

## Amazing Grace

An outpouring of support from the community has bolstered Mission of Mercy's ability to deal with the increase in demand for services—and provide hope and healing for those who come through its doors looking for a helping hand.

"Our clinic volunteers and pro bono partners in the community have held strong and truly are the fabric that holds all of this operation together," says Catherine Amiot, M.O.M.-AZ Executive Director. "They have always been a dedicated and selfless group, but in this past year, their love and commitment to our mission have made all the difference."

See "Amazing Generosity" on Page 3 for more information about how the community has come together to support organizations like M.O.M.-AZ.

M.O.M.-AZ is experiencing an increase in demand by as much as 41% at our Central Phoenix clinic site when compared to the same timeframe last year. Projections indicate there will be an increase in patient demand for the remainder of 2009.

"We're still seeing a steady stream of patients, including those who recently lost their medical benefits due to a job loss," says Dr. Brad Smith, M.O.M.-AZ Medical Director.

In fact, an average of 60% of patients coming to M.O.M.-AZ this year are new patients, as compared to 30% last year.



For many of M.O.M.-AZ's patients, the notion of an 'economic downturn' is not just a concept; it is a daily struggle for them. However, for those who arrive at the clinic for the first time, the sheer act of walking through the door to ask for help can be an overwhelming and emotional experience.

**"Some people travel dozens of miles... just to reach our doors. So, you can imagine what it's like to look into a patient's eyes and tell them they can't be seen today."**

Regardless of how patients come to us, Dr. Smith says, "Our goal is to provide all of our patients with a sense of restored dignity and respect. Our patients receive the same level of medical care that they would at any private doctor's office."

To help many of our patients who are the working poor, we see them by appointment to minimize lost time on the job. We do take walk-in patients, especially if they have a serious ailment, but sadly, we have to turn away 20 to 30 patients each day due to limited resources. Although M.O.M.-AZ tries to make an appointment for them for another day or at another site, the

*continued on page 7*

### Our Mission

Mission of Mercy Arizona is a non-profit, non-sectarian mobile medical outreach program serving Maricopa County. We provide access to health care to the most vulnerable in our community - the sick, poor, and uninsured - by making quality primary health care and prescriptions available at no charge. 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.

### Clinic Locations & Schedules

M.O.M.-AZ serves patients at four sites in the Valley. Hours are 8:00 am to 3:00 pm on the following days and locations:

- Maryvale - Church of the Nazarene, 3201 N. 51st Ave. Phoenix 1st, 3rd & 5th Tuesdays
- South Phoenix - St. Catherine of Siena, 6600 S. Central Ave. Phoenix 2nd & 4th Tuesdays
- Phoenix - Shepherd of the Valley Lutheran Church 1500 W. Maryland Ave. Phoenix Every Wednesday
- Christ the King Community Ctr. 1616 E. Broadway, Mesa Every Thursday

**APPOINTMENTS:  
602.486.7798**

**Bilingual Telephone Hours:  
Tuesday 1 pm - 6 pm  
Thursday 9 am - 2 pm**

**For additional information  
or clinic directions visit our  
web site at  
[www.aMissionOfMercy.org](http://www.aMissionOfMercy.org)**

# Executive Director's Message

What inspires YOU?

Hopefully, each day offers you something that touches your heart, inspires your soul and moves you to action. As you read through this newsletter, we want you to know that these stories are only possible through you, our generous community of donors and volunteers. We are so grateful that Mission of Mercy has made an imprint on your life, and in turn, you changed the lives of our patients.



Recently, while attending a clinic tour (our bi-weekly "Coffee with M.O.M."), I listened as one of our volunteer interpreters told his story. He told us he had been volunteering at the clinic for two summers; that he was inspired by the patients who come in with nothing and leave with the healing power of Love and their dignity restored.

He said this work, "this calling", had changed his life and now he is considering becoming a doctor. He modestly said he received so much more than he gave. He inspired us all with his passion and with the fact that he is an incoming senior at Brophy College Prep—only 17 years old and is already making his life matter.

Mission of Mercy inspires me because we have passionate volunteers from age 17 to age 87 who show up each day, selflessly give their time and their love to our patients who, in many cases, have lost hope. Patients who come in with fear and worry, leave with trust and hugs of gratitude. Volunteers go home knowing they have made a difference in the world; donors and compassionate community partners support our work because it calls to them and it's the right thing to do.

Together, we're all doing our part to weave a tapestry of hope. Amazing grace is alive and well at Mission of Mercy.

Thank you!



Catherine L. Amiot,  
Executive Director



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## Mission of Mercy Arizona Leadership Team

**Catherine L. Amiot**  
Executive Director

**Lynda Bowman**  
Director of Sustainable Funding

**Paula Carvalho**  
Program Coordinator

**Carmen Mones**  
Administrative Assistant

## Mission of Mercy Arizona Medical Team

**Dr. Brad Smith, N.M.D.**  
Medical Director

**Jeanne Karnell, R.N.**  
Nursing Director

**Debi Lynch, R.N.**  
Asst. Nursing Director

## Arizona Leadership Council Members

Todd Brown, C.P.A.

Susan Connor

Alice Ehmann

Larry Hall

Charlie Hilsabeck, C.P.A.

Andy Jacob, J.D., M.D.

Peter A. Liefer, Sr.

Col. Mike Lynch, USAF (Ret.)

Rachel Oesterle, M.S.R.

Mary Schneider, M.H.A.

James Washington, M.P.H.

## Advisors to Leadership Council

Earl J. Baker, M.D.

Claudia Critchfield

Judy Walruff, Ph.D.

## A "Non" Issue

By Lynda Bowman, Director of Sustainable Funding

WHY are we called non-profits? Why would we want to be a "NON"? Why do we define ourselves in the negative? Often when I meet someone who works at a great non-profit and I ask them what their organization does, the typical response is:

"We are a 501(c)(3) non-profit and we provide..."

fill in the blanks (in many cases with lots of jargon and acronyms that I don't understand). And then, they lose me! Ever happen to you?

Here is a novel idea: let's NOT be a NON! Let's be *for* something, let's be a positive force; something powerfully moving *forward*. Let's be a "social profit" which means we are all about impact, vision and mission.

To me, Mission of Mercy is the epitome of a social profit. The work we do, the mission we undertake *every day*, the lives we change (both our patients and our beloved volunteers) truly is about impact, vision and mission.

Thinking that way, who wouldn't want to be part of something so extraordinary?

*We are blessed to have Lynda Bowman join our M.O.M.-AZ Family. Lynda brings 30+ years experience working with profit and non-profit organizations. Most recently she helped more than 1,500 non-profits in the U.S. and Canada collectively raise more than \$280 million. Lynda is committed to bringing "social profit" organizations and passionate donors together for the RIGHT REASONS.*



## Amazing Generosity

Mission of Mercy Arizona was pleased to be the recipient of several grants, enabling us to maintain our services in the wake of what are very tight times. "We have been very blessed by the amazing generosity and support of our community partners and donors," says Lynda Bowman, M.O.M.-AZ Director of Sustainable Funding. Major funding highlights include:

- In January, M.O.M.-AZ received \$20,000 by the Virginia G. Piper Charitable Trust as part of a critical impact grant for Maricopa County nonprofits providing direct services to the community.
- The Nina Mason Pulliam Charitable Trust designated M.O.M.-AZ as a "critical service" organization and awarded M.O.M.-AZ a \$100,000 one-time grant to help us meet the increased demand for services within Maricopa County.
- In May, M.O.M.-AZ received \$50,000 from Changing the Face of Poverty campaign, a collaboration of 10 grantmaking foundations who were part of a community challenge pledge drive to raise \$1.3 million for essential service organizations.

This emergency funding will greatly assist M.O.M.-AZ's efforts to provide free primary medical care services and prescriptions to the uninsured and working poor. However, as uninsured families continue to stretch their dollars and find little or nothing left for health care, the need for accessible services and life-saving medications has never been greater.

To keep pace with the increased demand for services, volunteer doctors, nurses and bilingual interpreters are needed at all clinics. Community providers are also needed to provide specialty pro bono services, including cardiology, neurology, pulmonology and gastroenterology. If you have a heart to serve and hands to heal, please contact Medical Director Dr. Brad Smith at 602.861.2233.



Check presentation from Nina Mason Pulliam Charitable Trust. Row 1: Nancy Russell, Frank Russell and Carol Peden Schilling Row 2: From M.O.M.-AZ: Paula Carvalho, Program Coordinator, Catherine Amiot, Executive Director, and Peter Liefer, Leadership Council Member

## M.O.M.-AZ Participates in 'Blue Ribbon' Mentoring Program

Mission of Mercy Arizona was selected to receive technical assistance and mentorship from Valley business executives in a unique one-year partnership.

The Blue Ribbon program offers an opportunity for non-profits to receive mentorship from business consultants and in return, gives the executives hands-on experience in human services.

"Through the talented resources of our AZ LeaderForce team, we are currently developing a comprehensive volunteer management program," says Catherine Amiot, M.O.M.-AZ Executive Director. "We want to keep the pipeline full of motivated and appreciated volunteers for years to come." M.O.M.-AZ hopes to begin implementing a pilot model in the fall.

The six "Blue Ribbon" non-profit agencies were announced in March at the Collaboration for a New Century's (CNC) 3rd Annual "City of the Future 2020 Summit." The CNC, started by Jerry Colangelo, works with business leaders who help agencies increase their impact by offering expertise and technical assistance.

## Mission of Mercy Arizona Recognized By The Community

Mission of Mercy Arizona was honored to be chosen the August recipient of the 12 Who Care Award, recognizing our work in the community. As a recipient, M.O.M.-AZ received a \$1,200 donation, a 30 second Public Service Announcement, and was featured on Arizona Midday and 12 News. In addition, M.O.M.-AZ will join other recipients at an upcoming luncheon held at the Channel 12 studios in Phoenix. To read more about this story go to [www.azcentral.com/12news/12whocare](http://www.azcentral.com/12news/12whocare).

In other exciting news, M.O.M.-AZ was selected a finalist for *The Phoenix Business Journal's* Health Care Heroes Award, Service Philanthropy category.



## Patricia Sanchez: Where is she now?

If you came to last year's Mercy in the Morning "Healing Through Love" breakfast, you may recall hearing the compelling, emotional story shared by Patricia Sanchez, a 10-year patient of Mission of Mercy.

Patricia first came to Mission of Mercy's Shepherd of the Valley clinic site in 1998 when she was 27 years old, raising three small children and caring for her elderly grandmother, also a M.O.M.-AZ patient, who lived with them.



**Patricia talked about her dream of returning to work due to improvements in her health and a desire to obtain health insurance of her own.**

**Her dream has become a reality, almost.**

After two years of treatment for allergies and a thyroid problem, doctors discovered Patricia was suffering from something far more serious: rheumatoid arthritis.

Since then, Patricia's condition has been treated and monitored by doctors at Mission of Mercy. At last year's breakfast, Patricia talked about her dream of returning to work this year due to improvements in her health and a desire to obtain health insurance of her own.

Her dream has become a reality, almost.

Patricia began work in August working in the cafeteria at an elementary school in the Washington School District. Due to budget cutbacks, however, she has been given limited hours and will not yet qualify for full medical benefits. However, she is optimistic things will work out and she will get more hours as the school year progresses.

"I am so grateful just to have this job," says Patricia. "Things are very hard right now for so many people. I am a little nervous, but excited to get started."

Patricia says she is most thankful for having a loving, supportive family, and includes those she has met at M.O.M in that circle. "I don't know where I'd be if not for the angels that work at the clinic. They saved my life. I am here today because of Mission of Mercy," she said.

## Servant Leadership

### Meet Sue Connor: M.O.M.-AZ Leadership Council Member & National Board Member

Sue Connor brings a unique mix of business savvy and health science knowledge to Mission of Mercy's Arizona Leadership Council.

Ms. Connor has spent nearly 30 years in the blood services industry, working with hospitals, blood centers, and medical device companies. She currently consults for a biopharmaceutical company that provides blood banking solutions. Her husband, Dan, also works in the industry as the President and CEO of Blood Systems, Inc., one of the nation's oldest and largest blood service providers.



Though passionate about their careers, Ms. Connor says she and her husband's lives center around their family, which include six grown children and three grandchildren. An avid traveler, Ms. Connor has been to every state except Vermont and West Virginia and more than 16 countries.

She is also involved with the Juvenile Diabetes Research Foundation, the International Cancer Advocacy Network and Maggie's Place, which offers support for single parent women.

#### **Q. How did you become involved with Mission of Mercy and what inspires you about its work?**

"I became involved with Mission of Mercy about 1 ½ years ago after coming on a clinic tour. I was moved by the love, comfort and healing I observed. The patients were giving back to the volunteers and medical staff as much as the volunteers and medical staff were administering to the patients. I knew then that this was the environment and work that I wanted to be a part of."

#### **Q. What is unique about Mission of Mercy as a nonprofit organization serving the needs of the uninsured and working poor?**

"We do not focus on just the physical needs of the patients, but their spiritual and emotional needs as well. The organization truly practices healing through Love and the restoration of dignity."

#### **Q. What are your aspirations for the future of Mission of Mercy in Maricopa County?**

"My dream for Mission of Mercy is that it continues to grow and thrive. I know this is possible because we are doing what God has called us to do."



# Time, Talent & Treasures

## Focus on our St. Catherine of Siena, Phoenix Clinic

Did you know...

- St. Catherine of Siena Clinic opened July 8, 2008.
- It is located in South-Central Phoenix and operates the 2nd and 4th Tuesday of each month.
- It has provided more than 1,000 patient visits in its first year of operation!

## Meet St. Catherine's Volunteer: **Cherrie Grimes**



Cherrie Grimes, left, pictured with her friend and fellow M.O.M.-AZ volunteer, Joan.

When asked how she feels about the patients who come to Mission of Mercy, volunteer Cherrie Grimes says, *"When people tell us 'thank you,' you can see their gratitude; that's all you need to know."*

Cherrie has been with M.O.M.-AZ since our beginning in 1997.

Cherrie says she couldn't enjoy working anywhere more than beside her dear friend Joan Moyer at the St. Catherine's clinic, where both women volunteer at the registration desk.

"I've know Joan since working with her at the clinic in Tempe. We interact beautifully together and are a great team; where she goes, I go and vice-versa!" laughs Cherrie.

Cherrie also shares an interesting story about an acquaintance she made at church with a lovely woman many years ago, a woman who would one day share with her a common connection with Mission of Mercy.

"She was a beautiful lady. You just met her briefly and knew instantly that she was a very special person," recalls Cherrie fondly. The woman Cherrie met was philanthropist Virginia G. Piper!

Cherrie resides in Scottsdale with her husband, Ralph, to whom she has been married to for 58 years. They have two grown children.

She says her best advice for those that are thinking about volunteering is to come out and visit a clinic because "it is something you have to experience."

## Meet St. Catherine's Volunteer: **Ann Collins, RN**

Ann Collins knew she made the right choice when she returned as a M.O.M. volunteer nurse after being retired from the field for 26 years.

*"From the day I started (at the Tempe site in 2007), I felt welcomed," recalls Ann. "The people are wonderfully warm, friendly...you couldn't ask for a better place to volunteer."*

Ann says one of the most satisfying aspects of her work is the opportunity to see a patient have all their needs met in just one visit "without the red tape." She says it's a good thing, too, as sometimes patients come into the clinic not realizing they have underlying, more serious medical conditions.

"They might come in for a severe headache, but then, in the course of our examination, we might discover they have seriously elevated blood pressure," explains Ann. "We're able to offer them immediate help for something serious they did not even know they had. It's a wonderful feeling to be part of this work."

Ann is sharpening her Spanish skills, thanks to the clinic interpreters. She is especially grateful for the medical knowledge she has gained while working at the clinic. Her time spent with M.O.M.-AZ has inspired her to renew her nursing license and consider re-entering the work force.

Ann lives in Scottsdale with her husband of 31 years, Joseph, a radiologist. They are proud parents to two children, Kate, 24, and Dan, 21.

"We have a core group of nurses, doctors and other volunteers at St. Catherine's that work really well together," says Ann. "I have seen how Dr. Smith has mentored the medical students who come to work in the clinic. I myself have learned a great deal from him and from the other medical staff."



Ann Collins, RN

## Mission of Mercy MD/PA Celebrates 15th Anniversary

The 15<sup>th</sup> Anniversary of Mission of Mercy in Maryland and Pennsylvania marks an incredible journey of faith and service by our visionary foundress, Dr. Gianna Talone-Sullivan, not to mention scores of dedicated volunteers and advocates.

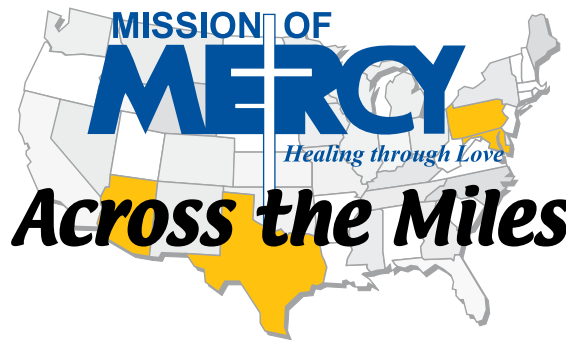


Since 1994, Mission of Mercy has grown from an organization with six patients and one clinic site to a program with 17 sites in four states, free medical clinics that are impacting hundreds of thousands of lives every year.

In Maryland and Pennsylvania alone, we have had more than 132,000 patients visit our clinics since our program began.

As our nation's economic challenges continue, Mission of Mercy MD/PA is experiencing a significant increase in the number of patients visiting our mobile medical clinics. More and more members of our community, many of whom have either lost their jobs or who are experiencing cuts in their pay and/or benefits, are turning to us as their only option for free health and dental care and prescription medications.

We are humbled and blessed to have been given the opportunity to serve the patients of the Maryland/Pennsylvania region for the past 15 years. It is an honor and a privilege to continue our mission of restoring dignity and healing through Love to so many in need.



## M.O.M.-TX Receives \$40,000 Grant to Prevent and Treat Diabetes

Praised for its work in battling diabetes "on the front lines," Mission of Mercy Texas received a \$40,000 grant from the Coastal

Bend Diabetes Initiative (CBDI) this past spring.

The CBDI is a collaborative effort between the medical profession, community leaders, and local industry. Dr. Stephen Ponder, MD, Chairman of the CBDI, made the presentation on Diabetes Alert Day, a day established to promote the importance of being tested for diabetes and working to prevent it.

"We are very impressed with our new grant recipients, who demonstrate innovative ideas and approaches for addressing the diabetes epidemic through public awareness, patient education, and prevention," Dr. Ponder said.

In Nueces County, 40,000 people have diabetes and another 40,000 have pre-diabetes. It's projected that 1 in 3 children born in 2000 and after will develop diabetes.



Left to Right: M.O.M.-Texas Program's Lynette Navar, Nursing Director, Patty Clark, Executive Director, and Dr. Coleen Madigan, Medical Director, are interviewed by Shane Barker of KEDT-radio after the check presentation.

## SAVE PAPER - SERVE MORE PATIENTS

*If you prefer to receive this newsletter by e-mail rather than a paper copy, please e-mail the M.O.M.-AZ office at [cmones@amissionofmercy.org](mailto:cmones@amissionofmercy.org) or call 602.861.2233.*

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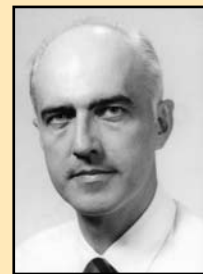
hardest thing for our volunteers and staff to do is to turn people away.

"Some people travel dozens of miles, borrow rides from friends, walk in blazing temperatures just to reach our doors. So, you can imagine what it's like to look into their eyes and tell them they can't be seen today. It's heartbreaking," says Ms. Amiot. "Our goal is to one day have enough resources so that we never have to turn anyone away."



## Walters' Legacy Lives On

National Public Radio's *All Things Considered* contacted M.O.M.-AZ in June expressing interest in Richard Leroy Walters, a homeless man who died two years ago leaving behind a \$4 million estate. Robert Siegel, the host of the show, became curious about Mr. Walters after learning he had donated nearly \$400,000 to NPR and made bequests to several other nonprofits, including M.O.M.-AZ. Rita Belle, a volunteer nurse at M.O.M.'s Mesa clinic, was Mr. Walter's closest friend and confidant in the final decade of his life. The NPR story generated additional local and national media, and M.O.M.-AZ is proud to have volunteers like Ms. Belle be part of such an inspirational story. To read the complete story go to [www.npr.org/templates/story/story.php?storyId=111091624](http://www.npr.org/templates/story/story.php?storyId=111091624).



# GRACE

## 12.03.09

**Be inspired. Be healed. Be there.**

Mission of Mercy Community Awareness Breakfast  
Thursday, Dec. 3, 2009 – 7:30am  
Pointe Hilton Squaw Peak Resort

To reserve your seat, please contact Paula Carvalho at  
602.861.2233 or [pcarvalho@amissionofmercy.org](mailto:pcarvalho@amissionofmercy.org)

Prayer is the life blood of Mission of Mercy. Our volunteers face each day with renewed commitment by reciting the following prayer petition together. We ask each of you to keep Mission of Mercy in your daily prayers and we will do the same for you.

### *Love Petition*

My Lord,

Your command to love my neighbors, to love them as I love myself, to love them as You love me, is no easy chore.

You have invited me to pick up my own cross and to come, follow You. Now You invite me to help them carry their crosses.

My Lord, Grace me with Your Spirit of Love that I might truly see You suffering daily in each one of my neighbors, hear You crying in them, and strive to satisfy Your thirst for love and acceptance in them.

Then, may I be better able to love as You are Love and be merciful as You are Mercy.

All that matters is LOVE!

Help me, Lord.



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# ARE YOU READY TO GET CRACKIN'?

Save The Date for  
Mission of Mercy's  
6th Annual Lobster Bake

Sunday, October 25<sup>th</sup> 4:30 - 7:00 pm



Table Sponsorships Available

Tell Your Friends - Invitations Coming Soon!

## You and Your Friends Are Cordially Invited to a "Coffee with M.O.M." One-Hour Clinic Tour

*Come and see for yourself!*

Tours are scheduled on selected Wednesdays at  
Shepherd of the Valley Lutheran Church

1500 W. Maryland Ave., Phoenix, AZ

(Located on the NW Corner  
of 15th Ave. and Maryland Ave.)

10:00 AM – 11:00 AM



### 2009 Coffee With M.O.M. Tour Dates

Sept. 9	Oct. 14	Nov. 4
Sept. 23	Oct. 21	Nov. 11
Oct. 7	Oct. 28	Nov. 18

Please R.S.V.P. 24 hours in advance by calling 602.861.2233.

## Did you know that Mission of Mercy donations are tax deductible?

Arizona donors may qualify for the AZ Charitable Tax Credit Deduction program. For eligibility information contact [www.azdor.gov](http://www.azdor.gov) (select "Charitable Tax Credits" link). Tax ID # 86-0704883. Information regarding the Tax Credit program can be obtained by calling the Arizona Secretary of State Charitable Division at 1-800-458-5842.