

# We are the people of Mission of Mercy





Dr. Michael Sullivan, MD (Chief Medical Director)  
and Dr. Gianna Talone Sullivan, Pharm D. (Foundress)

## A note from the foundress...

Recently at one of our clinic sites I encountered a beautiful little girl with big brown eyes and curly hair that outlined her face. She was sitting quietly on a step, focused on eating her potato chips while she waited for her mother to be seen by one of our practitioners. As I approached her, I extended my hand and asked her if she would give me just ONE of her potato chips. Well, she did not give me one potato chip; she handed me the ENTIRE BAG. At that moment, tears welled up in my eyes. I thought, “How much God loves me today that He desired to give to me a child’s most valued gift.” I received from the smallest child God’s most precious and selfless gift of unconditional Love.

The same unconditional giving, selflessness and sharing of God’s bi-directional flow of Love and Mercy were also at work in our triage area, where 150 patients had been waiting since 2 a.m. to be seen. With patience, commitment, loyalty, selflessness and the ever seeking of God’s Love, the volunteers, patients and benefactors – indeed all those involved with M.O.M. at EVERY LEVEL — empower us to prosper, succeed and to thrive.

God truly does give us a future with hope. He wants us to live in harmony, completeness, health and good welfare.

All blessings find their source in God. I received the blessing of God’s unconditional giving through a little girl. But I hope you will remember that every day you, too, will encounter a special opportunity to give and to receive in the same gracious and humble way. Although there is tremendous sorrow, confusion and despair in our uncertain economic world, every person has value and is important, young or old. There will never be another you. You do make a difference and are a gift to us. You represent hope and because of you, we remain Mission of Mercy. Thank you!

God bless you and all of your loved ones. You all remain in my prayers.

**Gianna Talone-Sullivan, Pharm D.,  
Foundress of Mission of Mercy**



You do make a difference and are a gift to us. You represent hope and because of you, we remain **Mission of Mercy.**

## From our CEO...

I want to start with a simple and sincere “thank you” to all of the many patients, donors, staff and volunteers for their continued trust and allegiance to Mission of Mercy over this past year.

Effectively gauging and measuring a non-profit’s performance can be difficult at times, but our organization did more than just survive during a second year of economic woes that impacted most people in the regions we serve in some way. Mission of Mercy continued to provide excellent medical care and responsiveness to even more patients than we did a year earlier. This accomplishment is credited to the belief in our mission and the efforts of all those that serve in the medical and administrative areas of our organization.

It wasn’t easy or without some pain. At least one region had to consolidate clinic sites and reduce staff operating hours. Our expenses were heavily scrutinized throughout the organization and cuts were made whenever possible. Fundraising efforts were expanded and new programs were developed to increase cash flow during times when donations usually lag. All of these efforts paid off. A review of the financial section of this annual report will give you a better idea of these challenges and our accomplishments.

It is my belief that we will continue to move forward with our mission because we have the benefit of providing a product that will never become obsolete. You may think that our product is medicine, but it is not. Our product is ‘Healing Through Love’ and the reciprocal sharing of God’s Love. Our found-

ress, Dr. Gianna Talone Sullivan, Pharm D., personifies and continues to reinforce our mission at our clinics, special events, and through our publications. We, at Mission of Mercy, understand the deeper reason why we are here and that is precisely why we stay focused on carrying out our organization’s mission. We are privileged to serve the less fortunate and will stay focused and committed to this end.

In conclusion, my pledge holds firm to our many stakeholders who seek to restore dignity to all people who come to us for help by being an instrument of “Healing through Love and by the reciprocal sharing of God’s Mercy.” Thanks again to everyone who has contributed to our success.

**Hank W. Konerko PhD.,  
CEO, Mission of Mercy**

## Who are the people of Mission of Mercy?

They are the **young couple**, who arrived shortly before midnight at the clinic, with one parent staying in the car as their two young children slept while the other waited outside the church doors for the clinic to open at 9 a.m.

Both parents were experiencing acute dental pain and within hours, both were given extractions that alleviated their pain as

well as antibiotics to help ensure proper healing.

For this working couple without health insurance and their beautiful children, a sleepless night gave dawn to a new day of compassionate care and healing through Love at Mission of Mercy.



The headlines that blared from the front pages of nearly every newspaper in America in 2009 spoke of an economic storm of epic proportions: millions of jobs lost; thousands upon thousands of homeowners forced into foreclosure; snaking unemployment lines; and proud Americans seeking the kindness of others as they had to choose between health care and feeding their families.



## These are the people and stories of Mission of Mercy.

Despite being tossed about on this sea of economic uncertainty, the uninsured and underinsured in our communities found safe harbor at Mission of Mercy clinics. Our dedicated volunteers not only tended to the physical needs of our patients by providing free medical, dental and prescription drug care, but they also restored the dignity of every man, woman and child who came to us. There were no demeaning questions about employment status or ability to pay. Instead, we simply offered tender care and gentle words that told them they were much more than a statistic to us.

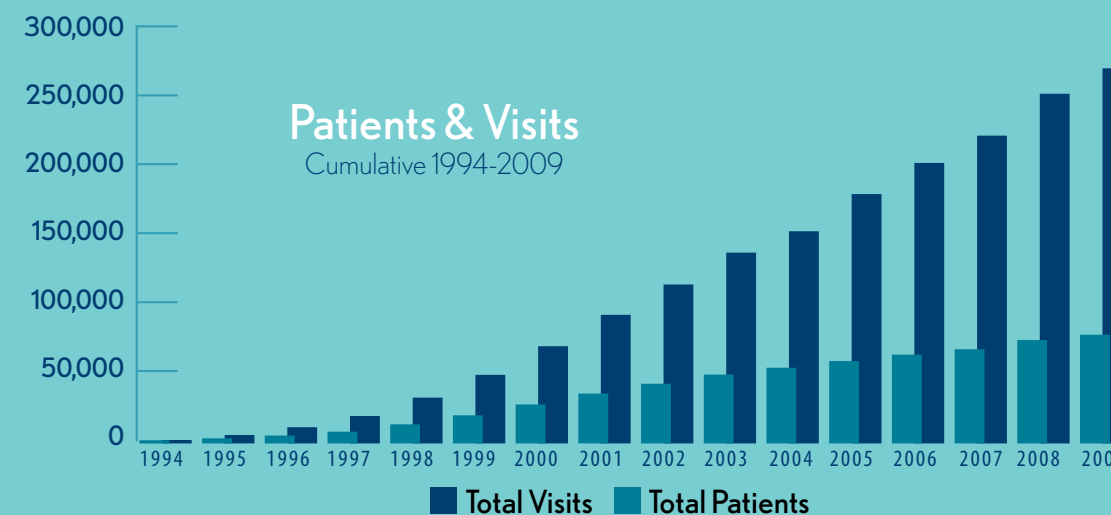
We hope you will take a few moments to read these brief stories about the people of Mission of Mercy. We believe they clearly demonstrate the impact of our healing through Love.

### Who are the people of Mission of Mercy?

They are **Santos**, who arrived at our clinic in Robstown, Texas without an appointment and complaining of chest pains. Our medical director gave him an EKG, diagnosed a heart attack, and administered the necessary medicines to stabilize him until he was transported to the hospital where he had two stents placed in his heart.

Both of Santos' parents died of heart disease at a young age and he had

long feared that he would suffer the same fate. When the company he worked for went out of business, Santos started his own business cleaning offices and apartments, but without health insurance and unable to pay for a doctor on his own, he postponed seeking help until he could no longer ignore his symptoms. Now Santos comes to us for regular checkups and receives medications that he cannot afford to purchase on his own.





## A look back at 2009...

### Arizona

- Provided 10,027 patient visits, an increase of 22 percent over 2008 visits.
- Dispensed more than 17,000 free prescription medications.
- Received nearly 30 percent (\$420,000) of the operating budget in in-kind donations and services.
- Graciously accepted a \$100,000 challenge grant from Foster and Lynn Friess through the National Christian Foundation that was matched by Thunderbirds Charities to purchase a second mobile medical van in 2010.
- Earned \$100,000 in emergency funding from the Nina Mason Pulliam Charitable Trust as part of a \$2.6 million initiative to fast-track funding to organizations providing critical care services to families in need.
- Hosted the third annual “Mercy in Morning” breakfast at which nearly 400 guests pledged more than \$430,000 to the organization.
- Expanded the *Compassionate Community Partners Initiative*, a network of pro bono partners including specialty physicians and hospital partners who provide additional medical services at no charge.

Despite the unprecedented challenges presented by the economic downturn of 2009, Mission of Mercy’s programs in Arizona, Maryland, Pennsylvania and Texas enjoyed many notable successes in 2009.

### Maryland/Pennsylvania

- Provided 11,502 free medical and dental patient visits.
- Dispensed more than 23,000 free prescription medications.
- Welcomed Dr. Larry D. Romane, a board-certified physician with 35 years of experience in emergency medicine, as the program’s new assistant medical director.
- Miriam Lane, a volunteer physical therapist for Mission of Mercy, was named a 2009 Wertheimer Fellow in Volunteerism by the Community Foundation of Frederick County. With the award, a \$10,000 fund has been established in Miriam’s name with Mission of Mercy designated to receive a percentage of the fund’s value each year.
- Raised nearly \$110,000 at the Mission of Mercy Annual Auction and Gala at Turf Valley Country Club.
- Received nearly \$175,000 in gifts and multi-year pledges at the Mercy in the Morning breakfast hosted in October, 2009.



### Texas

- Provided 2,822 free patient medical visits.
- Dispensed 3,193 free prescription medications.
- Held the first annual Mission of Mercy Invitational Golf Tournament that raised almost \$27,000.
- Was named the 2009-2010 recipient of the Charity League of Corpus Christi grant (\$201,000). The money, raised through a style show and other fundraising efforts, will be used to purchase a new mobile clinic to replace the existing aging (1999) clinic.
- Raised \$223,000 in five-year donations and pledges at the first annual “Mercy in the Morning” breakfast.
- Received a \$40,000 grant from the Coastal Bend Diabetes Initiative to help fund the treatment of diabetic patients.
- Was chosen to participate in and received \$12,794 in the first annual Coastal Bend Day of Giving. This one-day event sponsored by local charitable foundations encourages online donations by pledging to match all donations up to a total of \$6,000 per charity.
- Awarded “Non-Profit of the Year” by The Westside Business Association.



## Who are the people of Mission of Mercy?

### Our Partners

#### Maryland/Pennsylvania

##### Clinic Host Sites

Frederick Church of the Brethren, Frederick, Md.; Calvary United Methodist Church, Mt. Airy, Md.; Faith Baptist Church, Brunswick, Md.; Our Lady of Mount Carmel Catholic Church, Thurmont, Md.; Human Services Programs, Westminster, Md.; Reisterstown United Methodist Church, Reisterstown, Md.; St. Joseph’s Catholic Church, Taneytown, Md.; Christ Lutheran Church, Harrisburg, Pa.; Gettysburg Four Square Gospel Church, Gettysburg, Pa.

##### Pro Bono Partners

Advanced Radiology; Barry Berman, DDS; Carroll County Hospital Center; Gettysburg Hospital; Holy Spirit Hospital; Katzin Eye Group; Mercy Hospital; Mid-Atlantic Cardio Vascular; Mid-Maryland Oral Surgery; St. Agnes Hospital; Frederick Memorial Hospital; and more.

#### Arizona

##### Clinic Host Sites

Maryvale Church of the Nazarene, Phoenix; Christ the King Community Center, Mesa; Shepherd of the Valley Lutheran Church, Phoenix; St. Catherine of Siena Catholic Church, Phoenix.

##### Pro Bono Partners

Sonora Quest Laboratories; St. Joseph’s Hospital and Medical Center; Chandler Regional Medical Center; Mercy Gilbert Medical Center; Scottsdale Healthcare Osborn; and many specialists in private practice.

#### Texas

##### Clinic Host Sites

First United Methodist Church, Corpus Christi; St. Paul the Apostle Catholic Church (Flour Bluff), Corpus Christi; First Methodist Church, Bishop; Wesley Community Center, Robstown; St. John of the Cross, Orange Grove.

##### Pro Bono Partners

Christus Spohn Hospital System; Corpus Christi Medical Center – Doctors’ Regional; Radiology Associates.



# Financials

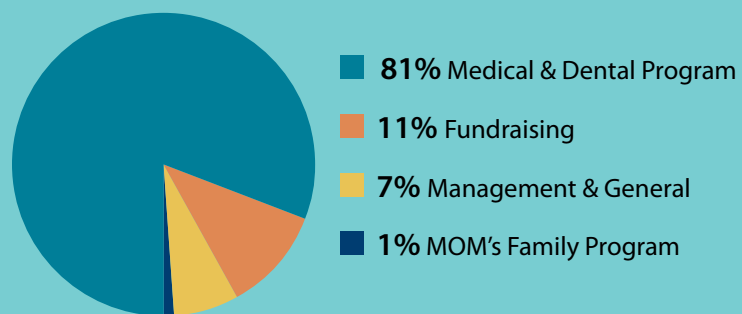
## Mission of Mercy Audit Summary

Fiscal Years Ending December 31, 2009 and 2008

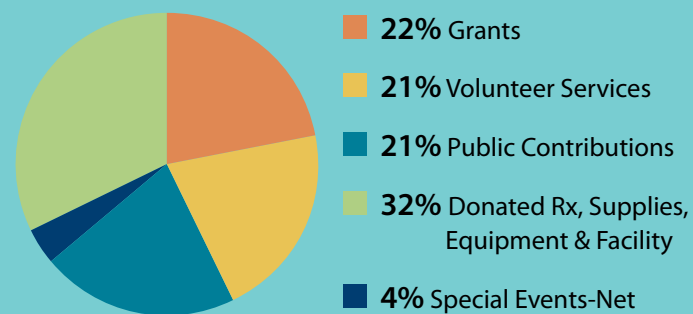
	2009	2008
<b>SUPPORT &amp; REVENUE:</b>		
Public Contributions	\$1,045,770	\$969,608
Grants	1,090,135	884,302
Special Events – Net	190,875	223,870
Other Revenue	3,171	9,143
Indigent Drug Program (Donated Value)	339,285	422,322
Donated Volunteer Services	1,051,443	1,022,231
Donated Supplies & Equipment	392,367	133,927
Donated Facilities	77,271	96,643
Donated Lab, X-Ray, etc	769,643	923,649
<b>TOTAL SUPPORT &amp; REVENUE</b>	<b>\$4,959,960</b>	<b>\$4,685,695</b>
<b>EXPENSES:</b>		
Medical & Dental Program	\$3,979,556	\$3,976,042
MOM's Family Program	40,346	49,923
Management & General	322,347	288,006
Fundraising	538,432	468,736
Loss of Disposal of Assets	944	0
<b>TOTAL EXPENSE</b>	<b>\$4,881,625</b>	<b>\$4,782,707</b>
<b>NET SUPPORT</b>	<b>\$78,335</b>	<b>(\$97,012)</b>
<b>TRANSFERS:</b>		
Net Assets, beginning of year	\$1,190,745	\$1,287,757
Net Support	78,335	(97,012)
<b>Net Assets, end of year</b>	<b>\$1,269,080</b>	<b>\$1,190,745</b>



### 2009 Expenses



### 2009 Revenue & Support



As was the case for so many of our patients, the epic recession of 2009 tested the mettle of Mission of Mercy as well. As job losses mounted in communities across the nation and more and more companies reduced employee health insurance, our clinics experienced a significant increase in patient visits – even as many corporations and foundations announced they could no longer support us at the levels they had in the past.

Yet even amid this “perfect storm” of challenges, **Mission of Mercy prevailed** – and indeed, thrived.

We made some tough decisions that enabled us to streamline our clinic operations while our staff generously took painful wage cuts of their own. These measures, combined with the blessings of our generous donors who made sacrifices of their own to help Mission of Mercy, enabled us to sustain our programs and in some cases, even expand our services to meet increased demand.



## With deepest thanks and humility

Even as the nation staggered under the deepest economic setback since the Great Depression, Mission of Mercy continued to be blessed by support from our legions of generous donors. Words fail to convey our gratitude and the humility with which we accept these gifts on behalf of our patients who directly benefit from your willingness to share, even when your own budgets and wallets are being squeezed.

We hope we can continue to count on your support in 2010 and beyond. Please send your tax-deductible contribution to 22 S. Market St., Frederick MD 21702 and indicate to which program area you would like it to be directed. **Thank you!**

You may also donate online at [www.aMissionofMercy.org](http://www.aMissionofMercy.org).



### Who are the people of Mission of Mercy?

They are **Harrison**, who while visiting from Kenya 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 medical condition worsened so he took him to see the medical professionals at Mission of Mercy.

Thanks to their care, Harrison was soon on the road to recovery – and Zab was inspired by the humility and friendliness of the volunteers and staff at the Mission of Mercy clinic. "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."



They are people like **Dean Baldwin**, a volunteer nurse at Mission of Mercy who comes to the clinic wearing her stethoscope and a special accessory: a silver bracelet that was a gift to her from a grateful Mission of Mercy patient who wanted desperately to repay her in some small way for the love, compassion and healing that Dean shared with her.

"I wear it every time I come to the clinic in the hope that I will see her again," Dean says.

Dean and her husband, Dick, have been volunteering with Mission of Mercy for nearly 10 years. While Dean serves as a nurse in the triage area, Dick manages administrative tasks such as confirming volunteers and setting up the clinic site and waiting room.

Together they believe their lives have been building toward this particular place and this mission. Dean went to nursing school at the age of 51, with the desire to work with the poorest of the poor. Dick spent 34 years in banking but in retirement finds pleasure serving as the "class clown," keeping

things light and loose for Mission of Mercy's patients, many of whom are scared and unsure of what to expect.

Blessed with a life full of healthy children and financial security, the Baldwins say they often find themselves repeating the words to an old Kris Kristofferson song:

"Why me, Lord?  
What have I ever done  
To deserve even one  
Of the pleasures I've known?"

"I don't know why we have been so blessed," Dick says. "But I believe God gave us this kind of life so we'd have the time and opportunity to help others."

# Mission of Mercy Leadership & Staff

## Board of Directors

Gianna Talone-Sullivan, Pharm D.  
Foundress  
Emmitsburg, Maryland

Nona T. Perez, CPA, Chairman  
Food & Drug Administration  
Bethesda, Maryland

Joseph N. Gallina, Pharm D., Vice Chairman  
Retired, Vice President, Clinical Support Services  
Western Maryland Health Systems  
Cumberland, Maryland

Paul J. Rock, CPA, Treasurer  
Retired CFO  
International Orthodox Christian Charities  
Baltimore, Maryland

J. Patrick Heelen, Esq., Secretary  
United States Census Bureau  
Crofton, Maryland

Henry W. Konerko, Ph.D.  
Member and Chief Executive Officer  
Scottsdale, Arizona

Donald D. Douglas, M.D. F.A.C.P.  
Retired Gastroenterologist  
Lewisburg, Pennsylvania

Nancy Roberts  
Vice President - First Victoria Bank  
Corpus Christi, Texas

Susan M. Connor  
Sales & Marketing Consultant  
Scottsdale, Arizona

## Arizona Leadership Council

Virginia G. Piper  
Charter Member (d. June 14, 1999)  
Todd Brown  
Susan Connor  
Alice Ehmann  
Tony Ehmann  
Kim Fleurquin  
Sara Gordon  
Larry Hall  
Richard Hannon  
Greg Hjartarson  
Andy Jacob, M.D., J.D.  
Peter A. Liefer, Sr.  
Colonel Mike Lynch, USAF (Ret.)  
Rachel Oesterle  
Mary Schneider  
Earl J. Baker, M.D. (Advisor)  
Claudia Critchfield (Advisor)  
Marisue Garganta (Advisor)  
Judy Walruff, Ph.D. (Advisor)

## Coastal Bend Leadership Council

Catherine Albert  
Suzanne Anthony  
Leo Barrera

Robert Becquet  
Paul Cameron, CPA  
Juanita Garcia, R.N.  
Gloria Hicks, Advisory  
Bruce Holstien  
Reverend Gloria Lear  
Larry Elizondo  
Ben McDonald  
Sara Merdes-Judd, Emeritus  
Rev. Eduardo Montemayor  
John Navar, M.D.  
Nancy Roberts  
Paulette Shaw  
Ken Trevino  
Steve Woerner  
Paul Zanetti, MD

## Maryland/Pennsylvania Leadership Council

Audrey Cimino  
Sylvia Haines  
Kelly Hill  
Thomas Houck, CPA  
Paula Langmead  
Nancy McCormick  
Chris Rolle  
Stephen Mood  
Carolyn Scott  
Robert Wack, MD  
Thomas Welliver



[www.aMissionofMercy.org](http://www.aMissionofMercy.org)

## Corporate Staff

P.O. Box 102 | Fairfield, PA 17320 | 717-642-9062

Chief Executive Officer, Henry W. Konerko, PhD. | Chief Financial Officer, David Liddle | Chief Medical Director, Michael T. Sullivan, MD

### Maryland / Pennsylvania Staff

22 South Market Street, Ste. 6D  
Frederick, MD 21701  
301-682-5683

Medical Director, Michael T. Sullivan, MD  
Nursing Director, Maureen Liddle, RN  
Executive Director, David Liddle

### Arizona Staff

PMB 134  
5555 N. 7th Street  
Phoenix, AZ 85014  
602-861-2233

Medical Director, Bradley Smith, N.M.D.  
Asst. Medical Director, Jill Utley, M.D.  
Nursing Director, Jeanne Karnell, RN  
Asst. Nursing Director, Debi Lynch  
Executive Director, Catherine Amiot

### Texas Staff

P.O. Box 8341  
Corpus Christi, TX 78468-8341  
Medical Director, Coleen Madigan, MD  
Nursing Director, Lynette Navar, RN  
Executive Director, Patty Clark