

# ANNUAL REVIEW 2020

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[www.mqi.ie](http://www.mqi.ie)



**Merchants Quay Ireland**  
Homeless & Drugs Services

# Company Structure



**Merchants Quay Ireland**  
Homeless & Drugs Services

Merchants Quay Ireland CLG (“MQI”) is incorporated as a Company limited by guarantee and not having share capital. It was registered on 12 July 1991 with Company number 176421. The Company is registered for the charitable purpose of promoting health and to provide the stepping-stones for every point of a man or woman’s journey out of homelessness and addiction, and toward a drug free life.

The Company is governed by its Constitution (comprising the Memorandum and Articles of Association) updated 26th June 2019. The Company is a public benefit entity and is registered with the Charities Regulator, charity registration number 20026240, and is granted charitable tax exemption, charity tax reference number CHY 10311 with the Revenue Commissioners.

Merchant’s Quay Ireland CLG is one of three companies operating under the banner name of Merchant’s Quay Ireland (MQI) carrying out activities for social justice for homeless persons and drug users on a nationwide basis.

The other companies are St. Francis Housing Association CLG (SFHA) and Merchant’s Quay Project CE Scheme CLG (MQPCE)

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Merchants Court  
24 Merchants Quay  
PO Box 11958  
Dublin 8

**Services:** 01 524 0160

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**Email:** [info@mqi.ie](mailto:info@mqi.ie)

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**Facebook** [Merchants Quay Ireland](#)

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**Instagram** [@MerchantsQuayIR](#)

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## **Merchants Quay Ireland Clg**

CRO Number: 176421

Revenue CHY Number: 10311

CRA Number: 20026240

## **St Francis Housing Association Clg**

CRO Number: 449783

Revenue CHY Number: 18159

CRA Number: 20069117

## **Merchants Quay Project CE Scheme Clg**

CRO Number: 533762

Revenue CHY Number: 21187

CRA Number: 20084325

## Directors

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Mr Ray Langton (Chair)

Mr Mick Price (Ex-Chair)

(Resigned 31st December 2020)

Rev Kieran Cronin OFM

Rev Patrick Lynch OFM

Mr Brian Melaugh

Dr Joanne Fenton

Dr Siobhan Garrigan

(Resigned 16th October 2020)

Ms Margaret Hennessy

Mr Derek Bell

Mr David Kiely

Dr. Clíona Ní Cheallaigh

Mr Ray Jenkins

(Appointed 1st January 2021)

Chief Executive: Paula Byrne

## Secretary

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Mazars

Harcourt Road

Dublin 2

## Auditors

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Deloitte Ireland LLP

Chartered Accountants

and Statutory Audit Firm

Deloitte & Touche House

Earlsfort Terrace

Dublin 2

## Solicitors

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Marcus A. Lynch & Son

12 Lower Ormond Quay

Dublin 1

## Bankers

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AIB

7/12 Dame Street

Dublin 2

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*"I used to look at other people and wish that I had their life. There were days I had nothing worth living for. I didn't like myself. I was broken. "*

Joanne, MQI Client

Models have been used to protect the identity of our clients.

# Chairman's Introduction

As Chair of MQI I am delighted to launch our Annual Review for 2020. It was my privilege to take up the role of Chair of MQI upon the retirement of our much loved Mick Price at the end of 2020 and I want to thank Mick for his extraordinary contribution to MQI and particularly to our clients. As with so much of society 2020 has been a difficult year for both staff and clients at Merchants Quay. Covid-19 has forced many changes but at all times our staff have responded and continued to provide the best service possible.

We have seen a significant increase in our outreach work and the staff at MQI continue to adapt and innovate in response to the ongoing needs of the most marginalised and vulnerable members of our society.

I want to recognise the work of the HSE, the Dublin Regional Homeless Executive, Dublin City Council, Section 39 Homeless and Addiction services, Voluntary and Community organisations for the way they responded to the pandemic and the provision they made in terms of accommodation and support for those who are homeless or are impacted by substance use or mental health issues. The dedication and compassion shown by all the frontline workers in the hospitals, the care centres, the Gardaí, Fire and Ambulance services, the Prison services as well as support staff in food provision and cleaning, has helped to minimise the spread of Covid-19 in this high risk population. The level of inter-agency cooperation and engagement has been exceptional, and I want to thank each and every one of the MQI staff and all the

frontline workers for all they have done for so many people in 2020.

MQI supported over 9,882 unique individuals in 2020, which in the context of the Covid-19 restrictions remains very high and is only marginally down on the 11,641 reached in 2019. We were also able to expand our community service reach and to increase our research and evidence based focus on mental health and support for vulnerable women facing homelessness and addiction with the publication of two research based reports which will help guide our ongoing service development. We have been told over and over again by our clients just how vital our services are to them and MQI staff will continue to reach out to provide support and to advocate strongly on their behalf.

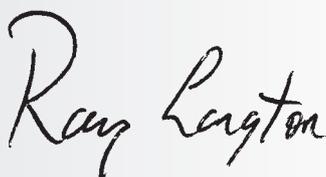
At the beginning of 2020, we were delighted to sign off on our Strategic Plan for the next five years. Our strategic focus falls under four main themes: MQI Core Services, Research, Advocacy & Engagement, Organisational Excellence and Funding, Risk & Technology. This strategy is not meant to be a static document but rather a direction and guide for an ever evolving set of plans, that respond as the priorities and needs of our clients change over time.



It is the responsibility of the Board of MQI to ensure that we have a well-governed, efficient organisation that is fit for purpose to meet client needs. In this regard we are proud to be part of the “triple lock” concept incorporating transparent reporting,

good fundraising, and governance. Our accounts are prepared using the Statement of Recommended Practice (SORP) for Charities, we have formerly adopted the Charities Governance Code and we have also formally adopted the Guidelines for Charitable Organisations on Fundraising from the public.

To all our donors, whether statutory, corporate, or personal, we extend our heartfelt thanks. With your extraordinary generosity, many lives have been saved and improved. The Franciscan Community continues to support MOI with a quiet generosity and on behalf of the executive, staff, and clients I want to express our gratitude to them. I also want to express our deep gratitude to our executive team, staff, and volunteers. All at MOI continue to go the extra mile for 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.



Ray Langton, Chairman

## Our Vision

An inclusive society that supports the integration and well-being of all.

## Our Mission

To promote health, reduce the harm caused by addiction & homelessness, and support recovery.

## Our Values

Acceptance, Commitment, Support

**Compassion**

We meet people where they are

Professionalism, Teamwork, Adaptability

**Collaboration**

We work together

**Our Values**

**Courage**

We speak up, challenge and advocate

Integrity, Respect, Diversity

# Merchants Quay Ireland 2020



**2,957**

interventions with Assertive  
Outreach Team



**4,279**

visits to the GP



**1,187**

on average monthly  
interventions for  
people within  
In-Prison Counselling



**3,206**

interventions  
were provided in  
the East Coast



**1,779**

of all clients  
supported in 2020  
were females



**49,884**

meals for people  
who are homeless  
and hungry



**262**

young people aged  
18-24 supported  
by our team



**1,298**

people supported  
in the Midlands



**222**

people supported  
by our mental  
health team



**137**

people admitted to  
detox and rehab



**2,263**

visits to  
our nurses



**38,925**

interventions which  
include needle exchange,  
harm reduction and  
injecting advice

## CEO'S Introduction

It is hard to reflect on 2020 without thinking about how drastically things changed for us all, in such a short space of time. Covid-19 has brought about changes in both our personal and professional lives. Dealing with change in every aspect of our lives brought with it increased uncertainty and anxiety.

2020 has proven to be one of the most challenging years we have ever faced as an organisation.

Despite this, we have managed to continue to serve our clients, keeping all our services opening albeit operating some of our services differently including adapting to a takeout basis for food & clothes, developing our outreach teams, increase the use of technology to keep in contact with our service users.

Mental Health has been prominent in the news this year, for our service users who already experience social exclusion and the level of isolation required to manage Covid-19 has served to increase this isolation and exacerbated their mental health difficulties. In September 2020, we commissioned Kathyan Kelly, an independent research consultant, to undertake a research study which focused on the lives of 10 participants who engage with MQI and HSE Access, to identify the challenges experienced by people with issues around health, substance use and/or homelessness and to examine participants' experiences especially during lockdown with service restrictions and the impact this has had on their mental health. We will share the findings and recommendations with you early next year.

We must continue to talk about mental health even after we get back to whatever normal looks like – to continue to reduce

stigma and discrimination through improved understanding of mental health difficulties. To continue to be the voice of those that use our services and to advocate on their behalf.

In November, the Lord Mayor of Dublin, Hazel Chu, launched our report around the complex needs of women who use substances online with presentations from Aura Roig, who is the director of the Mezzanines Women's Project in Barcelona and Sam Shirley-Beavan from Harm Reduction International. Gender specific services will remain a focus in 2021.

In late 2019, the Board of Cavan Drug & Alcohol Trust CLG which is a community-based project, approached us with a view to MOI taking over the services and staff transferring to MOI. This project aims to address the issues of drug and alcohol misuse through the provision of information, support, training and services to individuals, families, and the wider community in Cavan & Monaghan. Throughout 2020, representatives from both organisations' have been working steadily to achieve this integration by January 2021.

What we have achieved, through the staff's hard work and commitment has been incredible and I want to pay tribute to that. Given the fears we all have for ourselves and our families, their dedication to the people we work with is second to none – I am very proud to work with such a remarkable group of people.

Our work would not be possible without the support from our statutory funders and our amazing supporters, we could not do the work we do or provide the much needed services to those that rely on us for help. I want to say thank to our individual and corporate donors – this year, you have helped to further support



our clients by facilitating the increase of staff in our nursing teams and have reached out to those that are sleeping rough on the streets through our outreach teams.

We and all those we support would like to acknowledge the generosity of our supporters in what was a very difficult year.

Lastly, I want to pay tribute to Mick Price, who has been on our Board since 2009 and Chair since 2013, for his dedication to our clients and contribution to MOI over the years. Mick has always been a great support to me particularly when I took up the role of CEO and for that I thank him. As Mick retires, I want to wish him the very best as he heads into pastures new. Ray Langton is the incoming Chair in January 2021; I look forward to continuing to work together as he takes up this new role on the Board.

2021 looms ahead with uncertainty on what Covid-19 will bring but together, we will continue our crucial work and with the possibility of a vaccine on the horizon, we hope to be able to extend again a warm welcome into our services and increase the human connection with our service users that we have all missed.

A handwritten signature in black ink that reads "Paula Byrne". The signature is written in a cursive, flowing style.

Paula Byrne, CEO

# Valerie's Story

I started taking drugs at fourteen, because I had a difficult family situation. I got into a relationship at eighteen that was emotionally and physically abusive. It brought me to my knees, and I thought there was no way out. My self-worth, my pride, my dignity, everything was stripped from me. I had a bad addiction because my partner sold drugs so they were within my reach all the time. For five years I went through hell, and everything spiralled out of control. I lost friends, family, nobody wanted to be around me, because the disease of addiction just completely took over me, changed me, and I didn't know who I was.

I'd love people to get that in order to understand addiction, you have to get your head around the fact that a lot of it starts before people are even old enough to know what's happening to them. They're children, looking for a way to cope with bad things that happened to them. It's easy to judge, but a lot of people who are in addiction are really just the children they were when something terrible happened. Addiction doesn't give you a choice. Addiction is ruthless, cunning, baffling, powerful; it will destroy you, your family, everything, and take what you have.

I was very ashamed of my addiction. I tried to hold things together, but I couldn't. Addiction took everything from me. The turning point in my life came when I signed myself into hospital because I wanted to end my life.

My mother was told about St. Francis Farm by a friend who said, "Get her in there, it's a brilliant service." I linked in with a keyworker at Merchants Quay who's been an amazing help and a great support through my journey and recovery. I saw her every week for four months before going to the Farm. She really helped me realise that I was ready. I think in times of desperation, when you are at your rock bottom, you think there's no help out there for you, but she showed me that there was. I couldn't have asked for a better time and for better people to get me through my recovery. MOI really made it as comfortable as possible for me.

I'm only in my twenties now, and I didn't think there was help out there for young women. There's a lot of stigma attached to women in recovery. From being in recovery the past fourteen months, I think women have different experiences. We have children, so we can't just get up and get out. You are constantly up against challenges.

I'm going to college, and I'm looking forward to starting a placement soon. These are all the rewards that you get in recovery if you stick it out. I'm looking forward to it. The biggest thing I've learned about myself throughout recovery is to believe in myself, that I'm a human being, that I'm equal, that I've just as much right to be here as the next person, and to trust myself that I can do this. No matter what I've been through, it's only a chapter of my life. The rest of the book still has to be written.

***"The biggest thing I've learned about myself throughout recovery is to believe in myself, that I'm a human being"***

**Valerie, MOI Client**





# Introduction To Service Provision

2020 has proven to be one of the most challenging years we have ever faced as an organisation and across the wider sector. Despite this, we have managed to continue to serve our clients, keeping all our services open. In 2020 we developed our outreach teams, moved our food and clothes to a takeout basis and increased the use of technology to keep in contact with our service users.

In addition, during this timeframe our nurses and caseworkers worked in partnership with the Homeless Health Link Team to provide clinical and non-clinical services to manage

the health and social care needs of people living in cocooning and/or self-isolation services.

To play our part in minimising the risk of community transmission of Covid-19, MOI operated on behalf of the HSE, a 40 bed Community Response Vulnerable Adults Facility. Between April and August MOI provided a safe environment where clients could self isolate for 14 days. The clients in this facility included those people who had Covid-19 symptoms and were awaiting test results, those who were Covid-19 positive and those who were deemed close contacts.

- **9,882** unique clients were supported across all services
- **8,103** of clients supported were males  
**1,779** were females
- **5,313** clients were registered on the PASS System
- **512** unique clients over the age of 55
- **262** unique clients between the age of 18-24
- **1,970** unique clients were foreign nationals

# Homeless Services

## Night Cafe

Last year 546 unique clients accessed our night cafe, resulting in the provision of 2,868 nights of emergency accommodation. Notice was received from the Dublin Regional Homeless Executive in March 2020 to close the night cafe on a permanent basis. This decision was taken in line with infection control advice and guidance from the HSE.

## Meals

In 2020 a total of 49,884 meals were provided, 5,054 of those were to unique clients. On average 130 take away meals were provided daily. Due to Covid-19 restrictions, MQI staff and clients adapted to an alternative approach to ensure that meals were offered to clients.

## Young People Support Worker

In 2020, MQI supported 262 individuals between the ages of 18-24 with a total of 1,013 engagements. The support is provided under the following areas: housing, welfare, education, employment, and family mediation. We were delighted that 6 females and 6 males were awarded the An Gaisce bronze award as a result of the participation in a number of activities.

## Assertive Outreach Team

Covid-19 restrictions in 2020 forced us to adapt our services. One such adaptation was to invest and develop our Assertive Outreach Team. The team went out on the streets between 7am - 8pm, engaging with clients by offering food, clothing and support. The team also contacted the free phone



### Rough Sleepers

489 Individual people supported  
6,529 Interventions

### Assertive Outreach

617 Individual people supported  
2,957 Interventions



on behalf of the client and referred the clients to the crisis management team for housing and homeless support. In 2020 617 clients were offered assistance with 2,957 interventions.

## Showers

In order to maintain a shower service in line with HSE guidance as a consequence of Covid-19, we took the decision to remodel the showers in 2020. This work ensured the safety of clients and staff throughout the pandemic and 468 clients were able to avail of 1,248 showers throughout the year.

## Crisis Contact Team

The clients that accessed MQI in 2020 were supported by phone and on a face to face basis with their homeless status, by advocating on behalf of the client to County Council, completing medical card applications, clothing support and welfare support. Overall, 1,174 individual clients were supported with 9,867 interventions taking place and sourced support from our crisis team.

# Primary Health Care

## GP Service

In Riverbank, our GP service is accessible to everyone and provides a range of services to marginalised people who would otherwise struggle to access healthcare. In 2020, 4,279 clients accessed this Service, 1,114 of those clients were unique individuals. The GPs also supported 483 unique clients to access Opioid Substitution Therapy and prescribed Naloxone to 263 unique individuals.

## Mental Health Service

For people experiencing mental health difficulties, the Mental Health Team (1 Nurse & 2 Case Workers) supported 222 individuals, with 3,095 interventions in 2020. Of this number, 127 unique clients were supported by the Mental Health Nurse who provided 563 interventions. The main support provided was symptom management plans, risk assessing, providing links with the homeless health link. Thanks to the generous support of our donors, plans are in place to increase the team.

***"I had nowhere to shower during the lockdown, so keeping my wound clean was hard. Nurse Marguerite is a legend. She goes out of her way to check my wound is clean. I have to wash myself with baby wipes in the park, but my wound is spotless. Honest to God, she's an angel"***

**Tony, MQI Client**



## Primary Health Care

**9,728** Interventions  
**2,045** Unique Clients

## GP Visits

**4,279** Visits  
**1,114** Unique clients



## General Nursing Service

Our General Nursing team continued to deliver and offer onsite nursing interventions, including wound care and also advocate for clients on their journey through the health system. In 2020, 2,263 clients accessed this service, 642 of those clients were unique individuals.

## Dentist

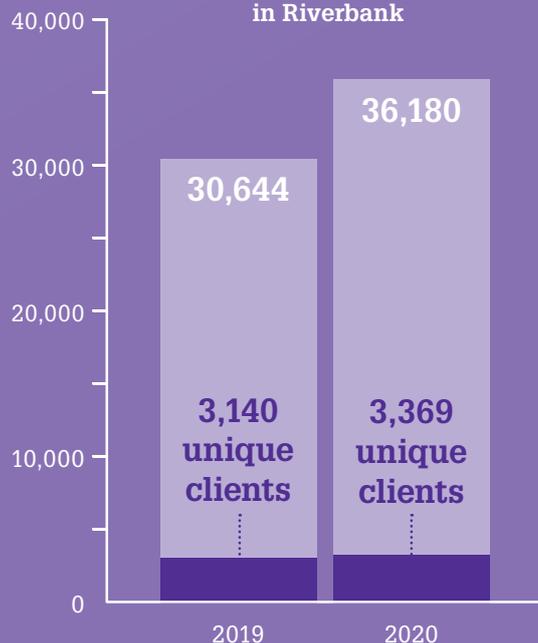
Due to level 5 restrictions in March 2020, MQI's dentist unfortunately had to stop providing support to our clients. As soon as the restrictions were eased and new direction was provided by the Government as in what was essential, the clinic was back up and running. 95 people accessed our dental services in 2020, 67 of those were unique clients.

# Addiction Services

## Harm Reduction Service – Riverbank

MOI saw an increase of over 10% in the numbers of clients engaging in the needle exchange service. 36,180 clients visited our needle exchange and harm reduction services, 3,369 of these clients were unique. The long term impacts of Covid-19 on alcohol and drug use are still unclear but may be significant: the psychosocial impacts of major crises can be broad and long-term. Impacting communities and individuals economically, socially, physically, and psychologically.

Number of clients engaging in Harm Reduction Services in Riverbank



## Opioid Substitution Therapy

GP and staff witnessed a steady increase of clients availing of this treatment compared to 2019. The number of people accessing opioid substitution therapy in 2020 was 483 unique clients. Access to this treatment was significantly increased due to the reduce waiting times as a result of Covid-19.



## Detox and Rehab

**137 Admissions**  
**115 Unique clients completed**

## Harm Reduction Services

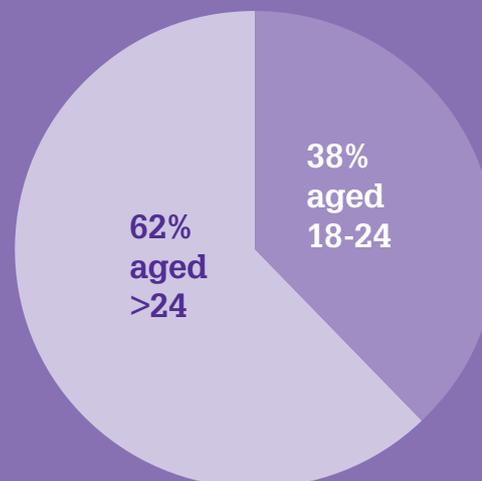
**4,083 Unique Clients**  
**38,925 Interventions**



## Substance Use Case Worker

MOI substance use caseworker supports people addressing their substance use including exploring treatment options for detox and rehabilitation. This support is carried out by phone and on a one-to-one basis. 129 clients were supported in 2020. Out of the 129, 38% were young people aged 18-24.

Client breakdown of substance use case worker in 2020



## Opioid drug reversal with Naloxone

Naloxone is a prescription medication used to reverse the effects of opioid drugs like heroin, morphine, and methadone if someone overdoses. Throughout 2020, MOI saw the number of clients opting to access this medication and the training related to the administration of this medication increase. 263 unique clients were prescribed the medication with 318 kits provided. 281 clients completed the training with 353 sessions provided by staff. In addition, 488 safer injecting interventions were completed.

## Community Detox

In 2020, 18 unique clients accessed Community Detox in Riverbank with 14 people accessing benzodiazepine services and 4 people in alcohol detox. People accessing this treatment were supported by a substance use case worker.



## Harm Reduction Outreach Team

For clients who cannot attend our Assertive Inreach Service in Riverbank for many reasons, MOI has a Harm Reduction Outreach Team who provide harm reduction interventions. In 2020 this team supported 714 unique individuals through 2,744 interventions. Services the team provide include needle exchange, safer injecting information and naloxone training. They also support clients

by referring them to other services such as medical, housing and mental health. A part of their role is also to build relationships with clients who are service resistant and support them to overcome the barriers they face to engage with mainstream services.

## North East Drug & Alcohol Service

This service provided harm reduction supports to active substance users in the North East region in partnership with a wide range of local agencies. One MOI staff member worked three days a week in this service and provided needle exchange, safer injecting advice, signposting and advocacy interventions to individuals in active addiction. 24 clients were supported between January & August 2020.

## Midlands Service (MOI DATS)

This service provides support to individuals and families experiencing problems because of drug or alcohol use across four counties. Services provided include; outreach-based crisis support service, mobile harm reduction, needle & syringe exchange, rehabilitation, a community employment scheme, aftercare supports, and support for families affected by substance use. In 2020, 1,298 unique individuals were supported through 36,181 interventions. Of these individuals, family support was provided to 119 people with 1,153 interventions.

Individuals and interventions at Midlands Service

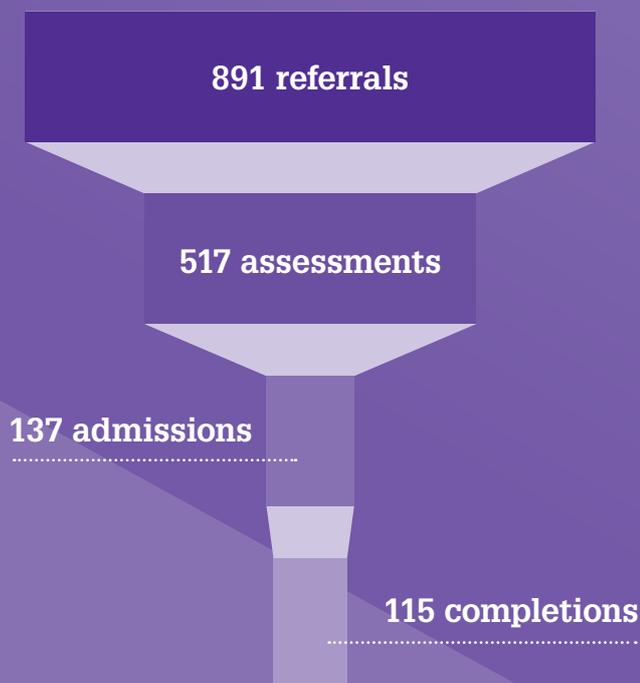
1,298 unique individuals

36,181 interventions

## Detox & Rehabilitation Services (High Park & St. Francis Farm)

Covid-19 risk reduction measures resulted in residential capacity being reduced. Groups were brought in together where possible and Covid-19 tested prior to admission. There were improved completion rates in 2020 for all MOI residential services. There was a total of 891 referrals to MOI recovery services in 2020. All 891 people referred to the services received ongoing contact & support through phone / video. There were 517 assessments carried out with 137 admissions and 115 completions during 2020.

Detox and rehabilitation services referral to completion 2020



## Assertive Inreach Service

The role of the assertive in-reach worker is to support clients who are linking in with agencies that currently do not offer case management/ key working services, such as non- STA hostels, methadone clinics etc. The main objective is to support clients in accessing appropriate and specialist services for accommodation, welfare, treatment, legal, health and mental health. Support was provided to 87 unique clients, with 701 interventions.

## Counselling Service, Riverbank

We found innovative ways to support struggling individuals and families, even at a distance. MOI introduced “virtual home-visiting” by telephone and video conference to help share the burden and gave practical assistance. In Riverbank, there were 320 Counsellor interventions, 42 of which were unique individual.

## Irish Prison based Addiction Counselling Service

In 2020, our counselling staff, across all prisons, saw a total of 1,948 unique clients, and on average there were 1,187 monthly interventions. As the impact of Covid-19 became apparent. Services saw that a different way of working would be needed. In cooperation with the IPS, Red Cross, Psychology Service, Education Services, IASIO and Chaplaincy, MOI developed a national phone line that prisoners, who were in quarantine or isolation, could contact for support.

## East Coast Service (MOI CRIS)

MOI provide a community-based drug and alcohol treatment support service for the East Coast Region (excluding Bray & Blessington) and South Dublin (Between Grand Canal and Dun Laoghaire). The Community Integration Workers provide Community Recovery & Integration Supports including rehabilitation and aftercare support, case management and care planning for service users and their families affected by substance use. In 2020, 130 unique individuals assessed the service, and 3,206 interventions were provided.

## **Family Support Services (Dublin & the Midlands)**

Due to the Covid-19 restrictions, family support was offered over the phone/virtual meetings. It was paramount for MOI to continue to offer the same level of supports to our family members. In 2020 we supported 1,251 family support sessions for 141 unique family members.

## **Aftercare**

23 clients admitted to aftercare in 2020. (Occupancy and retention in Aftercare was improved in 2020 compared to 2019 (71% compared to 50%). 70% of those who completed the program reported being either abstinent (60%) or using drugs on a controlled basis (10%).

## **Community Engagement Service Team**

The Community Engagement Team patrol the vicinity of the Riverbank Service, with priority given to the area surrounding Dublin 8, from 8am - 7pm. The role of the team is to engage with hard to reach clients on the streets, collect drug paraphernalia and link in with the local community and local businesses. In 2020, the team provided 3,663 interventions to clients on the streets, engaged with 254 residents & local businesses and collected 6,576 items of drug litter.





***"The city during the lockdown was like being in an open prison. You were trapped, even though there was no one around. I became depressed. I found myself going into myself a lot. Going into a deep, dark place. Linking in with the Merchants Quay team, that's what got me through."***

**Sean, MQI Client**

# New Developments

## **Nursing Services**

Thanks to the generous support of our donors, we recruited a Clinical Nurse Manager and General Nurse who started with MQI in January 2021. Plans are in place to recruit additional Mental Health Nurse and an Advanced Nurse Practitioner.

## **Hepatitis C Treatments**

Since 2019, we have been working closely with Prof. Bergin, Dr. Cliona Ní Cheallaigh, Consultant Physician and the GUIDE (GU Medicine and Infectious Diseases) & Hepatology teams to improve client engagement in the Hep C Testing & Treatment. This engagement has culminated in nurses from the Guide Clinic engaging with our clients and nursing teams across the organisation and our participation in Hepatitis C Outcomes and Research Network. Patient testing was carried out as part of the ICORN (Irish Hepatitis C Outcomes and research network) and NVRL (National Virus Reference Laboratory) “Seek and Treat Point of Care Simplification Initiative Study” which aims to simplify screening and treatment of HCV (Hepatitis C Virus) infection in hard-to-reach groups.

The ICORN-NVRL Seek & Treat Nurse Panel was established (with nominees from St. James's Hospital and the Mater Hospital) to perform the test in MQI - 126 clients were tested in the last quarter of 2019. In August 2020 MQI received funding for a HCV Care Worker who will facilitate Hepatitis C Treatment for our clients. Clients with HCV will be identified and treated by GPs based in our Primary Health Care Service or in collaboration with St. James's Hospital. In 2020 42 unique individuals accessed this treatment.

## **Midlands Service (MQI DATS)**

In 2019, funding under the Strand 2 funding initiative of the Department of Health, the Midlands Regional Drugs & Alcohol Task Force & HSE CADS secured funding to enable MQI to recruit a Rehab & Aftercare Worker. We know that helping individuals to build their recovery capital is at the heart of the continuum of care model. This model is centred on the individual and their needs at each stage of their personal recovery pathway. As such, the development of this post will greatly enhance and support the work of the MQI DATS Project. The role will work specifically with this target group of individuals and peer support groups that need the support to build their recovery capital.

In 2020, a location in Tullamore was identified as the new base for the Midlands Service. Because of delays in works due to level 5 Covid-19 restrictions, it is envisaged that the service will operate out of this location in late 2021.

## **East Coast Service (MQI CRIS)**

In 2020, funding was secured through the East Coast Regional Drugs & Alcohol Task Force for an additional Community Integration Worker with a view to providing a community-focused support service in another location within the Region. This person has now been recruited and has commenced this service.

## **Detox & Rehabilitation Services**

The detox service based in St. Francis Farm, implemented a new treatment option for clients by offering a Suboxone Detox. Across our detox and recovery services, a model of Peer Recovery Coaching was developed.



*"When I go into the chapel, I light a candle for everyone who ever helped Merchants Quay. I hope they know their kindness saves lives, they saved mine."*

Edward, MOI Client

# Research, Advocacy & Engagement

## Gender Specific Services

In November, the Lord Mayor of Dublin, Hazel Chu, launched our report around the complex needs of women who use substances with presentations from Aura Roig, Director of the Mezzanines Women's Project in Barcelona and Sam Shirley-Beavan from Harm Reduction International. Gender specific services will remain a focus in 2021.

## Advocacy and Research

During 2020, we made a number of submissions to Government such as 'Dealing with Covid-19 and Beyond', as a joint paper with Coolmine Therapeutic Communities & Depaul. MOI also submitted a pre-budget submission to Government in September seeking funding for three initiatives:

- Establishment of a 10-bed stabilisation services to create pathways to access detox and rehab treatment for marginalised members of our society e.g., women/ pregnant women, traveller community members, LGBTQI+ and new communities.
- Establishment of a Women's Centre to provide a 'one stop shop' for access to information and support across health, addiction, violence and abuse, legal issues, education, and employment.
- Undertake a qualitative study of the experience of addiction services among young LGBTQI+ people in Ireland in partnership with BeLonG To.

## Mental Health Services

The emergence of Covid-19 served to exacerbate the levels of social exclusion and isolation for many of our service users with mental health difficulties.

In September 2020, MOI commissioned Kathyan Kelly to undertake a research study which sought to examine the impact of the lockdowns and service restrictions on participants. The 10 participants of this study engaged with MOI and HSE Access to identify the challenges experienced by people with issues around mental health, substance use and/or homelessness.

*"I first became homeless when I was 13. After that, I was taken into care. I started coming to MOI when I was 18 and I'm lucky to have a great key worker to talk to. One of my first times here, I was leaving Riverbank after having food and she called after me, "See you later, D!" I was amazed that she remembered my name. But she didn't shout it out, just in case I didn't want everybody knowing my name. I was so happy to be recognised though, it made my day."*

Daniel, MOI Client

# Finances

Our achievements would not have been possible without the continued support from our state funders and the generous donations and commitment of thousands of individuals, groups and organisations from all around Ireland. We are extremely grateful for this support, set as it is against a backdrop of challenging times.

As a result of our fundraising income and expenditure management, 2020 was a positive year financially. This allowed MQI to focus on the implementation of our strategic priorities and to ensure the best possible care and services for our clients. We continue to commit voluntary income to our services as the continuation of all core services remains one of our key priorities.

In 2020 MQI raised an exceptional total income of €17.5m (up from €12.1m in 2019). Included in this €17.5m is €3.075m of a donation in kind and a donation of €500k from the Immigrant Investment Programme (IIP), operated by the Department of Justice and Equality's Irish Naturalisation and Immigration Service.

This donation was used to support our 2020 goal of purchasing the building known as Riverbank, the main hub of our Dublin based services. The remainder of this income was generated from various sources with 36% from Statutory Government funding mainly from the HSE/ Dublin Regional Homeless Executive and the balance raised through our fundraising activities, other small income streams, and training. Fundraising (excluding the aforementioned In Kind and IIP donations) generated €7.6m, making up 43% of our income for 2020. In 2020, 80% of all expenditure went directly on delivering core services to our clients with 10% on governance and administration and the final 10% on generating funds.

The organisation benefits greatly from the involvement and enthusiastic support of many of its volunteers but unfortunately from March 2020, due to the global pandemic, MQI had to temporarily cease its volunteer programme. In accordance with the Charities SORP (FRS102), the economic contribution of general volunteers is not recognised in the accounts.

## Governance

Merchants Quay Ireland is dedicated to achieving the highest standards in corporate governance. This process involved a thorough review of our policies, procedures, structures and values to ensure MQI is run as effectively as possible, with a focus on increasing transparency and a reassurance to all stakeholders that funds and donations are well managed. MQI is fully compliant with the Code of Practice for Good Governance, our accounts are SORP compliant, and we are fully committed to achieving the standards contained within the Guidelines for Charitable Organisations Fundraising from the Public.



Best Practice in Transparency and Accountability

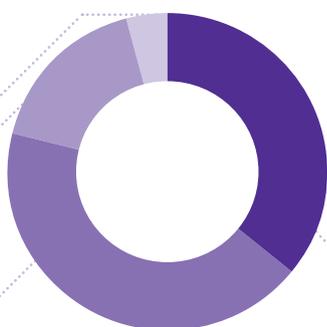


## Consolidated Statement of Financial Activities, for the year ended 31 December 2020

	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
<b>Income from:</b>				
Charitable Activities	-	€6,623,092	€6,348,398	€7,416,359
Donations and legacies	€6,623,092	€4,044,991	€10,668,083	€5,071,381
Other Incoming Resources	€185,864	€514,157	€700,021	€180,516
<b>Total Income:</b>	<b>€6,808,956</b>	<b>€10,907,546</b>	<b>€17,716,501</b>	<b>€12,668,256</b>
<b>Expenditure on:</b>				
Charitable Activities	€2,231,399	€7,068,490	€9,299,88	€10,624,199
Generating Funds**	€1,787,340	-	€1,787,340	€1,466,696
<b>Total Expenditure</b>	<b>€4,018,739</b>	<b>€7,068,490</b>	<b>€11,087,229</b>	<b>€12,090,894</b>
Net Income for the year	€2,790,217	€3,839,056	€6,629,273	€577,362
Net Movement in Funds	€2,790,217	€3,839,056	€6,629,273	€577,362
Pension Liability	-€13,402	-	-€13,402	€29,390
<b>Total Funds Carried Forward</b>	<b>€8,525,836</b>	<b>€4,443,703</b>	<b>€12,969,539</b>	<b>€6,353,668</b>

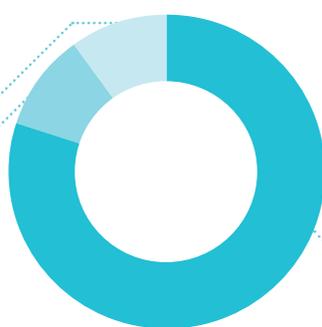
\*\* Generating Funds, Communication & Advocacy

### Income



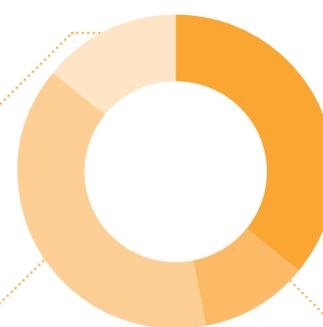
Statutory Funding.....**36%**  
 Donations & Legacies....**43%**  
 In Kind Donations .....**17%**  
 Other.....**4%**

### Expenditure



Core Services.....**80%**  
 Governance & Admin....**10%**  
 Generating Funds.....**10%**

### Services Expenditure



Homeless .....**36%**  
 Counselling .....**11%**  
 Addiction Services .....**39%**  
 Primary Health Care.....**14%**

# MQI Nationwide



In response to the needs of those caught up in homelessness and addiction, Merchants Quay Ireland, over the years, has expanded from being Dublin based to now providing services nationwide.

## Dublin

- Open Access Drugs, Homeless & Health Services, Riverbank Centre, Dublin 8
- Head Office, 24 Merchants Court, Merchants Quay, Dublin 8
- Drug-Free Day Programme, St. John Bosco Youth Centre, Davitt Road, Dublin 12
- Community Detox, High Park, Drumcondra, Dublin 9
- Residential Drug Free Rehabilitation Centre, High Park, Drumcondra, Dublin 9
- Aftercare Housing, Ballymount, Dublin 22
- Mountjoy Prison Complex, Dublin 7
- Dóchas Prison Centre, Dublin 7
- Cloverhill (Remand) Prison, Dublin 22
- Wheatfield Prison, Dublin 22

## Wicklow

- Shelton Abbey, Co. Wicklow
- Community Recovery & Integration Supports (CRIS) Project, Co. Wicklow

## Carlow

- Residential Detox & Rehabilitation Centre, St. Francis Farm, Tullow, Co. Carlow

## Cork

- Cork Prison, Co. Cork

## Limerick

- Limerick Prison, Co. Limerick

## Offaly

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Offaly

## Westmeath

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Westmeath
- Open Door, Payne's Lane/Irishtown, Athlone

## Laois

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Laois
- Portlaoise Prison, Co. Laois
- Midlands Prison, Co. Laois

## Longford

- MQI Midlands Drug & Alcohol Treatment Supports (DATS), Co. Longford

## Roscommon

- Castlerea Prison, Co. Roscommon

## Cavan

- Loughan House, Co Cavan

## Kildare

- Aftercare Housing, Leixlip, Co. Kildare

# Thank You

Merchants Quay Ireland is so grateful for the financial support we receive from individuals, families, religious organisations, businesses, voluntary and statutory agencies, charitable trusts and foundations. Without their steadfast support, we would be unable to deliver our vital services to those in need in Ireland.

To all our supporters – to you – we extend our enduring gratitude.

**Thank you for caring about Ireland's most vulnerable.**



**Merchants Quay Ireland**  
Homeless & Drugs Services

## Get in touch.



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Dublin 8

Merchants Quay Ireland,  
PO Box 11958, Dublin 8



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Queries & Donations : 01 524 0139  
Volunteering : 01 524 0934



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