

2009

ARIZONA YEAR IN REVIEW



WEAVING A TAPESTRY OF GRACE

MISSION OF
MERCY
Healing through Love

Dear Friends,

For over 5 years, I have had the privilege of supporting the life-saving work of this extraordinary organization. Since 1997 Mission of Mercy has been weaving a tapestry of grace by providing free primary health care and prescriptions to Maricopa County's uninsured working poor and homeless families.

This morning, like most of you, I woke up in a warm home, in a safe neighborhood, with reliable transportation, on my way to a job I love and with a "health care safety net" to see me through my day.

But for almost 1 million people in Maricopa County, today didn't start that way... and probably won't end that way either. The truth is that most of us take health care for granted. Because for most of us, **being sick is an inconvenience...but for our patients, it's a catastrophe.** And with our patient numbers up by over 30% in 2009, things got a lot more catastrophic for thousands of struggling families.

In the last year, an average of 500 Arizonans a day lost their jobs and another 90,000 who had health care just a year ago, can no longer afford it. But more than losing a paycheck, the uninsured have lost their dreams, and along with them, a piece of their dignity.

Yet, despite the dire headlines of 2009, I am humbled to share with you that Mission of Mercy was able to treat more patients and dispense more life-saving medications than ever before. I like to say that we're health care reform – right here, right now! Today, like every day, we are on the front lines mending broken bodies and restoring shattered spirits through God's healing grace and endless mercy. I read a quote recently that said, **"We are not called to be expedient; we are called to be unreasonable"**. At Mission of Mercy we are called to be **unreasonable** in the face of **unworkable** circumstances every day.

Every person reading this report has been impacted in some personal way by the issue of access to quality medical care. With the slightest change in circumstances, many of us could be patients of Mission of Mercy, where 1 in 4 people in Arizona are uninsured and have no reliable safety net, medical or otherwise, to see them through.

And because our journey is not over, I was thrilled to announce at last year's annual "Mercy in the Morning" Community Breakfast that within the next year Mission of Mercy will be adding a second medical van and opening a new clinic in the Far West Valley. From Maryvale to Mesa and places in between, new patients continue to find their way to our doors. And, they just keep coming! And we **MUST** be here for them because we are more than free health care. We provide hope. We restore dignity. We are a vital and vibrant thread in our community's safety net, **and we do it all without a penny of public funding** through a divinely-orchestrated network of donors and over 250 volunteers who act on their conviction to be the hand of healing and the voice of hope for those who suffer in silence.

Year by year and thread by thread, Mission of Mercy has been weaving together a beautiful tapestry of grace. Organizations like ours, and people like you, represent the very best this community has to offer. So, it is with humility and gratitude that we invite you to continue to be a part of our dream...a dream to create a "perfect whole" for all people who desperately need to experience the miracle of God's grace today and every day.



In His Service,

Catherine L. Amiot,
Executive Director



Source: The Arizona Republic, Oct. 4, 2009



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PROVIDING

Working-poor families have enough money for food, shelter and clothing, but not enough for costly health care premiums, doctor visits, or prescription medications. This reality has never been more apparent than during 2009, a year of great human suffering due to double digit unemployment rates, a collapsed housing market and a shell-shocked economy.

Because the uninsured cannot afford health care, families simply do without for as long as possible. This results in undiagnosed and untreated chronic illness, the spread of contagious disease, costly emergency care, associated depression and psycho-social illness and, sadly, preventable death.

Bringing the Doctor to the People

In 1994, Drs. Gianna and Michael Sullivan abandoned their successful medical careers and created Mission of Mercy to restore dignity to the poor, indigent and uninsured by providing free mobile health care and prescriptions to working poor families of rural Maryland and Pennsylvania. In late 1997, Mission of Mercy arrived in Arizona, where it now operates four clinic sites throughout Maricopa County.

Our mission is accomplished through a team of more than 250 volunteers, which include active and retired medical professionals, bi-lingual interpreters and a cadre of non-medical hospitality staff. Our on-site pharmacy contains over 220 types of prescription medications. **Mission of Mercy is 100% funded by private donations and accepts no state or federal funding.** We are the only free mobile medical clinic in Maricopa County requiring no co-pays or proof of poverty documentation.

A Common Thread

All our patients share a common thread—they are uninsured and are not able to qualify for government or state medical plans. Because we do not accept government funding and do not ask our patients embarrassing questions to prove their economic hardship, our clinic can serve patients who would otherwise be too fearful or embarrassed to seek medical help elsewhere. Ninety percent of our patients are employed; in fact, many hold multiple jobs just to make ends meet. Others are between jobs or have been recently laid off and cannot afford the exorbitant cost of COBRA payments. Many are unable to work due to serious and chronic illnesses.

In 2009, 62 percent of our patients were new patients, a dramatic shift from previous years, where we typically saw greater numbers of established, returning patients. As in years past, more than 70 percent of our patients continued to be women and children, the most vulnerable link in fragile family units. We also experienced a shift in our returning patient populations, from patients who had been in jobs without insurance to those who were employed with insurance, but became unemployed and uninsured for the first time.

Healing Through Love

While we are fully-equipped to diagnose and treat medical conditions, our model of care extends much deeper. Mission of Mercy seeks to restore dignity to all people by being an instrument of *"healing through Love,"* and by the reciprocal sharing of God's mercy with those we serve. We seek to transform lives not only through physical healing, but through compassion, love and grace.

During a visit, from his home in Kenya to his see his son, Harrison began to feel ill. He was far from home and did not have health insurance. His son, Zab, a medical professional, became worried as his father's condition worsened and took him to the doctors at Mission of Mercy.

While Zab is grateful for the medical care his father received, he says he was most impressed by the humility and friendliness of the volunteers and staff. "We saw the angels of God," says Zab. "If we can't spread the gospel about Mission of Mercy and how they are helping people, then we haven't helped the world," says Zab.





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CONNECTING

Through the generosity of our growing cadre of Compassionate Community Partners and committed volunteers, Mission of Mercy was able to weave together a stronger safety net that allowed us to address the ongoing primary health care needs at our clinics while simultaneously offering more pro bono specialty diagnostic and treatment services to patients who had nowhere else to turn.

The Heart of the Matter

Medical staff and volunteers are the lifeblood of Mission of Mercy. Everyday M.O.M. volunteers compassionately and patiently work with families to help them understand their medical conditions and encourage to take preventive action to avoid costly complications and further illness.

More than 100 medical volunteers from all types of medical backgrounds donate their time and expertise each year. In 2009, our medical volunteers included 15 physicians, 57 nurses and technicians, and 16 pharmacists. Our Medical Director is also supported by more than 150 non-medical volunteers who operate our clinics and keep them running smoothly. Non-medical volunteers coordinate the clinic set-up, register patients, record patient data, pull and prepare patient records, schedule follow-up appointments, provide critical bi-lingual interpreting services and educational materials.

The “Tapestry” of Community Support

Mission of Mercy relies on the generosity of the community to sustain our work. Pro bono and in-kind services include donated clinic facilities, medical equipment and supplies, prescription medications, volunteer physicians, medical students, nurses, pharmacists, lab technicians, bi-lingual interpreters and clinic volunteers who all work together as “the perfect whole” to support our expanding mobile medical program.

- **Faith Community Partners.** We locate our clinics near public transportation and use donated multi-faith church facilities to give our patients a sense of security and confidentiality as they seek medical care. Our four church host sites are: Shepherd of the Valley Lutheran Church, Central Phoenix; Christ the King Community Center, Mesa; Maryvale Church of the Nazarene, West Phoenix; and St. Catherine of Siena Church, South Phoenix.
- **Compassionate Community Partners Initiative.** In 2009, Mission of Mercy focused on expanding its network of pro bono partners to include both specialty physicians who agree to see our patients in their private practice, as well as a variety of hospital partners who provide additional medical services at no charge.
- **Breast Cancer Diagnosis and Treatment Alliance.** For the past five years, Mission of Mercy has participated in an innovative partnership with St. Joseph’s Hospital and Medical Center and the Susan G. Komen Foundation to leverage state-of-the-art breast cancer screening, diagnostic referrals and life-saving cancer treatment to Mission of Mercy patients suffering from the ravages of breast cancer. To date, 14 women, all mothers, are alive today as a direct result of this unique collaboration.



In addition to its breast cancer diagnosis and treatment program with Mission of Mercy, St. Joseph’s Hospital and Medical Center provides pro bono radiology and imaging services to Mission of Mercy’s patients as part of its Charity Care policy.

“I have found Mission of Mercy to be value-driven, dedicated to their mission, and always attentive to the emerging needs of the people they serve. Their ability to mobilize volunteers in a well-defined model of community service is one that can be used as a “best practice,” says Marisue Garganta, Director of Community Integration for St. Joe’s.



SUSTAINING

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On an average clinic day, Mission of Mercy physicians see roughly the same number of patients as are seen in a busy metropolitan emergency room. **And we do it all for just \$85 a patient visit**, which includes a one-on-one doctor visit, patient education, referrals and life-saving prescriptions. Our efficient mobile health care delivery model costs thousands of dollars less than an average ER bill... a bill which if left unpaid contributes to a growing debt that is passed on to the community and future generations.

The nature of our mission and our guiding principal of not charging for health care services places a heavy burden on our volunteer leadership and a handful of paid staff to secure 100% of clinic operating dollars each year. Like many other human service non-profits, the economic crisis of 2009 severely stretched the resources of Mission of Mercy as more and more struggling families sought assistance for the first time. In fact, Mission of Mercy saw more patients in 2009 than in any previous year.

Extending a Hand-Up

Because Mission of Mercy does not accept public funding, it relies solely on the generosity of individuals and private organizations to sustain our services. In 2009, Mission of Mercy was pleased to be the recipient of several "basic needs" grants totaling \$170,000. This unbudgeted revenue enabled us to *maintain and expand* our services in the wake unprecedented need. Below are just a few examples of generous support received in 2009:

- **Virginia G. Piper Foundation.** In January, the Foundation awarded a \$20,000 community relief grant to support our mobile health clinic. The Piper Foundation also selected Mission of Mercy to participate in its inaugural "Picturing Maricopa" photo essay exhibit, which paired 15 Valley non profits with professional photographers to capture their organization's mission through visual images.
- **The Nina Mason Pulliam Charitable Trust.** In March, the Trust awarded \$100,000 in emergency funding to Mission of Mercy as part of a \$2.6 million initiative to fast-track funding to organizations providing critical care services to families in need.
- **Lynn and Foster Friess Family Fund.** In December, Mission of Mercy received a \$100,000 challenge grant through the National Christian Foundation from **Lynn and Foster Friess**. The gift was subsequently matched by the **Phoenix Thunderbirds**, to go towards the purchase of a second mobile medical van in 2010.

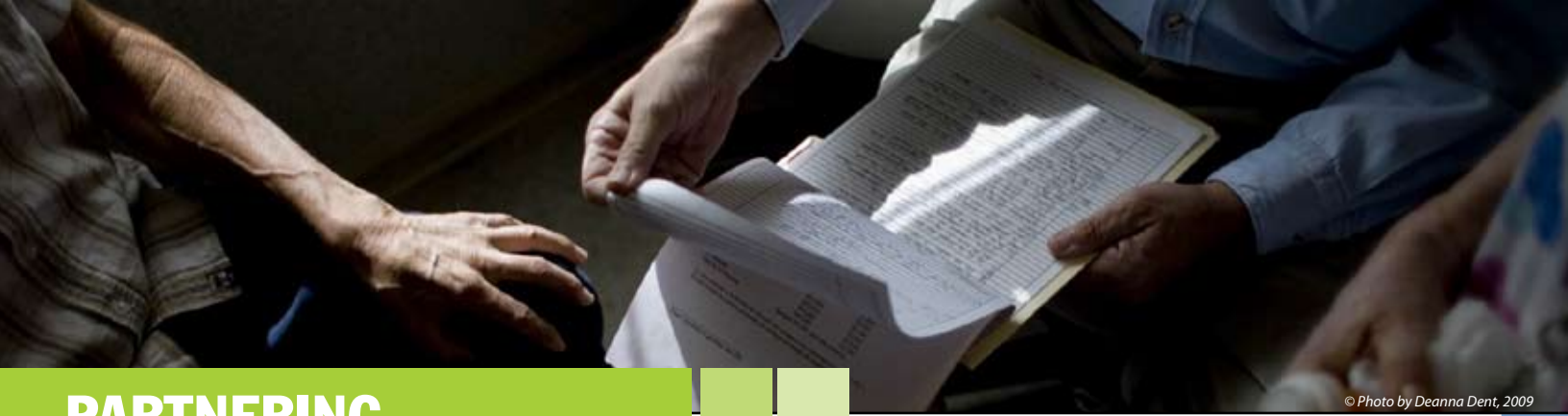
This unbudgeted funding greatly impacted our efforts to continue to provide free primary medical care and prescription medications to unprecedented numbers of uninsured and working poor of Maricopa County. However, as uninsured families continued to stretch their dollars and found little or nothing left for health care, the need for accessible medical services and life-saving medications continued to grow.

Weaving a Tapestry of Grace

Coffee with M.O.M. In 2009, we continued our community awareness campaign by introducing more individuals and organizations to our work through regularly scheduled clinic site tours called "Coffee with M.O.M." These 1-hour public tours were attended by almost 300 guests in 2009, a 40% increase from the previous year.

Mercy in the Morning In December, we hosted our 3rd annual "Mercy in the Morning" Community Awareness Breakfast attended by nearly 400 guests, a 30% increase from the previous year. Even in the throes of the economic recession, our donors generously honored us that morning with financial investments totaling more than \$430,000 and many new members joined our "**Healing through Love**" multi-year giving society.





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PARTNERING

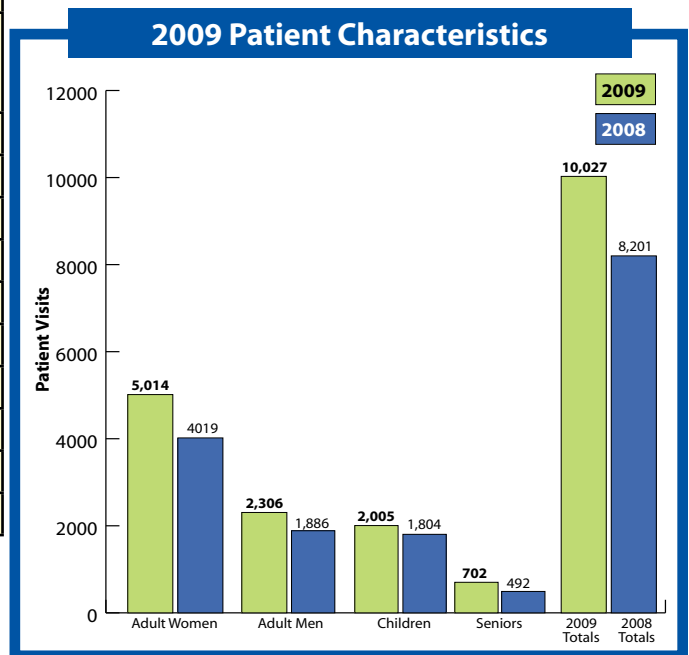
A Coalition of Care

Mission of Mercy is grateful for the powerful collaboration of like-minded people who have aligned with us to ensure that health care for the working poor and uninsured is available despite the unresolved debate swirling around national health care. In 2009, over \$420,000 (or 30%) of our \$1.4 million operating budget was comprised of in-kind donations and services.

Critically needed off-site diagnostic and specialty care services were again provided by a network of committed pro bono community partners to include St. Joseph's Hospital & Medical Center, Chandler Regional Medical Center, Scottsdale Healthcare-Osborn, Mercy Gilbert Medical Center, Sonora Quest Laboratories and a cadre of private practice specialists who see our patients in their offices at no cost.

Statement of Activities (Unaudited) (Year ended December 31, 2009)		
Support and Revenue	Amount	% of Annual Funding Campaign
Mercy in the Morning	\$244,938	17%
Unrestricted Gifts	\$73,190	5%
Grants	\$585,500	41%
Special Events	\$101,559	7%
In-Kind Gifts /Pro Bono Services	\$420,848	30%
Total Revenue	\$1,426,035	100%
Expenses		
Administrative & Fundraising	285,207	20%
Medical Program	1,140,828	80%
Total Expenses	\$1,426,035	100%

* Total Expenses include In-Kind Gifts/Pro Bono Services.



At age 90, we like to think of Dixie Melby as our most 'seasoned' volunteer, a woman of tremendous compassion and love for our patients. Dixie says of all the volunteer work she is involved in, Mission of Mercy is the most satisfying.

"I get to help so many who have so little and yet they are so grateful," says Dixie. "They come in scared and worried and we heal them, love them and make sure they are treated with the dignity and respect that each of them deserves."

Tomas Abrate, a 'mature' young man of 17, came to Mission of Mercy looking to fulfill community service hours for school and instead found himself inspired to pursue a future career in medicine. Tomas says his view of the world has changed through his experience as a clinic interpreter.

"When I first came to Mission of Mercy, I wanted to help others; never did I know they would help me so much," says Tomas. "Many of the people we serve have so little to give materially but they give back so much from their hearts."

GROWING

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While the country searches for ways to cope with the national health care crisis, Mission of Mercy is in the trenches, treating and caring for thousands of people each year—a highly vulnerable population that has nowhere else to turn for their health care needs. In 2009 Mission of Mercy continued to be a medical home for all in need.

Staying True to Our Mission

Mission of Mercy will continue providing primary health care, prescriptions and pro bono specialty services to uninsured families throughout Maricopa County for as long as we are needed. We are committed to reducing unnecessary hospital emergency room visits for the primary health care needs of our communities' medically uninsured. In this way, we fulfill our mission of **Healing through Love and Restoring Dignity** while simultaneously promoting a more resilient and responsive community for future generations.

Bridging the Gap: Expanding to the West Valley

Due to the visionary leadership and generosity of the Phoenix Thunderbirds and the Foster and Lynn Friess Family Foundation, Mission of Mercy will be purchasing a second mobile medical van in 2010. This additional van is a key component to extending our services into the Far West Valley, an area that has experienced the highest percentage of newly unemployed individuals and home repossessions in the Valley. By adding an additional service day and a new Assistant Medical Director, we anticipate seeing an additional 1,000 patients during the first full year of this expansion initiative.

Strengthening Our Tapestry of Grace

Mission of Mercy is committed to creating a "Movement of Mercy" and expanding our circle of sustainability through a network of life-long donors, passionate volunteers, powerful outreach programs, friend-building special events, and an ambitious schedule of "Coffee with M.O.M." clinic tours. Our goal is to mobilize our community, strengthen our volunteer base and maximize our resources so no one is ever turned away due to lack of resources.

Mission of Mercy wins 2009 "Spirit of Collaboration" Award

In March 2009, Mission of Mercy was one of six "Blue Ribbon" non-profit agencies selected to receive technical assistance and mentorship from Valley business executives in a unique one-year partnership.

The Collaboration for a New Century's AZ LeaderForce program offered an opportunity for non-profits to receive mentorship from business consultants and community leaders and in return, gave volunteer coaches hands-on social profit experience.

Through the talented resources of its AZ LeaderForce team, Mission of Mercy developed a comprehensive volunteer management program, which will be piloted in 2010.

"Mission of Mercy is a critical grassroots response to health care accessibility in Maricopa County," says Collaboration Executive Director Steve Capobres. "It's been a privilege to get to know and assist such a great organization."





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PARTICIPATING

Volunteer Opportunities

Mission of Mercy volunteers are the heartbeat of our organization. If you have a heart to serve and hands to heal, please consider joining our family of volunteers by contacting our office at 602-861-2233 for more information on any of the opportunities listed below.

- **Medical**
 - Practicing or retired doctors and nurses (Bilingual helpful but not required)
 - Pro bono specialists to accept patient referrals
- **Clinic Operations**
 - Bi-lingual Interpreters
 - Patient registration workers
 - Van drivers
 - Clinic set-up teams
- **Leadership and Service**
 - Leadership Council
 - Coffee with M.O.M. clinic tour set-up team
 - Special events
 - Community and business advocacy
 - Prayer Support

2010 Coffee with M.O.M. CLINIC TOUR SCHEDULE

April 7	August 25
April 21	September 8
May 5	September 22
May 19	October 13
June 2	October 27
June 16	November 3
June 30	November 10
July 14	November 17
July 28	December 8
August 11	December 15

You're Invited to Have Coffee with M.O.M.!

Please join us on one of our regularly scheduled clinic tours. Our one-hour tours offer a unique opportunity for the public to experience our work in action. On your tour, you will see compassionate, holistic care being given and received, hear from our dedicated medical team and volunteers, and learn about our vision for the future. You and your friends and colleagues will leave inspired and with a clear understanding of the scope and impact our work has on the lives of our patients and how we contribute to the health and vitality of our local community.

Coffee with M.O.M. clinic tours are held from 9 a.m. – 10 a.m. on selected Wednesdays at our Shepherd of the Valley Lutheran Church Central Phoenix clinic. Please call 602.861.2233 to schedule your clinic tour today. (See sidebar, this page, for 2010 Clinic Tour Schedule.)



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RECOGNIZING

The Unraveling Safety Net

During 2009, the human services safety net took a devastating beating. Some say the fragile safety net has all but disappeared. Sometimes it's easy to forget the statistics represent real people who want the same things for their families that you and I want for ours. Our patients are wage earners or recently unemployed who can no longer make ends meet. Many have lost their homes, their transportation and are running out of viable options. Young, old; hopeful and disheartened, they all faced severe eroding of our community's already fragile safety net head-on in 2009. And sadly the safety net continues to fray.

Staggering Statistics

- In 2009, one in 16 homeowners in Arizona received a foreclosure notice
- The number of homeless individuals in Maricopa County increased by 20 percent
- Unemployment in Maricopa County impacts 1 out of every 12 workers
- Nearly 900,000 people in Maricopa County sought emergency food and medical assistance during the past year
- 1 in 3 children in Arizona are uninsured and receive minimal, if any medical care

Recognizing What's Working

During 2009, Mission of Mercy was deeply honored to be publicly recognized by some of our community's premier leaders and organizations who share our commitment to our mission of compassionate healing and the restoration of dignity. Highlights of these awards include:

Health Care Heroes Award Finalist. Mission of Mercy was selected as a finalist for the *2009 Health Care Heroes Award*. *The Phoenix Business Journal* and Blue Cross Blue Shield of Arizona, along with Abrazo Health Care, Phoenix Children's Hospital, and Delta Dental, are proud to present these awards to outstanding unsung heroes in our community.

KPNX/Channel 12 Who Care Award. In August 2009, Mission of Mercy was selected as a *12 Who Care* honoree. For more than 20 years, KPNX/Channel 12 has supported volunteerism through the monthly *12 Who Care* volunteer recognition program, which highlights a non-profit agency doing extraordinary work in the community, and encourages others to volunteer to further their mission.

Picturing Maricopa. Along with 15 stellar human service agencies, Mission of Mercy was selected by the Virginia G. Piper Charitable Trust to be part of a community photography project called *Picturing Maricopa* to visually highlight the work of organizations who address the basic needs of Maricopa County families. The goal of the project was to provide professional photographs that non-profits could use to more powerfully tell their stories. These photos, on a traveling display throughout the state, captured the sense of urgency and human suffering as well as the restored hope organizations like Mission of Mercy provide as demands for health care mount and budgets shrink. We are pleased to share many of the pictures taken by commissioned Piper Trust photojournalist Deanna Dent in this year's 2009 Year in Review Report.

The Changing Face of Poverty. In response to the impending tsunami about to hit newly unemployed and uninsured families in need of basic human services, Mission of Mercy was selected as a recipient of the first community challenge match campaign appropriately called, *The Changing Face of Poverty*, sponsored by the grants community of Maricopa County.

"As a journalist, I try to capture not only the visual beauty of a situation, but also the emotion that inevitably fills every situation. My work is always based on the assumption that at any given moment in life there is beauty – it is just a matter of seeing it."

– Deanna Dent, Photojournalist



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ACKNOWLEDGING

2009 Top Donors

As of 12/31/09

Top Corporate & Foundation Financial Gifts of 2009

Corporate and foundation gifts represented 47% of the 2009 operational budget.

- Lynn and Foster Friess Family Fund – \$100,000
- Susan G. Komen for the Cure, Phoenix Affiliate – \$100,000
- Thunderbirds Charities - \$100,000
- Virginia G. Piper Charitable Trust – \$55,000
- Community Funding Collaborative (Changing Face of Poverty) – \$50,000
- Gesner-Johnson Foundation – \$35,000
- C.W. & Modene Neely Charitable Foundation – \$35,000
- Bruce T. Halle Family Foundation – \$32,700
- The Believe Foundation – \$32,500
- Board of Visitors - \$25,000
- Order of Malta - Western Association – \$25,000
- Catholic Healthcare West – \$20,000
- Trends Charitable Fund – \$15,000
- McKesson Foundation - \$13,000
- Karnell Foundation – \$12,500
- Arizona Community Foundation – \$12,000
- Anonymous - \$10,000
- Medtronic Microelectronics – \$10,000
- Phoenix Suns Charities – \$10,000
- Diabetes Aid and Research – \$7,500
- Arizona Diamondbacks – \$5,000
- Blue Cross Blue Shield of Arizona – \$5,000
- Max and Victoria Dreyfus Foundation – \$5,000
- Lina Juliber Charitable Foundation – \$5,000
- US Airways – \$5,000
- Cardinals Charities – \$4,000
- John C. Lincoln Health Foundation – \$3,500
- John F. Long Foundation – \$2,500

Top Laboratory & Medical Services In-kind Gifts of 2009

In-kind gifts services were valued at \$420,848 in 2009, representing 30% of the 2009 operational budget.

- Chandler Regional Medical Center
- Christ the King Community Center
- Franciscan Renewal Center
- Mt. Claret Retreat Center
- Maryvale Church of the Nazarene
- Mercy Gilbert Medical Center
- Scottsdale Healthcare - Osborn
- Shepherd of the Valley Lutheran Church
- Sonora Quest Laboratories
- Southwest College of Naturopathic Medicine
- St. Catherine of Siena Parish
- St. Joseph's Hospital and Medical Center
- Various Medical Professionals



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CONTACTING

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Arizona Medical Team

Brad Smith, NMD, *Medical Director*
Jill Utley, MD, *Asst. Medical Director*
Jeanne Karnell, RN, *Nursing Director*
Debi Lynch, RN, *Asst. Nursing Director - Mesa*

Arizona Leadership Council Members

Todd Brown
Susan Connor
Alice Ehmann
Tony Ehmann
Kim Fleurquin
Sara Gordon
Larry Hall
Richard Hannon
Greg Hjartarson
Andy Jacob, J.D., M.D.
Peter A. Liefer, Sr.
Colonel Mike Lynch, USAF (Ret.)
Rachel Oesterle, M.S.R.
Mary Schneider

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Lynda Bowman, *Director of Sustainable Funding*
Paula Carvalho, *Program Coordinator*
Carmen Mones, *Administrative Assistant*

Advisors to Leadership Council

Earl J. Baker, M.D.
Claudia Critchfield
Marisue Garganta
Judy Walruff, Ph.D.

Appointment Line and Clinic Information

Our mobile clinic operates 48 weeks per year from 8 a.m. to 3 p.m. at the following locations and days:

Mesa at Christ the King Community Center on Thursdays

Central Phoenix at Shepherd of the Valley Lutheran Church on Wednesdays

Maryvale at the Maryvale Church of the Nazarene on the 1st, 3rd and 5th Tuesdays

South-Central Phoenix at St. Catherine of Siena Catholic Church on the 2nd and 4th Tuesdays

Bi-lingual Appointment Line: 602-486-7798

The bi-lingual appointment line is open for calls Tuesday 1pm-6pm and Thursday 9am-2pm.

