Annual Report
2022-2023

with 2021-2022 comparisons

Well of Mercy

A Spiritual Retreat Ministry

Hamptonville, North Carolina

Well of Mercy

Mission Statement

Well of Mercy, a retreat ministry sponsored by the Sisters of Mercy of the Americas, grounded in the spirit of hospitality, provides quiet sanctuary and time in nature for reflection, rest and renewal for those choosing sacred time apart, enriching their spiritual and emotional wellbeing.

Vision Statement

Well of Mercy is a sanctuarial space where faith, peace and healing intersect.

Four Core Values

Hospitality - We believe in unconditionally welcoming the stranger among us and offering all who come to us a safe, quiet, and supportive space to pray, heal and experience the loving and merciful presence of God.

Deep Peace & Quiet - We believe solitude and quiet are special features of Well of Mercy that allow individuals to discover personal stillness and moments to be in communion with the Divine.

Four Core Values

Inclusiveness - We believe that by honoring the dignity, the fullness of humanity and the inherent worth of all, we are transformed in bringing about a more peace-filled and just world.

Reverence of Earth- We believe that we are stewards of the common home we all share and commit to care of Earth. Well of Mercy is sacred ground that God entrusts to us and we desire to be in right relationship with Earth.

Welcome to the Quiet…

Well of Mercy offers:

- *Personal Retreats*
- *Hosted Groups*
- *Sponsored Programs*

through overnight stays, day visits & virtual experiences.

Catherine McAuley

Sisters of Mercy Foundress

1778–1841

And so, whenever and wherever we engage in the works of mercy, let us do so in a warmhearted and most generous way!

– Catherine McAuley

Well of Mercy

Sisters of Mercy
Critical Concerns

- Immigration
- Racism
- Women
- Nonviolence
- Earth

Why Well of Mercy?

"Slow me down, God.

Place your hand upon me and steady the racing of my heart. Take this weight from my shoulders, and pry these to-dos from my fingers. Deepen my breath and still my mind so that I can remember whose hands really do keep the stars hung in space."

Kate Bowler & Jessica Richie

Well of Mercy

The Year in Review

- 25th Anniversary Celebration
- Dinner for Top Donors
- Property Enhancements
- Expanded Group Programming
- Staff Training
- Guest Safety Protocols

Well of Mercy

Celebrating 25 Years

Sisters House and Community Room Dedication

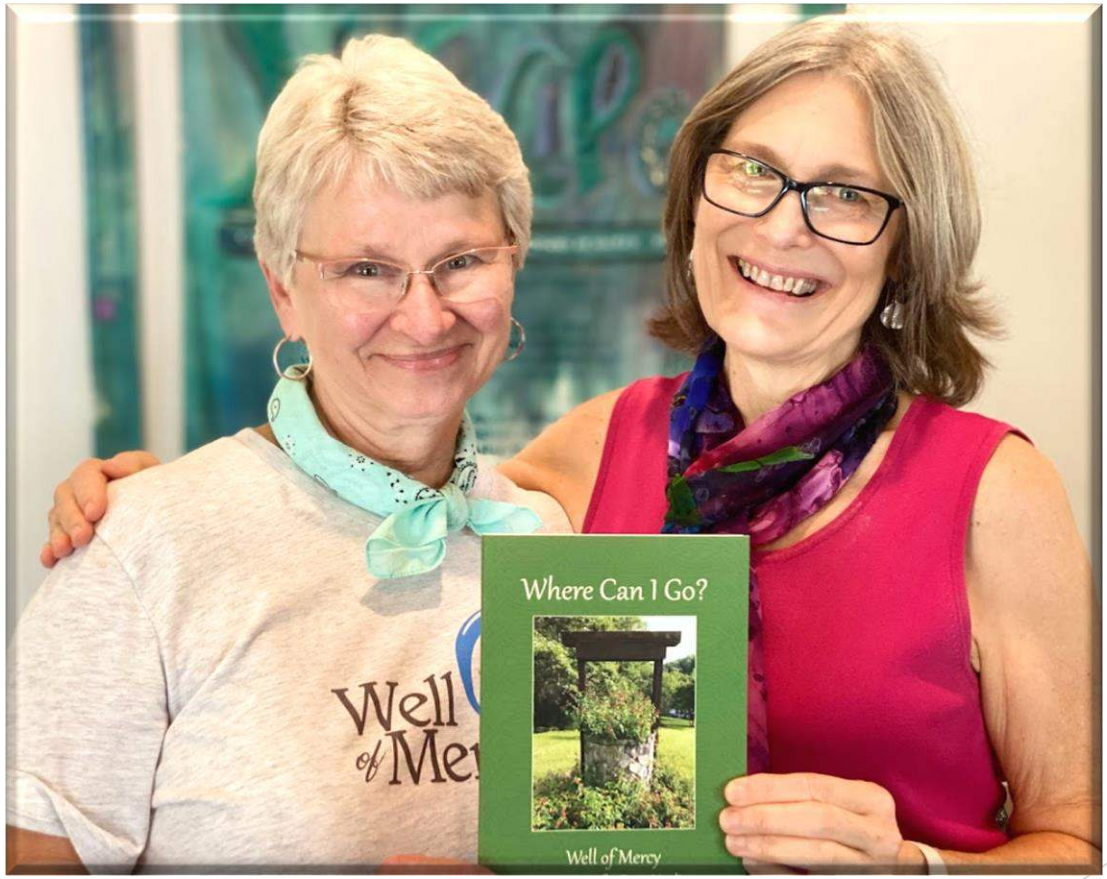
Well of Mercy

Celebrating 25 Years

Fun, Food, Friends
& Guest Speaker Paula D'Arcy

Well of Mercy

Legacy Book:
Where Can I Go?



By Peg Cartner & Maureen Ryan-Griffin

New In the Gift Shop

Logo Merchandise

25th Anniversary Cookbook

Donors

25th Anniversary Circle of Giving Levels

Green Leaves ..... up to $249

Blue Leaves ..... $250 - $500

Sturdy Tree ..... $501 - $1,000

Prayer Path ..... $1,001 - $2,500

Life Giving Water ..... $2,501 - $5,000+

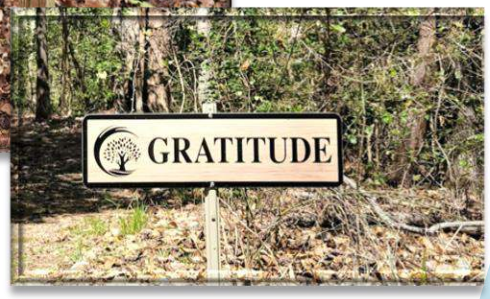
Thank You to All Our Generous Donors

Well of Mercy

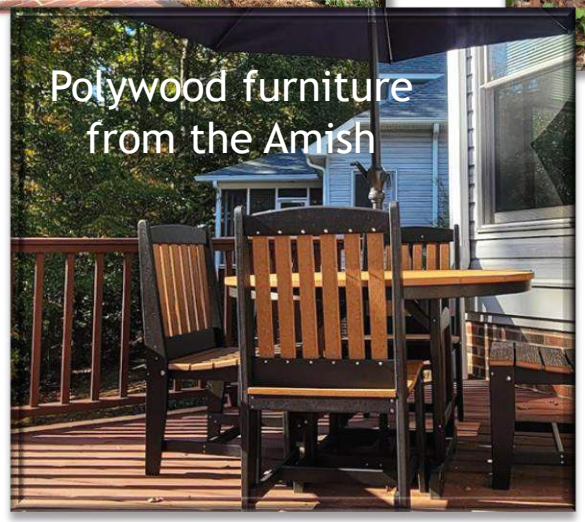
Dinner to Honor
Life Giving Water Level Supporters

The environment is set for a lovely celebration of gratitude.

Property Enhancements
Outside



Additional Prayer Path Maps & Signage



Well of Mercy

Property Enhancements
Inside

- **Replaced:**
  - Mattresses property wide
  - Twin beds with Queen or Full Size
  - Sheets, towels, and blankets
  - Toilets in 1st floor rooms
- **Added:**
  - Desks & Lamps

Well of Mercy

Expanded Group Programs

2021-2022 Total Groups 47

HOSTED	Overnight Groups: 18	Day Groups: 2
SPONSORED	Overnight Groups: 15	Day Groups: 8
VIRTUAL	Online Groups: 4	
TOTAL GUESTS	*from* Groups: 361	(Personal Retreats: 569)

2022-2023 Total Groups 65

HOSTED	Overnight Groups: 26	Day Groups: 4
SPONSORED	Overnight Groups: 16	Day Groups: 14
VIRTUAL	Online Groups: 5	
TOTAL GUESTS	*from* GROUPS: 468	(Personal Retreats: 484)

Guest Snapshot

- **Census 2021-2022** Significant Growth
  - 930 Guests Served
    - 746 stayed overnight
    - 184 day visits
  - 1,827 Bednights
    - 1,080 individuals
    - 747 group participants

- **Census 2022-2023** Most successful Year-To-Date!
  - 952 Guests Served
    - 733 stayed overnight
    - 219 day visits
  - 1,847 Bednights
    - 962 individuals
    - 885 group participants

Well of Mercy

Staff Development

- Program Planning Retreat
- Kitchen Planning Retreat
- Semi-Annual Review & Training
- Active Shooter Preparedness
- CPR & First Aid Course
- Mental Health Preparedness

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Guest Safety Protocols

- Relocated Fire Extinguishers for easier access
- Additional First Aid Kits centrally located
- Emergency Evacuation Signs in each Bedroom
- Emergency lighting in Sisters House & Well House
- Guest Welcome Agreement outlining Property Information
- Updated Prayer Path Map Stations and increased from 3 to 7 locations
- Grab Bars by all Bathtubs

Guest Reflection

"This is the most beautiful peaceful place I have ever been and I feel recharged, re-energized, ready to go back and face whatever life throws at me."

Well of Mercy

Financial Overview

- **Fiscal Year 2022**
  - experienced strong growth as hosted & sponsored groups expand.
  - Coming out of the pandemic, revenue augmented through PPP Loan forgiveness.
  - Major enhancements : new website & branding with new logo, revised mission statement, and new vision statement & core values.
- **Fiscal Year 2023**
  - Most successful year since opening in 1997 with highest number of bednights, donations, and group programs.
  - 25th anniversary donations and two estate gifts received.
  - Expenses within budget while hosting 25th Celebration, launching Community Room group space, guest room upgrades and various property enhancements as well as filling the new program assistant position.

Well of Mercy

Income Summary

Income: 2021-2022 *Year of Significant Growth*

Guest Revenue (31%)	$ 239,735
Donations (45%)	$ 340,851
Sisters of Mercy (18%)	$ 133,980
PPP Loan Forgiveness (6%)	$ 46,383
Miscellaneous (less than 1%)	$ 3,028
2021-2022 Total Income	**$ 763,976**

Income: 2022-2023 *Most Successful Year-to-date*

Guest Revenue (29%)	$ 248,371
Donations (44%)	$ 378,244
Sisters of Mercy (16%)	$ 133,980
Estate Gifts (12%)	$ 97,961
Miscellaneous (less than 1%)	$ 2,754
2022-2023 Total Income	**$ 861,311**

Well of Mercy

Expense Summary

Expenses 2021-2022

Personnel Expenses	$ 327,453
Capital	$ 18,982
All Other Operating Costs	$ 233,861
2021-2022 Total Expenses	**$580,296**

Expenses 2022-2023

Personnel Expenses	$ 378,561
Capital	$ 41,414
All Other Operating Costs	$ 246,988
2022-2023 Total Expenses	**$666,963**

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Donor Summary 2023

Circle of Giving	Level	Donors	Total
Green Leaves	up to $ 249	301	$ 26,888
Blue Leaves	$ 250 - $ 500	45	$ 17,955
Sturdy Tree	$ 501 - $1,000	9	$ 12,281
Prayer Path	$1,001 - $2,500	8	$ 14,471
Life Giving Water	$2,501 - $5,000	8	$ 306,649
Estate Gifts		2	$ 97,961
TOTAL DONATIONS		**373**	**$ 476,205**

Consider adding Well of Mercy to your Will

Well of Mercy

Goals for 2023-2024

Build Infrastructure in Preparation for Future Growth

- Maintain 50/50 Balance: Individual vs Group Retreat Weeks
- Initiate Welcome Guest Agreement
- Expand WiFi & Replace Phone System
- Install Founders Garden
- Continue Room Furnishing Upgrades
- Remodel Activity Room
- Upgrade Kitchen Equipment
- Install Retreat Management System
- Marketing & Development Initiatives
- Continue Staff Planning Retreats

Well of Mercy

Well of Mercy

Meet the Board of Directors

Well of Mercy

Board Structure

- **Board Officers 2022-2023**
  - Sister Lillian Jordan, RSM, chair
  - Mindy Mock, vice-chair
  - Dennis Williams, secretary
  - Rick Cartner, treasurer
- **Committee Chairs**
  - Guest, Volunteer & Staff Development, Georgia Krueger
  - Marketing & Development, Dennis Williams
  - Facilities & Land, Mindy Mock
  - Finance & Donor Relations, Rick Cartner
  - Crisis Plan – Mental Health, Susan Hill
  - Missions, part of Executive Committee
- **Executive Committee**
  - Board Officers, Past Chair, & Executive Director

Board of Directors

Sister Lillian Jordan, RSM
Chair

Mindy Mock
Vice Chair

Dennis Williams
Secretary

Rick Cartner
Finance

Susan Hill

Kathy Kelly

Georgia Krueger

Lori Lawrence

Sister Carolyn McWatters, RSM

Sarah Wetenhall

Well of Mercy

Board Service

Seeking dedicated individuals who contribute to the strength and well being of the ministry.

Board Composed Of:

- Minimum of 5 & Maximum of 19 members
- 3-year Term; Maximum 3 Consecutive Terms

Board Members:

- Set Organizational Direction
- Provide Oversight
- Ensure Necessary Resources are Available
- Attend Board Meetings
- Participate in Committee Work

Well of Mercy

Meet the Staff

Sandra O'Brien
Executive Director

Brenda Wallace
Operations Director & Massage Therapist

Connie Hoffner
Programming Coordinator & Healing Touch Provider

Abby Sloan
Hospitality Coordinator

Tiffany Compton
Program Assistant

Tammara McCombs
Kitchen Manager

Brianna Sipes
Kitchen Assistant

Jennifer Worsham
Kitchen & Hospitality Assistant

Well of Mercy

Jane Motsinger
Spiritual Director

Carmen San Juan
Spiritual Director

Mike Holcomb
Facilities Director

Randy Simmerson
Facilities Director

Jordan Marvin
Landscape Coordinator

Kevin Campbell
Landscape Coordinator &
Native Plant Expert

Amazing Volunteers

We can't do it without you!

- 14 Volunteers
- Serving over 1,900 Hours
- Throughout the Ministry
  - Kitchen Assistance
  - Flowers
  - Hospitality
  - Overnight Coverage
  - Events
  - Grounds Maintenance
  - Technology Installation

We love our volunteers!

Well of Mercy

Guest Reflection

"The silence, peace & beauty here provided an oasis for my soul."

Well of Mercy

With Gratitude to…

Sisters of Mercy of the Americas

Board of Directors

Wonderful Donors

Terrific Volunteers &

Amazing Staff,

for making

Well of Mercy

an Oasis for the Soul

Well of Mercy