

HEALTH MATTERS



MISSION OF
MERCY
Healing through Love

2020 ANNUAL REPORT

HEALTH MATTERS. FOR EVERYONE.

In this age of a virus-driven pandemic, most of us have been focused on maintaining good health and ensuring we have medical resources available should we need them. At Mission of Mercy Arizona (MOM), nothing hits closer to home. **We want you to know that MOM is staying the course.**

Our charge is to care for those who do not have healthcare. The majority of our patients are employed yet find themselves without adequate health insurance or none at all. Some are surprised to find themselves recently unemployed – a casualty of the global pandemic.

Needless to say, these circumstances would be challenging for anyone.

Those we serve have lost their confidence to provide for their family, they have lost hope, and they have lost the ability to see a light at the end of the tunnel.

Mission of Mercy served nearly 3,000 patients in FY2020 providing 13,475 patient visits at seven clinics located throughout underserved neighborhoods in Maricopa County.

Mission of Mercy is a light at the end of a tunnel. By offering hope and compassion to all those who come to our clinics, we provide so much **more than medicine** to our patients.

Dedicated physicians, nurses, interpreters, health educators, medical students... a sea of professionals, mostly comprised of an army of volunteers, make sure that patients gain and maintain their health, as well as receive the medications and information they need to guide them on a path to an improved quality of life. MOM seeks to heal those who have entrusted us with their care, and to do so with love in an environment that restores dignity and hope.



Healing through Love



This work was only possible because of the outpouring of support from you, our donors, volunteers and partners. We know there are scores of worthy causes that deserve your resources. We are humbled and honored that you have chosen Mission of Mercy as a charity of your choice. Thank you for your dedication to our patients. Their health depends on it.

Paula Carvalho

Paula Carvalho
Executive Director
Mission of Mercy Arizona

Rachel Oesterle

Rachel Oesterle
President
AZ Health Partnership Fund

HEALTH IS EVERYTHING

“There are not enough words for me to express how grateful I am to find an organization that truly cares about my health free of judgement... I've never felt so much genuine care and concern for my future and well-being.”

~Teresa*, patient

“Thank you, Mission of Mercy! Without you I wouldn't be able to afford any of my medications – one of my diabetes medications costs over \$500!”

~Frank*, patient

“I hope this gift helps in some small way as more and more people are left in need. Disease doesn't stop and so we must continue to match it with love and medicine.”

~Roy, donor

*Name and image have been changed to protect patient privacy.



Restoring dignity

IMPACT = MORE THAN MEDICINE

MEDICAL SERVICES

- **13,475** medical visits completed for 2,873 acute and chronic care patients
- Free prescription medications dispensed: **37,000**
- **82%** of patients claim Mission of Mercy as their medical home
- **85%** of patients experience one or more chronic health condition



PATIENT SUPPORT AND EDUCATION

- **1,307** patients received referrals and eligibility assistance for state and federal government assistance and community programs
- Bags of fresh produce distributed: **440**
- Targeted diabetes counseling and education sessions: **327**



VOLUNTEERS

- Pro bono hours donated by clinic volunteers: **10,803**
- **200** medical and support volunteers
- **52** pharmacy residents and medical students from Albertsons Safeway Pharmacies and the Southwest College of Naturopathic Medicine
- **63%** of MOM's annual operating budget represents volunteer hours and pro bono services



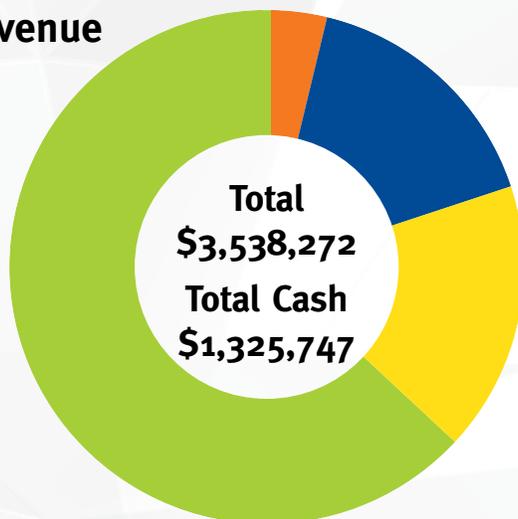
COMMUNITY PARTNERS

- Sonora Quest Laboratories donated **7,584** diagnostic lab tests valued at **\$241,773**
- Humana Pharmacy donated **8,861** medications valued at more than **\$844,000**
- Flu shots dispensed courtesy of Albertsons Safeway Pharmacies and Dignity Health: **529**
- **4** key diabetes health partners: Dignity Health/St. Joseph's Hospital and Medical Center, Blue Cross Blue Shield of Arizona, Gregory's Fresh Market, Arizona Diabetes Foundation



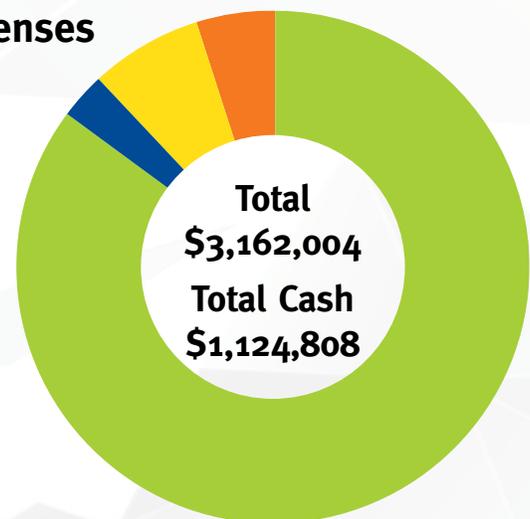
FINANCIALS*

Revenue



- Donated Services 63%
- Grants 17%
- Contributions 16%
- Other 4%

Expenses



- Medical 86%
- Fundraising 6%
- Administration 5%
- Patient Support and Education 3%

*Unaudited financials for fiscal year 2020



STAND WITH MISSION OF MERCY

There are many ways to partner with Mission of Mercy Arizona to improve the health and well-being of our patients in need throughout Maricopa County.

- > **Stay informed** by signing up for email updates: momaz.org (click Subscribe).
- > **Become a volunteer** by reaching out to our Community Engagement Manager Shoshana Simones at ssimones@amissionofmercy.org.
- > **Invite staff to speak** on healthcare issues at your workplace, service club, faith community or special event.
- > **Donate to the Mission of Mercy Arizona Health Partnership Fund.**
 - **Reduce your tax liability** by taking advantage of the Arizona Tax Credit Program for Qualifying Charitable Organizations (\$400 individual/\$800 married filing jointly).
 - **Become a member of the Healing through Love Giving Society** with a 5-year pledge for \$1,000 annually or a Sustaining Monthly Supporter at any giving level.
 - **Donate all or a portion of your annual IRA Qualified Required Minimum Distribution** for those 70.5 or older (72 if born in 1949 or after). Reduce your tax basis and direct a distribution up to \$100,000 to nonprofit charitable organizations.
 - **Build a legacy through Planned Gifts.** Designate a gift through your trust and/or include the Health Partnership Fund as a beneficiary of your retirement, brokerage or insurance account.
- > **Shop through Amazon Smile** (smile.amazon.com) and pick the Mission of Mercy Arizona Health Partnership Fund as your nonprofit organization of choice.
- > **Spread the word** by liking and sharing our social media posts.

Connect with us on social media

-  [Facebook.com/missionofmercyaz](https://www.facebook.com/missionofmercyaz)
-  [Instagram.com/missionofmercyaz](https://www.instagram.com/missionofmercyaz)

SAVE THE DATES

We have gone virtual!

HEALTH MATTERS

Mercy in the Morning Virtual Breakfast
benefiting Mission of Mercy Arizona
December 9, 2020

SPRING INTO WELLNESS WALK
supporting Mission of Mercy Arizona

Coming Spring 2021

Arizona Health Partnership Fund Board of Directors

Susan Connor, Board Chair, Realtor, Sotheby's International Realty
Larry Hall, Retired Business Owner
Kim Fleurquin, Chief Risk Officer, Sonora Quest Laboratories
Andrew S. Jacob, MD, JD, Of Counsel, Gordon & Rees
Rachel Oesterle, President, Arizona Health Partnership Fund
Dave Liddle, Treasurer, Chief Financial Officer, Mission of Mercy

Mission of Mercy Arizona Staff

Paula Carvalho, Executive Director
Dr. Brad Smith, Medical Director
Dr. Roselynde Bryant, Assistant Medical Director
Dr. Beth Avakian, Avondale Physician
Donna Castrenze-Steele, FNP, RN, Nursing Director
Debi Lynch, RN, Assistant Nursing Director
Diana Navarrette, Administrative Assistant
Shoshana Simones, Community Engagement Manager
Special thanks to our extended team members: Cecilia Chapman, Janice Guckenbug, Stephanie Jarnagan and Jennie Miller.

Contact Us

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For funding opportunities: roesterle@amissionofmercy.org

Get involved today!

missionofmercyaz.org