF OUR DEDICATED OPEN ACCESS STAFF



# 7,524

NUMBER OF UNIQUE PEOPLE FOR DROP IN SERVICES



programme provides a range of other supports (including 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 include information and communications technology, literacy, personal development and personal grooming and presentation.

In 2015, a total of 496 people participated in this programme, an increase of 50% on 2014. 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 safe space for women attending our service.

**The Pre-Entry Group:** The pre-entry group operated successfully throughout 2015. The group provided a dedicated assessment, information and referral pathway to residential treatment. Numbers in the group vary between three and four people. Five service users were successfully supported through this program into residential detox and rehabilitation treatment in 2015.

**Family Support Group:** The devastating consequences of addiction are often borne by the family and the needs of families are often overlooked by society. We often get family members contacting the service who are worried about their loved ones. We give one-to-one advice and support to family members on the realities of drug use and how they can best cope and provide optimum support to their loved ones. We also run a Family Support Group which meets every week 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

## UNBROKEN

*Micheál was drug free at last and accepted into college when Ireland's housing crisis pulled his new life out from under him – and into the abyss of relapse. See how, nearly three years later, you are helping him to make a comeback...*



"If you are talking housing nearby, the rent allowance, it's just not enough. And then you are single, you are a male, you know. It is a combination of everything. I'm looking everyday, anywhere I might be able to rent a place and it's the same story. You are either priced out of the market or they won't accept rent allowance."  
– Micheál, MQI client

**A**lmost nothing about Micheál would hint at the life he's lived these past three years. Apart from a few small scars on his face he is groomed, well dressed, and confident. Those years, though, tested his resolve in ways that few people will ever face. Fewer still emerge unbroken.

### Cruel irony

After two treatment centres, massive personal effort, and six months in a recovery house with another agency, the hope was that Micheál could find a place he could afford, or get help from the local Council. He applied and was accepted to college pending good grades. But the shortage of houses would sweep it all away like

matchsticks. Because even after another extension at the recovery house, Micheál was effectively made homeless again.

### Aftercare comes through

It would take Micheál nearly a year to climb back from his second descent into addiction – a single, homeless man in a housing shortage that has been reported as the worst in a decade<sup>1</sup>. Micheál himself, like so many other MQI clients, has been on the housing list for years now.

The housing shortage is in fact the very reason he was referred to MQI for Aftercare, when the programme he was in hadn't the room. "Merchants Quay have taken me into the Aftercare service, helped me along my journey. Ken O'Connor and the other MQI staff treat me like a real person, like an individual. The people who help to fund Merchants Quay, they may not see it, but they save lives every day. Like three years ago going to college, being drug free, these were things that were a million miles away from me. Today thanks to MQI supporters I have another chance to do that."

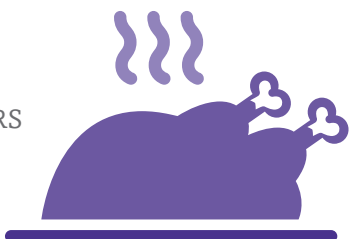
For more perspective on Micheál's story, and a special report on how the housing crisis is impacting the women and men that MQI serve, see [www.mqi.ie/news/quay-times-summer-edition-2015](http://www.mqi.ie/news/quay-times-summer-edition-2015). Thank you for the good work you make possible.

<sup>1</sup>Source: The Journal online, [businessetc.thejournal.ie/rent-increases-ireland-2095054-May2015/](http://businessetc.thejournal.ie/rent-increases-ireland-2095054-May2015/)

## HOLIDAY CHEER AND A HELPING HAND...

# 548

SUNDAY ROAST DINNERS SERVED A MONTH AND 205 SERVED AT CHRISTMAS IN 2015



# 437

COUNSELLING SESSIONS IN 2015



## PROMOTING POSITIVE CHANGE

### PROGRESSION PATHWAYS PROGRAMMES, continued

is continually open to new members. The weekly Family Support Group is linked to the National 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 throughout 2015.

#### 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 were established in late 2008 and provide dedicated outreach services for individuals actively using drugs. It also provides Family Support Services focused on the needs of the families of active drug users. The Midlands team consists of staff, DSP participants, those on work placement and volunteers working across counties Laois, Longford, Offaly and Westmeath.

#### Rehabilitation and Aftercare Services:

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 Workers provide case management for clients with a view to ensuring that all clients have their needs assessed and have the

opportunity to participate in developing a care plan offering a pathway towards rehabilitation.

The workers also provide psychosocial support for persons leaving drug treatment or released from prison via one-to-one support and aftercare group work. The service worked with 75 individuals in 2015. The team liaise closely with inter-agency partners in order to address the 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, there were 359 one-to-one sessions and 103 groups facilitated in 2015.

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

The service is focused on providing crisis support and offering progression pathways for clients. The service operates in partnership with DSP, HSE, VEC, GP's and other inter-agency partners in the midlands region. As part of the harm reduction and rehabilitation process, the Open Door team have been working closely with a group of 114 individuals, many of

whom have been attending on a regular basis throughout 2015.

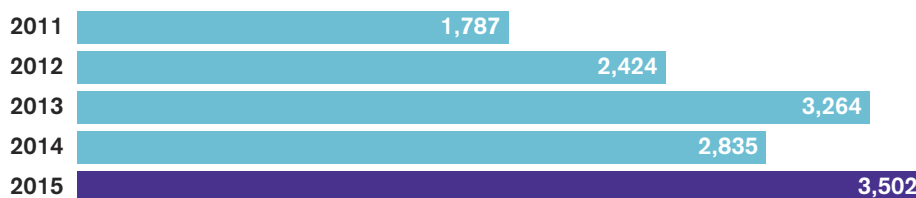
This group makes use of the facilities within the centre such as food, training, computers, washing and laundry as well as the one-to-one counselling sessions with the project workers. The Open Door team develop therapeutic relationships with clients through a focused non-judgemental approach to their work. In 2015, there were 114 individuals (91 male and 23 female) linking in with the service. There were 3,395 visits to the project including the provision of 3,014 meals, 204 showers, 211 laundry services, and 2,850 advice and support sessions.

#### 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 a family member or loved one using drugs
- 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

#### Open Door Visits 2011-2015



## PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2015...

“When I was at my lowest MQI extended a hand of caring. I’m now doing the stabilisation programme and am really grateful for everything that supporters do to keep Merchants Quay going. Yours thankfully, James.” – MQI Client





Angela & Anthony greet clients at MQI's Open Door

- Deal with the reaction of neighbours and others
- Overcome self-blaming responses
- Create positive coping strategies that will help the parent and the drug user make positive decisions
- Build their capacity to respond
- 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 sessions 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. In 2015, the family support project supported 87 individuals, provided 1,011 support phone calls and facilitated 203 family support groups including one-to-one support sessions where required.

### 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.

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 services in tackling the drugs issue at a local level

Sadly, overdose continues to be a daily reality for many of our service users. Nationally, 6,002 people lost their lives between 2004 and 2013 (Health Research Board, 2015) due to drug poisoning. In the Midlands region, our harm reduction service worked with 230 clients during 2015 (a

reduction of 10% on 2014), providing 1,972 harm reduction interventions. The service facilitated an average of 164 needle exchanges each month and operated in close partnership with the local pharmacy needle exchange scheme. The harm reduction outreach team provide on-going support for clients, and 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, and supported 14 outreach clients in entering residential drug treatment during the course of 2015. MQI is focused also on supporting clients in assisting with community detox in partnership with local GP's. Having both the residential and community detox options maximise the choices available to clients. The team adopts an inter-agency case management approach to working with all agencies (Probation, HSE, Homeless accommodation teams, voluntary providers) in the area in order to maximise multi-disciplinary support available for clients.

**Day Programme:** MQI launched a Department of Social Protection Community Employment Scheme based in the Open Door centre at the end of 2014. This day programme continued to operate successfully in 2015 and has provided 15 individuals with employment and training tailored to their specific goals in life. Securing employment is a significant step for those seeking to permanently exit lifestyles involving drugs and homelessness. Rehabilitation and aftercare were incorporated into the scope of harm reduction outreach workers in the Midlands area, in line with the international research evidence base on what works in drug treatment. This ensures that people who have achieved abstinence are given the vital support they need to maintain drug free lifestyles as part of their individual care plan.

## PROMOTING POSITIVE CHANGE ACROSS IRELAND IN 2015...



# You are our hearts, our hands, our hope

Messages of gratitude from MQI staff and clients across Ireland



Elaine, St. Francis Farm Staff

"I well appreciate this place. It's good to come in and talk, to get a sandwich. If anything happened to the homeless centre in Athlone, I would be very sad. There are a lot of people worse off than you and me."

— Maeve, Midlands open access client



Michael, High Park Staff

"At night in winter you might have three or four big jackets. Here you can get warm and even dry off your clothes – or when people donate clothes you might be able to get a change of bottoms. Merchants Quay for me means changing my life."

— Darragh, Riverbank homeless centre client



Jimmy, Aftercare Staff



Alan & Aislinn, Riverbank Staff

"I'm after being homeless, on the streets. So to go from where I was and into treatment and rehab at Merchants Quay to where I am now, drug free, I just want to thank donors and all the staff at High Park. I am very grateful for that."

— Alan, High Park rehab client

(L-R) Tony O., Martina and Greg, MQI Staff

THANK YOU  
for Helping  
You  
and goodw...

*With love for all you do this year and every year*

# e. Thank you for every new beginning...

“It’s a godsend. Riverbank and the Night Café give us somewhere safe and warm to put our heads down. If you were to walk in, you can just feel the appreciation. All I can do is say thank you. We’d be lost without people to give to Merchants Quay.”

— William, Riverbank homeless centre client



Triona & Niamh, Riverbank Staff



Ellie, Midlands Staff



Thank you  
for every new beginning in 2015.  
Your mercy  
will light our days.  
xxx.

“I’m thankful to have the Aftercare house in Kildare to stay in – and my little adopted family of the lads here, and the day programme. It’s a big change for me. Last year at this time, I was in prison.”

— Tommy, Aftercare client



Marguerite, Riverbank Nurse

Dear, from your Merchants Quay Ireland family.

# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, continued

**Resettlement:** Post-treatment settlement is an ongoing issue and in 2015 the Midlands Services continued our working relationships with county councils, accommodation providers and property owners in order to secure or maintain housing for those at the margins of homelessness. Of particular are the joint working relationships local agencies such as the VEC, Gavin House and Midlands Simon who provide accommodation and training to those who are on the margins of society. The Midlands team have worked on individual cases in order to ensure that recovery pathways out of homelessness and addiction are consolidated through maintaining accommodation with supports. Further treatment and progression options are a central part of the work we do in order to progress pathways back into mainstream society.

### NATIONAL PRISON BASED ADDICTION COUNSELLING SERVICE

#### OVERVIEW OF SERVICES

Merchants Quay Ireland in partnership with the Irish Prison Service, delivers a national prison based addiction counselling service aimed at prisoners with drug and alcohol problems. This service operates in 13 prisons throughout the country and provides structured assessments, one-to-one counselling, therapeutic group work and multidisciplinary Care and Release Planning interventions with clearly defined treatment plans and goals.

Services offered include:

- Brief interventions
- Motivational interviewing and motivational enhancement therapy
- A 12-step facilitation programme

- Relapse prevention and overdose reduction
- Cognitive behavioural therapy
- Harm reduction approaches
- Individual care planning and release planning

During 2015 a total of 2,725 prisoners accessed the MQI/IPS Addiction Counselling Service.

#### 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 eight-week Drug Treatment Programme (DTP) in the Mountjoy Medical Unit. The programme assists prisoners in detoxing from methadone and benzodiazepines. During 2015 a total of 52 prisoners availed

of the Mountjoy Drug Treatment Programme, of this group 31 completed their detox.

#### COUNSELLING SESSIONS

Counselling sessions refer to the number of one-to-one meetings with prisoners where counselling interventions and care planning is provided. During 2015 there were 11,657 counselling sessions delivered to prisoners by the Merchants Quay Ireland Prison-based Addiction Counselling service, a four per cent increase compared to 2014.

#### BRIEF INTERVENTIONS

Brief Interventions are one-to-one meetings between a counsellor and prisoner of generally 30 minutes in duration. These meetings focus on a prisoner's immediate needs or problems which can often be resolved in a brief meeting. There were 3,214 brief interventions delivered during 2015, a seven per cent increase on 2014.

#### Counselling Sessions, 2011-2015 – MQI-IPS Addiction Services



#### Brief Interventions, 2011-2015 – MQI-IPS Addiction Services



## HOW MQI HELPS BEYOND DUBLIN...

317

SUPPORT PHONE CALLS  
MIDLANDS



3,281

ADVICE AND SUPPORT  
SESSIONS MIDLANDS  
(Includes safer injecting, rehab,  
aftercare, and family support.)



## MQI/IPS ADDICTION SERVICE DEVELOPMENTS 2015

During 2015 the Addiction Counselling Service assisted in the development and supported the implementation of a number of Irish Prison Service initiatives including Incentivised Sentence Management (ISM) and the Red Cross Overdose Prevention programme.

In addition the Addiction Service developed referral pathways for prisoners to community based detox and rehab services including the carrying out of Compressive Needs Assessments on behalf of detox/rehab services.

## MQI/IPS PLANNED ADDICTION SERVICE DEVELOPMENTS 2016

In 2016 the prison based Addiction Counselling Service plans to further develop and improve the services we offer to prisoners which includes;

- Piloting psychometric outcome metrics aimed at capturing the impact of the service on clients.
- Develop the group-work programme delivered in prisons.
- Develop access to service for prisoners on protection.

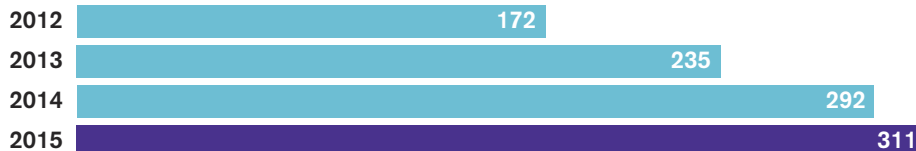
## DRUG FREE TREATMENT SERVICES

Our residential detox and rehab treatment services aim to provide easily accessible treatment for drug users who wish to become drug free. Services have a national catchment area and users can self-refer or may be referred from a wide variety of agencies across the community, voluntary and statutory sectors.

## ST. FRANCIS FARM (SFF) RESIDENTIAL DETOX PROGRAMME

The Merchants Quay Ireland residential detoxification service at St. Francis Farm delivers methadone and combined methadone/benzodiazepine detoxes. The

## Referrals to St. Francis Farm Detox, 2012-2015



unit has a national catchment area and has a 10 bed capacity for men and women. The detox activity programme includes individual care planning, therapeutic group work, psycho-educational workshops, fitness/gym training and farm work activities.

What makes St. Francis Farm Detox unique is the fact that our programme is situated in a working farm environment and 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, and helps to feed up to 300 people every day. During 2015, the service's fourth year of operation, St. Francis Farm Detox received 311 referrals, a six per cent increase on the 2014 referral levels and an 80% increase since 2012.

A total of 347 assessment appointments were offered to referred clients during 2015, 250 male and 97 female. This was a 29% increase compared to the 269

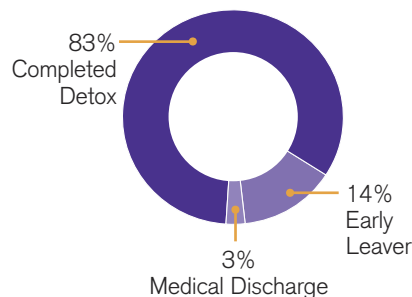
assessment appointments offered in 2014.

There were 63 clients admitted for detox service during the 2015, 47 men and 16 women.

All of the 63 clients admitted to SFF Detox in 2015 were on prescription methadone. The length of time individual clients were on methadone prior to admission ranged from one year to 28 years. The average number of years on methadone was eight years. On average males spend seven years on methadone before entering detox, while females spend an average of 11 years.

As the detox completion graphics illustrate, of the 63 clients who departed the service during 2015, an impressive 83% completed their detox and 14% increase compared to 2014.

## % Programme Completions, SFF Detox 2015 (63 clients departed)



Our much loved Legacy Bench in the garden of Saint Francis Farm

## ST. FRANCIS FARM RESIDENTIAL REHAB PROGRAMME

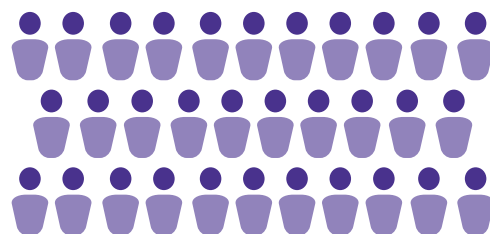
This is a therapeutic facility with a 14 weeks rehabilitation programme set on a working farm. At St. Francis Farm rehab we provide a safe drug free environment where service users can adjust to life without drugs and

## GATEWAY TO CHANGE: MQI'S PRISON BASED COUNSELLING SERVICES IN 2015...

**11,657**  
COUNSELLING  
SESSIONS  
DELIVERED  
IN PRISON



**2,725**  
INDIVIDUALS USED  
MQI'S PRISON  
ADDICTION SERVICES



# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, continued

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 and care planning, group therapy, self-esteem seminars, assertiveness training, anger management and farm work training. Service users also receive training in Emergency First Aid and in life skills and budgeting. What makes St. Francis Farm Rehab 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, and helps to feed up to 300.

There were 377 clients referred to the St. Francis Farm Residential Rehabilitation service during 2015, a six per cent increase compared to 2014 referral levels. In addition, there were 272 assessment appointments offered to clients referred, of these 178 clients attended their assessment appointment.

During 2015 a total of 51 individuals were admitted to the service during the year, 37 men and 14 women, an 11% increase in admissions compared to 2014. In addition to clients' addiction needs, 49% of clients were homeless and 50% the subject of Criminal Justice Orders at admission.

Saint Francis Farm has a national catchment area and in 2015 accepted admissions from 20 counties, with Dublin and Cork being the largest source.

### Self Esteem Outcomes

The graph to the right illustrates the averaged self-esteem outcomes of the 52 clients who departed SFF Rehab during 2015 as measured by the Rosenberg Self Esteem

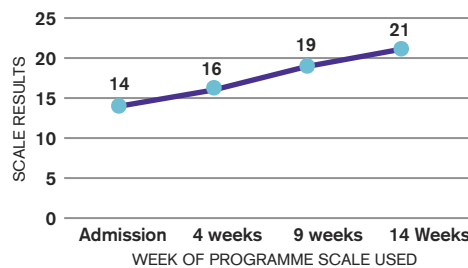
### Referrals to St. Francis Farm Rehab, 2012-2015



Scale. The Rosenberg Self Esteem Scale was completed by clients at up to four stages during their programme, depending on their length of stay, at admission, at four weeks, at nine weeks and at the final week of their 14 week programme. The Rosenberg Scale has a range of 0-30, with 30 an indication of the highest score and self-esteem level. When carried out on a cross section of the general population the average Rosenberg self-esteem measure is 15.

The average scale score of service users at admission to SFF Rehab was 14, increasing to a score of 21 for clients who completed the full 14 week programme. The above chart illustrates the incremental increases in clients self-esteem as they progress through the programme, with the highest self-esteem outcomes achieved by those who complete the full 14 week programme.

### Self Esteem Outcomes at Departure, SFF Rehab, 2015

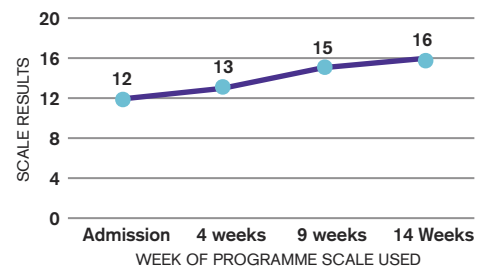


### Self-Efficacy Outcomes

The below graph illustrates the averaged self-efficacy outcomes of the 52 clients who departed SFF Rehab during 2015, as measured by the Pearlin Mastery Scale (Leonard Pearlin). The Pearlin Mastery Scale is designed to measure self-concept and the extent to which individuals perceive themselves in control of forces that have a significant impact on their lives.

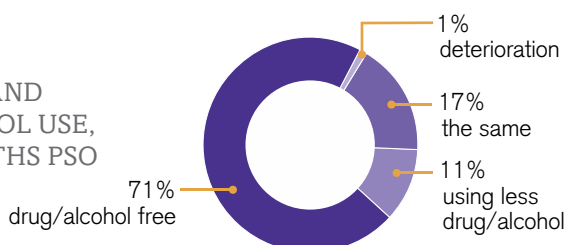
The average Pearlin Scale score of service users at admission to SFF Rehab was 12. The above chart illustrates the incremental increases in service users self-efficacy as they progress through the programme, with the highest self-efficacy outcomes achieved by those who complete the full 14 week programme, averaging a 16 scale score.

### Self Efficacy Outcomes at Departure, SFF Rehab, 2015

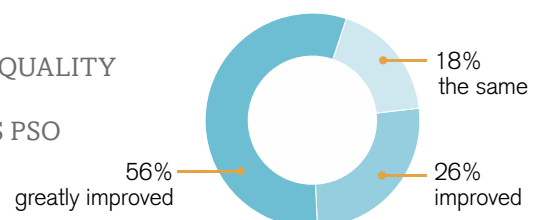


## POST SERVICE OUTCOMES (PSO) 6-MONTH ST. FRANCIS FARM REHAB 2015

### DRUG AND ALCOHOL USE, 6 MONTHS PSO



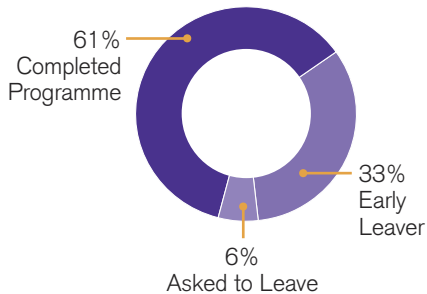
### OVERALL QUALITY OF LIFE, 6 MONTHS PSO



## Completions

As the below graphics illustrate, of the 52 clients who departed the service during 2015, an impressive 61% completed the programme.

**% Programme Completions, SFF Rehab 2015 (52 departures)**



## Post Service Outcomes (PSO) 6-Month, SFF Rehab, 2015

72 (58%) Clients contacted out of a possible 125

**Drug & Alcohol Use:** 51 (71%) of the 72 clients contacted reported being drug / alcohol free and 12 clients (11%) reported that they were using less, a total of 82% of clients reported positive outcomes. 12 clients (17%) reported their drug / alcohol use was the same and 1 client reported a deterioration in their Drug & Alcohol use.

**Overall Quality of Life:** 40 (56%) of the 72 clients contacted, reported that their overall quality of life had 'greatly improved' and 18 clients (26%) reported that their overall quality of life had 'improved'. A total of 82% of clients reported positive outcomes in terms of their overall quality of life. In addition, 13 clients (18%) reported their overall quality of life was the same, and no one reported that their overall quality of life had deteriorated.

**Family Relationships:** 27 (38%) of the 72 clients contacted reported their family relationships had 'greatly improved', while 25 (35%) of clients report their family relationships 'improved'. 18 (25%) clients reported their family relationships to be the

# THE DAY THAT PAT BECAME HOMELESS

*At what moment does a person "become" homeless? For some the process is gradual. But Pat knew the precise moment when homelessness would happen to him – and he was helpless to stop it...*

It is hard to imagine that one day a person would have a roof over his head, and the next, nothing. Homelessness. That's how it is for Pat. A single male in his 40s, Pat is one of the 3,000-and-counting casualties of Ireland's housing crisis. He came to the Riverbank drop-in service visibly upset. Due to be evicted from his apartment in a months' time. He had no friends, no family, no place to put his things, even if he had the help to move them. Like so many who come to MQI, Pat was on rent allowance. His options were dwindling daily.

### Number 200

Of the many urgent things that your support funds at MQI, one of them is for project workers like Aoife to help people like Pat. Her worry is clear. "I was told that at least two hundred names are ahead of Pat on the waiting list for social housing. They said that because Pat is a single male, there is a very real possibility that he won't find a place in time – that when his tenancy runs out, he will be homeless. I felt so helpless."

### Never give up

Some clients, Aoife reports, have even less notice of eviction than Pat. But staff aren't giving up. "Sometimes we can review the notice of eviction and find a clause that lets us get clients onto a solicitor. There is the outreach team, the Night Café, the one to one counselling. Pat can come here if he needs a bus pass or to see a dentist or a doctor. We are printing out flat lists



every day for clients. We just have to thank supporters for all that they have done for us."

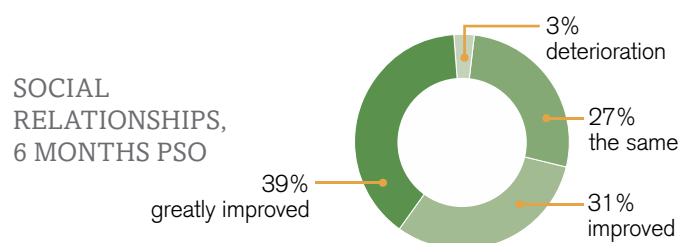
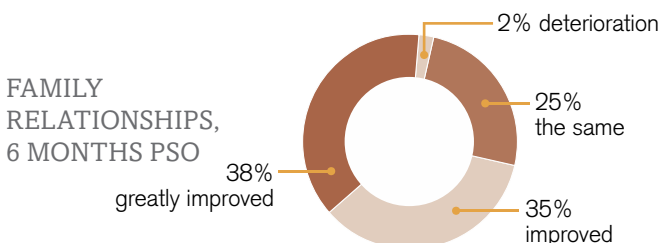
### His last day

Pat is quite a friendly person. He's worked most of his life. Several years ago, though, he had to go on disability allowance. He never thought it would come to this. His last day. His last hour. His last time closing the door to his flat. Nowhere to turn, except for MQI.

"The last day that I met with him he went off very upset," Aoife says quietly. "You can see it's showing in him. I've asked Pat to come into us again, even if it's just for a cup of tea and a chat. It's important that he knows he is not alone – that Merchants Quay are here for him, that our door is always open. I really hope he does come back in again."

And while we fight for long-term solutions to this housing crisis, MQI are deeply grateful for the help we can offer to Pat and to others like him... because of supporters like you. Thank you, from all of us, for caring.

## POST SERVICE OUTCOMES (PSO) 6-MONTH ST. FRANCIS FARM REHAB 2015



# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, continued



Client artwork from therapy decorates the halls of MQI's High Park

same, and 1 client reported a deterioration in family relationships.

**Social relationships:** 28 (39%) of the 72 clients contacted reported their social relationships had 'greatly improved', while 22 (31%) of clients report their social relationships 'improved'. 19 (26%) clients reported their Social Relationships to be the same, and 2 clients reported a deterioration in social relationships.

\*\* All figures and percentages based on the 72 clients contacted for a six month PSO

### Post Service Outcomes 12-Month, SFF Rehab, 2015

41 (47%) Clients contacted out of a possible 87

**Drug & Alcohol Use:** 26 (63%) of the 41 clients contacted reported being drug / alcohol free and 5 clients (12%) reported that they were using less, a total of 75% of clients reported positive outcomes. 9 clients (22%) reported their drug / alcohol use was the same and 1 client reported a deterioration in their Drug & Alcohol use.

**Overall Quality of Life:** 24 (58%) of the

41 clients contacted, reported that their Overall Quality of Life had 'greatly improved' and 7 clients (17%) reported that their overall quality of life had 'improved'. A total of 75% of clients reported positive outcomes in terms of their overall quality of life. In addition, 6 clients (15%) reported their overall quality of life was the, and 4 (10%) clients reported that their overall quality of their life had deteriorated.

**Family Relationships:** 22 (54%) of the 41 clients contacted reported their family relationships had 'greatly improved', while 7 (17%) of clients report their family relationships 'improved'. 11 (27%) clients reported their family Relationships to be the same, and 1 client reported a deterioration in family relationship.

**Social relationships:** 16 (39%) of the 41 clients contacted reported their social relationships had 'greatly improved', while 14 (34%) of clients report their social relationships 'improved'. 6 (15%) clients reported their Social Relationships to be the same, and 5 clients reported a deterioration in social relationships.

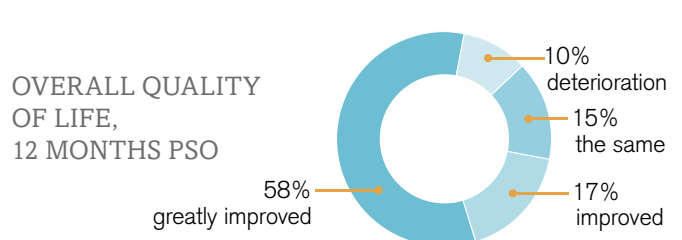
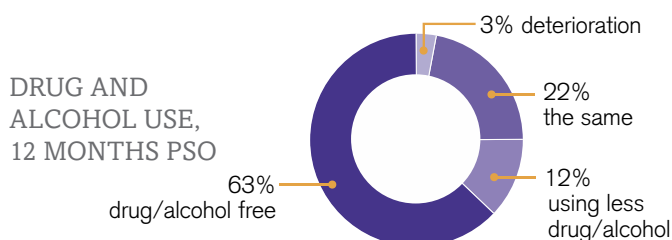
### SFF Detox and Rehab Developments 2015

In 2015, we introduced a new 'Welcome Pack' for the St. Francis Farm Detox & Rehab services. The 'Welcome Pack' provides a comprehensive summary of our history, ethos, information on how to access our service and an overview of the programme content. Service admittance criteria is outlined in detail and there is information on the various service policies and house rules, the 'Service User's Charter', farm safety and visitors guidelines. The Welcome Pack provides a valuable resource to both clients accessing the service and the agencies referring to the service.

During 2015, we introduced the SMART Recovery, Self-Management and Recovery Training into our schedule of group work. The modules used in SMART Recovery programme, Cost/Benefit Analysis, Cognitive Behavioural Therapy and Rational Emotive Behavioural Therapy; fit well within the therapeutic community framework and complement our philosophy of personal responsibility and client empowerment. We were the first residential detox and rehab programmes in Ireland to pilot SMART Recovery.

In partnership with the Education and Training Board (ETB) we also introduced Art Therapy into our programmes. This therapy is a non-verbal approach, which enables our service users to express and explore their life experiences and related emotions in a structured and safe environment. The appointment of a new full time accredited counsellor role to the detox team has enabled the service develop and improve the one-to-one support, care planning and referral to post detox support provided to service users.

## POST SERVICE OUTCOMES (PSO) 12-MONTH ST. FRANCIS FARM REHAB 2015





## SFF Detox and Rehab Planned Developments 2016

During 2016 the St. Francis Farm Detox & Rehab plans to further develop and improve the service in the following areas;

- To recruit for new Senior Counsellor and Addiction Support roles aimed at better managing the increasing levels of referrals to the service, reducing the waiting times for assessment and developing the one-to-one support to service users.
- To develop Overdose Prevention Leaflet to be provided for all clients leaving the service.
- To further develop through and post service outcome metrics in the Detox service.
- To provide off site Assessment Clinics in Dublin and Cork aimed at reducing the levels of Assessment appointment non-attendance.
- To develop a common client Assessment process with the HSE South East and South.
- To continue exploring the development of an alcohol detoxification component for the programme.
- To further develop the service's Case Management systems in line with NDRIC.
- Carry out a design upgrade of MQI's Salesforce Treatment Outcome Monitoring & Information System (TOMIS) to eCASS Plus levels, enabling electronic submission of reports and data to the HSE, Task Forces & HRB.

## HIGH PARK RESIDENTIAL PROGRAMME

The High Park residential rehab service aims to help participants become and remain drug free. The service is a low threshold programme that seeks to attract service users who might not otherwise engage in drug free treatment such as prisoners, homeless and female drug users. The emphasis is on assisting service users to

gain insight into the issues which underpin their drug use and developing realistic measures to prevent relapse.

The High Park programme offers individual care plans, one-to-one counselling, group therapy, psycho-educational groups, fitness-gym activities, outdoor pursuits and recreational activities and where necessary in-house detoxification in partnership with community GP's.

During 2015 a total of 286 clients were referred to High Park, of these 72% were male (206) and 28% were female (80). During the year 232 clients were offered appointments for Comprehensive Needs Assessments, of which 177 attended.

There were 61 clients admitted to High Park during 2015, 43 male (70%) and 18 female (30%), a 42% increase in admissions compared to 2014. In addition to clients' addiction needs, 72% of clients were homeless and 54% the subject of Criminal Justice Orders at admission.

## Self Esteem Outcomes

The graph to the right illustrates the averaged self-esteem outcomes of the 60 clients who departed High Park during 2015 as measured by the Rosenberg Self Esteem Scale. The Rosenberg Self Esteem Scale was completed by clients at up to 4 stages during their programme, depending on their length of stay, at admission, at four weeks, at nine weeks and at the final week of their 14 week programme. The Rosenberg Scale has a range of 0-30, with 30 an indication of the highest score and self-esteem level. When carried out on a cross section of the general population the average Rosenberg self-esteem measure was 15.

The average scale score of service users at admission to High Park was 14, increasing to a score of 19 for clients who completed the full 14 week programme. The above chart illustrates the incremental increases in service user's self-esteem as they progress through the programme, with the highest self-esteem outcomes achieved

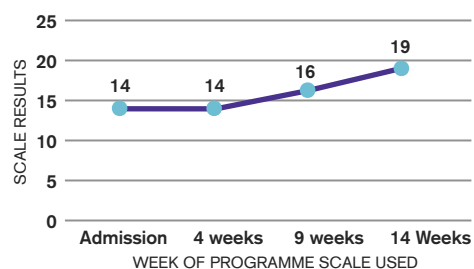
by those who complete the full 14 week programme.

## Self-Efficacy Outcomes.

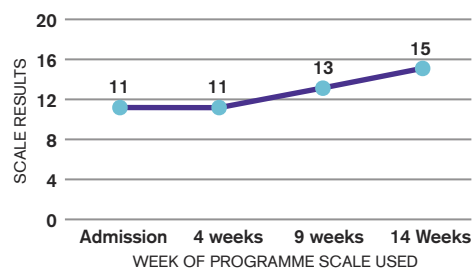
The below graph illustrates the averaged self-efficacy outcomes of the 60 clients who departed High Park during 2015, as measured by the Pearlin Mastery Scale (Leonard Pearlin).

The Pearlin Mastery Scale is designed to measure self-concept and the extent to which individuals perceive themselves in control of forces that have a significant impact on their lives. The Pearlin Mastery Scale was completed by clients at up to four stages during their High Park programme, depending on their length of stay, at admission, at four weeks, at nine weeks and at the final week of their 14 week programme. The Pearlin Mastery Scale has a range of 7-28, with 28 an indication of the highest score and self-efficacy.

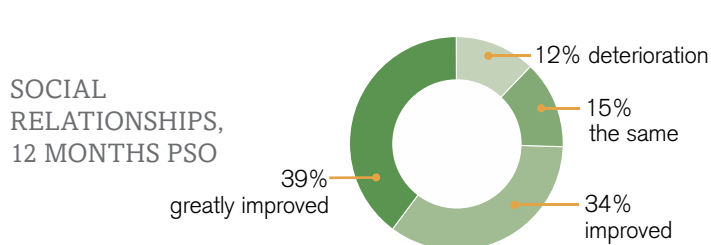
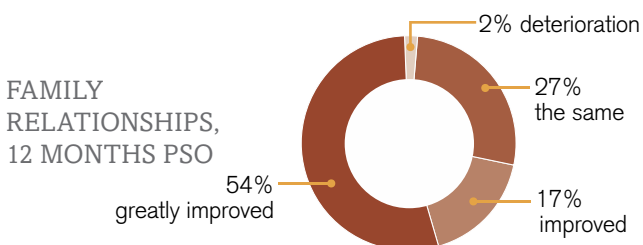
## Self Esteem Outcomes at Departure, High Park, 2015



## Self Efficacy Outcomes at Departure, High Park, 2015



## POST SERVICE OUTCOMES (PSO) 12-MONTH ST. FRANCIS FARM REHAB 2015



# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, *continued*

The average Pearlin Scale score of service users at admission to High Park was 11. The above chart illustrates the incremental increases in service users self-efficacy as they progress through the programme, with the highest self-efficacy outcomes achieved by those who complete the full 14 week programme, averaging a 15 scale score.

### Post Service Outcomes, 6 Month, High Park, 2015

23 (18%) Clients contacted out of a possible 130

**Drug & Alcohol Use:** 54% of the 23 clients contacted reported being drug/alcohol free and 25% reported that they were using less, a total of 79% of clients reported positive outcomes. Eight per cent of the clients contacted reported their Drug & alcohol use was the same, and 13% reported a deterioration.

**Overall Quality of Life:** 63% of the 23 clients contacted, reported that their Overall Quality of Life had 'greatly improved' and 17% reported that their overall quality of life had 'improved'. A total of 80% of clients reported positive outcomes in terms of their overall quality of life. Eight per cent of the clients contacted reported their overall quality of life was the same, and 12% reported a deterioration.

**Family Relationships:** 46% of the 23 clients contacted reported their family relationships had 'greatly improved', while 23% of clients report their family relationships 'improved', a total of 69% of clients reported positive outcomes. Four per cent of the clients contacted reported their family relationships were the same, and 12% reported a deterioration.

**Social relationships:** 33% of the 23 clients contacted reported their social

relationships had 'greatly improved', while 42% of clients report their social relationships 'improved', a total of 75% of clients reported positive outcomes. Eight per cent of the clients contacted reported their family relationships were the same, and 17% reported a deterioration.

### Post Service Outcomes, 12 Month, High Park, 2015

7 (44%) Clients contacted out of a possible 16

**Drug & Alcohol Use:** 100% of the clients had a positive outcome in terms of their Drug & Alcohol use. 50% of clients reported they were drug/alcohol free, while 50% stated they were using less.

**Overall Quality of Life:** 100% of the clients had a positive outcome in terms of their overall Quality of life. 67% of clients reported their overall quality of life has great

improved, while 33% reported an improvement.

**Family Relationships:** 33% of the seven clients contacted reported their family relationships had 'greatly improved', while 33% of clients report their family relationships 'improved', a total of 66% of clients reported positive outcomes. 17% of the clients contacted reported their family relationships were the same, and 17% reported a deterioration.

**Social relationships:** All seven clients reported an improvement in their Social relationship 12 months after their departure from High Park.

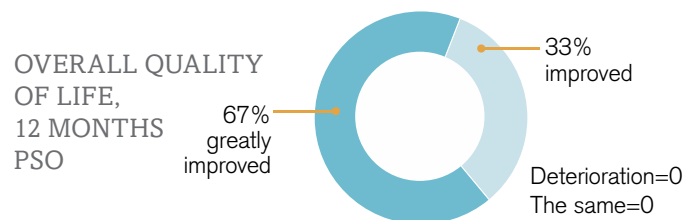
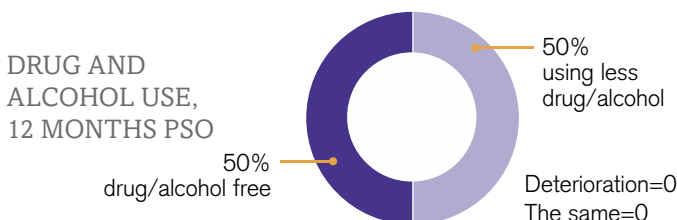
### High Park Developments 2015

During 2015 a comprehensive review of the High Park service was initiated with the staff team and service users. As a result of this review a number of programme changed



Messages of hope line the pathway in High Park

## POST SERVICE OUTCOMES (PSO) 12-MONTH HIGH PARK 2015



were implemented with the aim of developing a more flexible and client centred approach and culture.

Following a review of international research into the optimum programme length and service user outcomes, the length of the High Programme was reduced from 17 to 14 weeks.

A review of the referral, assessment and admission systems with the view to streamlining and reducing waiting times.

### High Park Planned Developments for 2016

During 2016 High Park plans to further develop and improve the service in the following areas;

- To recruit for new Senior Counsellor role aimed at better managing the increasing levels of referrals to the service, reducing the waiting times for assessment and developing the one-to-one support to service users.
- Pilot the implementation of new psychometric tools aimed at capturing client outcomes as they progress through the programme.
- To further develop the service's Care Planning and Case Management systems in line with NDRIC.
- Carry out a design upgrade of MQI's Salesforce Treatment Outcome Monitoring & Information System (TOMIS) to eCASS Plus levels, enabling electronic submission of reports and data to the HSE, Task Forces & HRB.
- To review and develop the Pre-entry Group looking at more input from the High Park team and the Riverbank venue this is currently run from.

## AFTERCARE AND SOCIAL HOUSING

### Drug Free Day Programme

Our Drug-Free Day Programme based in Dolphins Barn, Dublin, is part of MQI's Aftercare Services and is targeted at clients

## THE FAMILY AT OUR DOORSTEP

*It was nearly 5 o'clock when she approached the door. Her children stood contentedly beside her, clearly unaware of their straits. At first we thought she'd come to the wrong place. But the anguish in her eyes said it all...*

**I**wonder why she is here. It's the first thought that went through MQI contact worker Paul's head when he glanced up and saw a mother and her young children standing at our door that Friday evening. The next thing he noticed was the anguish on her face.

### Left in the balance

"By law our clients are all aged 18 and over. But the reality is, we are the only place open past 5pm on a Friday. Someone had referred her here...on a Friday evening when everything was closing, a newly homeless woman with children, and with a severe shortage of emergency housing as it is. We were all of us thinking, 'Are we going to have to send this mother and her children back out on the streets? Is there nothing we can do?'"

Staff moved to act. As Paul explains, "There were young children, so we took the family off into a quiet side room. We gave them something to eat and just looked after them, while we basically put into action all the things that subscribers help us to do for our adult clients." With the family's welfare hanging in the balance, it was "quite tough, quite emotional," he says. One by one staff delayed plans to head home. "For hours we made



When a newly homeless mother and her children had nowhere left to turn, you gave us the power to help. (To protect the identity of the family, above photo is a facsimile.)

phone calls and did loads of research. There is just not much out there for mothers with children who are just becoming homeless."

### Safe passage

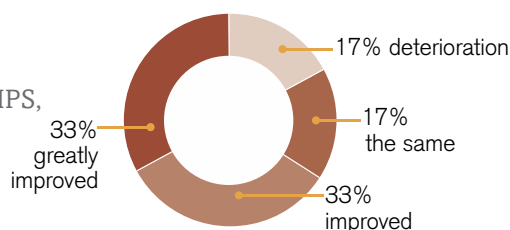
In the end, the MQI team managed to secure a referral to a family service – for the following morning. Because of help like yours, they did something else as well. When at 8 o'clock staff finally found safe, modestly priced accommodations for the mother and her children, they were able to cover the costs and keep the young family off the streets that night as a direct result of your support. And for giving us the flexibility to do what was right, even for this one family in crisis, we thank you with all our hearts.

*"That mother, she mightn't have known where she got the help from...but I did. The fact that she and her children were leaving here that night, safe and with a place to stay off the streets, I would love to thank our supporters in person for what they did for her. To let them know how much we appreciate it.*

– Paul, MQI Open Access

## POST SERVICE OUTCOMES (PSO) 12-MONTH HIGH PARK 2015

FAMILY RELATIONSHIPS, 12 MONTHS PSO



SOCIAL RELATIONSHIPS, 12 MONTHS PSO

Deterioration=0 The same=0 Greatly improved=0



# PROMOTING POSITIVE CHANGE

## PROGRESSION PATHWAYS PROGRAMMES, continued

exiting our residential rehab services at High Park and St. Francis Farm. The day programme is six months in duration and provides one-to-one care planning, support groups and education sessions aimed at assisting clients reintegrate into society. Demand for the service was high during 2015 with 29 clients admitted to the service during the year, a 53% increase compared to 2014. Of the 27 clients who left the service during 2015, 56% 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 high and consistent through 2015 with 31 clients admitted to the service, a 41% increase compared to 2014. Of the 33 clients who left the service during the year, 55% of them completed the programme.

### Transitional Housing Services – Ballymount and Leixlip

Finding accommodation for the large proportion of clients leaving our residential rehab services who are effectively homeless has been an increasing challenge in recent years. MQI operates two short-term transitional housing services, one in 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 nine supported accommodation units. Demand for the Ballymount and Leixlip Transitional Housing services was high during 2015, with 23 clients admitted during the year, a 35% increase compared to 2014. In addition,



Residential Rehab at High Park in Dublin

occupancy levels for the nine units were 79% during this period. Of the 25 clients who departed the service during the year, 60% completed the programme.

### AFTERCARE SERVICE DEVELOPMENTS 2015

During 2015 the Aftercare Service moved into new premises in Dolphins Barn and developed the service in the following areas;

- The setting up of a computer training room for clients.
- The awarding of FETAC Level 3 accreditation for the Drama & Communication Skills group-work programme.
- The implementation of the eCASS Salesforce CRM Treatment Outcome Monitoring & Information System (TOMIS).
- The development of the links with Business in the Community aimed at increasing access for service users to work placements.

- Premises renovations in Ballymount & Leixlip Transitional Housing Services.

### Aftercare Planned Service Developments 2016

During 2016 the Aftercare team plan to further develop and improve the service in the following ways;

- The production of an Aftercare Service Welcome Pack.
- To develop cultural and social activities in the programme.
- To further develop the eCASS Salesforce CRM Treatment Outcome Monitoring & Information System in areas such as outcome psychometrics.
- To develop the use of the new Aftercare premises in Dolphins Barn.

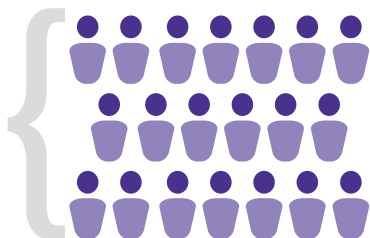
### Community Employment (CE) Services

MQI works in partnership with the Department of Social Protection (DSP) to provide hands on training for prospective

## PATHWAYS OUT OF HOMELESSNESS AND ADDICTION AT MQI, 2015...

# 286

REFERRALS TO  
**HIGH PARK**  
COUNSELLING &  
RESIDENTIAL SERVICES



**ST. FRANCIS FARM**  
REHAB CENTER

# 47%

OF ADMISSIONS CAME  
FROM HOMELESSNESS

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.

During 2015 a total of 76 persons participated in CE placements at Merchants Quay Ireland. As of January 1, 2016, 46 participants remained on CE placement at Merchants Quay. Of the leavers during the year seven secured permanent employment, four returned to education and three transferred onto another scheme.

## PASTORAL CARE AT MQI

From its earliest days back in 1969, Merchants Quay Ireland has 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 pastoral 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, Dolphins Barn and St. Francis Farm in Tullow. Gabriel works in collaboration with Pastoral Care volunteers Jimmy Dunne and Franciscan Sister Brid O’Sullivan.

Gabriel is often found with our clients and staff when they 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. “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” (Gabriel Kinahan OFM).

## 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. It also helps provide 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 2014-2015 delivered in Dublin & Cork, a total of 25 students availed of this programme
- MQI/University College Dublin, Diploma in Drugs Counselling Theory & Intervention Skills 2014-2015 delivered in Dublin, a total of 18 students availed of this programme

- MQI/University College Dublin, Diploma in Drugs Counselling Theory & Intervention Skills 2014-2015 delivered in Dublin & Cork, a total of 11 students availed of this programme
- 54 people participated in our three university courses

### HUMAN RESOURCES

- Merchants Quay Ireland strives to attract, develop, engage and retain, high calibre personnel to deliver a high standard of service to our clients. As at 31/12/2015 total headcount in Merchants Quay Ireland was 292, this includes Employees, Community Employment, Volunteers, Student Placements, Graduate Volunteers and Relief workers. In 2015 employee numbers increased by 12% and Volunteer numbers increased by 5%. These increases were mainly due to the opening of the Night Café in January which saw an increase of circa 20 personnel.
- The implementation of a Human Resource Business Partner model in 2015 has been embraced by both personnel and management, who are spread across a number of geographical locations.
- Learning and development forms an essential part of our organisation’s Strategic Plan and thus supports and equips personnel to meet the challenges they encounter, while delivering a high-level of service to clients. Our Scholarship Fund encourages and supports both our clients and personnel in up-skilling, by applying for funding to further their qualifications in a recognised educational institute.
- Health & Safety continues to be of high importance for personnel and managers in Merchants Quay Ireland. Regular Health & Safety Committee meetings are paramount and are supported by stringent processes, which ensure the safety of all personnel and clients.

## GROWTH AND CHANGE AT MQI’S HIGH PARK & ST. FRANCIS FARM DETOX & REHAB CENTRE

“If I have been able to be a part of that, to give some support to MQI staff and make some of the client’s journey maybe that bit easier than it might have been, I will go to my rest that night a happy man.” – Michael Costello, High Park Volunteer

### 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 Members are the Definitory of the Order of Friars Minor of the Irish Franciscan Province. The term of office of a Director shall be three years and Directors may be reappointed. 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 and mission of the Company. In line with this, the Board enhanced its membership with the appointment of Mr Ray Langton on June 18, 2015 and Dr Siobhan Garrigan on September 1, 2015. The Board is committed to ensuring it has the necessary mix of skills and expertise and where necessary, seeks professional advice.

The Board meets formally at least six times a year. During 2015 the Board met ten times.

Directors are required to undergo an induction programme to ensure that collectively they have the overview necessary oversight for the appropriate governance of the organisation. Training is arranged when a need is identified. With the exception of necessitous 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 financial year (2015: €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 six sub-committees of the Board:

1. The Finance Sub-Committee is responsible for overseeing the Board's financial responsibilities and ensuring that effective systems, financial controls and procedures are in place to enable the organisation to operate in an orderly and efficient manner, and to report and make recommendations to the Board thereon.
2. The Audit & Risk Committee is responsible for the monitoring and review of the organisation's financial performance and financial controls, including the organisation's internal audit function, making recommendations to the Board about the appointment and remuneration of the external auditor and all matters relating to the external audit process, and overseeing reviewing and monitoring Risk within the organisation.
3. The Client Services Sub Committee is responsible for overseeing the services and operations of the Company. It is also responsible for assisting the Board in the

planning and development of new services, the development and implementation of appropriate quality standards, compliance reporting to stakeholders and the clinical governance of the services such as supervision, good quality standards and best practice. The Committee is also responsible for considering the impact of any new Client Service proposals in line with the strategic plan, opportunities and considering the challenges which may arise in any change process.

4. The Governance & Nominations Sub Committee is responsible for ensuring that best practice is adhered to regarding governance, accountability and transparency, monitoring and reviewing adherence to relevant voluntary Codes and Statutory Guidelines and making recommendations on nominations for Board membership, ensuring that the organisation has sufficient resourcing with the correct skills and expertise in place to achieve its strategic objectives.
5. The HR & Remuneration Sub Committee is responsible for overseeing employment practices, pay and pay structures and to consider, advise and recommend on organisational restructuring.
6. The Fundraising Sub Committee is responsible for ensuring that best practices are adhered to regarding Fundraising practice, oversight and to make recommendations to the Board regarding the Fundraising strategy.

“...if I have been able to be a part of that, to give some support to MQI staff and make some of the client's journey maybe that bit easier than it might have been, I will go to my rest that night a happy man.”

— Michael Costello, High Park volunteer

### COMMITMENT TO BEST PRACTICE IN CORPORATE GOVERNANCE

MQI 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. MQI recognises that organisations have a responsibility to follow a code of good practice when it comes to how their organisations are run. Merchants Quay Project is currently on the journey towards being compliant with the Governance Code: A Code of Practice for Good Governance of Community, Voluntary and Charitable Organisations in Ireland. The

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

This process involves a thorough review and assessment of the organisation's policies, procedures, structures and values to ensure that the company is run as effectively as possible, with a focus on increasing transparency and a reassurance to all stakeholders that funds and donations are being well managed.

### COMMITMENT TO STANDARDS IN FUNDRAISING PRACTICE

MQI 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.

MQI is committed to complying with the Statement for Guiding Principles for Fundraising and has formally discussed and adopted the Statement at a meeting of the Board. The Board meets regularly to discuss plans for funding, including any shortfall or excess and allocation of funds. .

### FINANCE AND FUNDRAISING OVERVIEW

MQI is financed by a mix of statutory and voluntary funding. In 2015 MQP raised a total income of €10.4m being an increase of 10% on income in 2014 (€9.4m). The main reason for this increase being the opening of the State Funded Night Café in January 2015 operates between 11pm and 8am,

seven nights per week, catering for 70 people each night.

64% of MQI Income was Statutory Government funding the balance raised through our fundraising activities and Training. Fundraising generated €3.3m, remaining level with €3.3m in 2014 making up 34% of our income for 2015. The remaining 2% was made up of training and other small income.

Expenditure was up 18% to €9.5m (2014: €7.8m), again the main reason being the opening of the Night Café. In 2015 the charities known as Merchants Quay Ireland invested in its primary services and development of new services in line with demand this includes counsellors, project workers, outreach workers, nurses, catering, staff, food and homeless resources.

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

In 2015 a decision was made to invest in various fundraising campaigns which resulted in increased costs in the current year. The investments were made in line with the fundraising strategy for generating more long term income streams. In addition to this the organisation decided to fundraising for more specific projects in 2015 such as our mental health and community engagement teams as Merchant's Quay Project Limited is one of four companies operating under the banner name of Merchant's Quay Ireland carrying out activities for social justice for homeless persons and drug users on a nationwide basis some of these projects sit in Franciscan Social Justice Initiatives Ltd.

After many years of being impacted by the difficult economic climate 2015 was a positive year financially for MQP, and this will allow us to focus on implementing our strategic priorities and to ensure we give best care and service possible to our clients. We continue to commit voluntary income to all our services, the continuum of all core services remains one of our key goals.

The Board of Directors considers the need to provide against any future income shortfall and allow funds to be available to support service developments. The reserves

are reviewed by the Audit Committee as part of a review and assessment of the organisations risks.

The organisation benefits greatly from the involvement and enthusiastic support of many of its volunteers. In accordance with FRS102 and the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

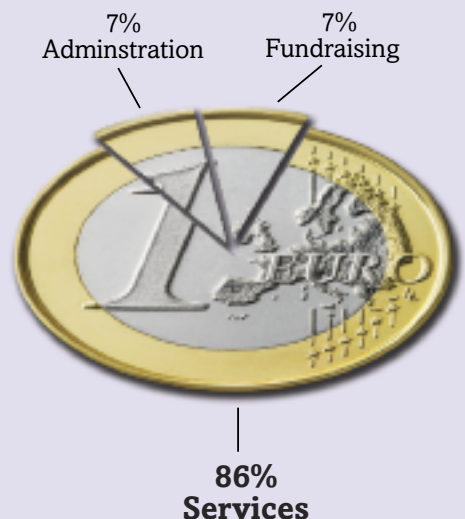
MQI is gratefully supported by various different state funders including Midlands Regional Drugs Task Force, HSE, Probation and Welfare, Dublin City Council, Dublin Regional Homeless Executive, South Inner City Drugs Task Force, TUSLA, Department of Social Protection, South East Regional Drugs Task Force and the Irish Prison Service.

### OUTLOOK FOR 2016

MQI is committed to its clients and maximising the value of the services for these clients. In addition to continuing to try and develop new income streams in line with emerging client need MQI will be expanding its Mental Health Team in 2015 and also working with a new Community Engagement Initiative both of which were made possible with the help of the MQI donors.

MQI will continue to work with State Funders, Donors and staff to try and ensure its front line and core services are maintained and the needs of the clients are met.

## How donations are wisely used:



**STATEMENT OF FINANCIAL ACTIVITY FOR MQI FOR THE YEAR ENDED  
31 DECEMBER 2015**

	Total Funds 2015	Total Funds 2014	Variance
<b>Income Resources</b>			
Income from Charitable Activities .....	6,808,582	5,759,293	1,049,289
Donations .....	3,337,777	3,268,457	69,320
Other Income.....	301,166	336,258 -	35,092
<b>Total Income .....</b>	<b>10,447,524</b>	<b>9,364,008</b>	<b>1,083,516</b>
<b>Resources Expanded</b>			
Expenditure on Charitable Activities .....	8,649,725	7,049,744	1,599,981
Expenditure on Rasing funds.....	826,404	719,988	106,416
<b>Total Expenditure .....</b>	<b>9,476,129</b>	<b>7,769,732</b>	<b>1,706,397</b>
Movement in Total Funds for the year .....	<b>971,396</b>	<b>1,594,276 -</b>	<b>622,800</b>
Actuarial (Loss) / Gain in respect of the Pension Scheme .....	43,512 -	33,111	76,623
Total Funds as at 1 January 1 2015 .....	2,644,740	1,083,577	1,561,163
<b>Total Funds as at 31 December 2015 .....</b>	<b>3,659,647</b>	<b>2,644,742</b>	<b>1,014,905</b>

**MERCHANTS QUAY IRELAND**

(BALANCE SHEET AS AT 31 DECEMBER 2015)

	2015 €	2014 €
<b>Fixed Assets</b>		
Tangible Assets .....	52,732	70,240
<b>Current Assets</b>		
Debtors .....	269,014	470,607
Cash at bank and in hand.....	3,573,223	2,751,805
	3,842,236	3,222,412
Creditors (Amounts falling due within one year) .....	(1,140,247)	(1,147,822)
<b>Net Current Assets/(Liabilities) .....</b>	<b>2,701,990</b>	<b>2,074,590</b>
<b>Total Assets Less Current Liabilities.....</b>	<b>2,754,722</b>	<b>2,144,830</b>
Creditors (Amounts falling due after more than one year) .....	0	0
Net Assets/(Liabilities) Excluding Pension Liability .....	2,754,722	2,144,830
Net Pension Liability .....	(23,762)	(92,943)
<b>Net Assets / Liability Including Pension Liability.....</b>	<b>2,730,960</b>	<b>2,051,887</b>
<b>Charity Funds</b>		
Restricted Funds .....	369,420	327,902
Unrestricted Funds .....	284,823	191,425
Designated Funds .....	2,076,717	1,532,560
<b>Total Funds .....</b>	<b>2,730,960</b>	<b>2,051,887</b>



**FRANCISCAN SOCIAL JUSTICE INITIATIVES LIMITED**

(BALANCE SHEET AS AT 31 DECEMBER 2015)

	2015 €	2014 €
<b>Fixed Assets</b>		
Tangible Assets .....	0	0
<b>Current Assets</b>		
Debtors .....	152,741	64
Cash at bank and in hand.....	913,773	767,549
	<u>1,066,514</u>	<u>767,613</u>
Creditors (amounts falling due within one year) .....	(137,827)	(174,758)
<b>Net Current Assets/(Liabilities) .....</b>	<b>928,687</b>	<b>592,855</b>
<b>Total Assets Less Current Liabilities.....</b>	<b>928,687</b>	<b>592,855</b>
Creditors (amounts falling due after more than one year) .....	0	0
<b>Net Current Assets/(Liabilities) .....</b>	<b>928,687</b>	<b>592,855</b>
<b>Charity Funds</b>		
Restricted Funds .....	445,190	144,655
Unrestricted Funds .....	89,082	98,200
Designated Funds .....	394,415	350,000
<b>Total Funds .....</b>	<b>928,687</b>	<b>592,855</b>

**MERCHANTS QUAY PROJECT CE SCHEME LIMITED**

(BALANCE SHEET AS AT 31 DECEMBER 2015)

	2015 €	2014 €
<b>Fixed Assets</b>		
Tangible Assets .....	0	0
<b>Current Assets</b>		
Debtors .....	59,535	58,108
Cash at bank and in hand.....	96,980	3,365
	<u>156,515</u>	<u>61,473</u>
Creditors (amounts falling due within one year) .....	(156,515)	(61,473)
<b>Net Current Assets .....</b>	<b>0</b>	<b>0</b>
<b>Total Assets Less Current Liabilities.....</b>	<b>0</b>	<b>0</b>

# 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 2015

- Gwanda Trust
- ESB Energy for Generations Fund
- OFM – Franciscan Friary
- The Ireland Funds
- Community Foundation for Ireland
- The Charitable Infirmary Trust

### We were gratefully supported by the following:

- ESB Energy for Generations Fund
- Midlands Regional Drugs Task Force
- HSE
- Probation Service
- Dublin City Council
- Dublin Regional Homeless Executive
- South Inner City Drugs Task Force
- Tusla (Formerly The Family Support Agency)
- Irish Prison Service
- Department of Social Protection
- South East Regional Drugs Task Force

### 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.







Merchants Quay Ireland  
PO Box 11958, Dublin 8

Location:  
Merchants Quay Ireland  
Merchants Court  
24 Merchants Quay, Dublin 8

Direct Line: 01 524 0160  
Email: [info@mqi.ie](mailto:info@mqi.ie)  
Fax: 01 524 0946  
[www.mqi.ie](http://www.mqi.ie)

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