

MISSION OF
MERCY
Healing through Love

Everyday Moments



Everyday Miracles

25TH ANNIVERSARY EDITION

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OUR MISSION

To restore dignity, **“Healing through Love,”** by providing free healthcare.

OUR VISION

To be a leader in our communities in providing comprehensive, compassionate, free healthcare while inspiring others to embrace our mission to restore dignity, “Healing through Love.”



A MESSAGE FROM

EXECUTIVE DIRECTOR PAULA CARVALHO

Dear Friends,

Recent research by Mobile Health Map, a program of Harvard Medical School, determined the **average return on investment for mobile health is \$21 for every \$1 invested**. While the pandemic raised awareness about long-standing health disparities and the need for community-based solutions to advance health equity, Mission of Mercy's small but mighty team has continued to faithfully and compassionately deliver our mobile healthcare solution to the underserved in Arizona for the past 25 years.

Mobile clinics like Mission of Mercy demonstrate the power of **bringing doctors to people** in the underserved communities where they live and at a lower operational cost than a regular standing clinic. This opens the doors to greater serving capacity, drives better health outcomes, and reduces unnecessary visits to costly emergency departments. Mobile clinics' cost-effective

prevention services deliver patient-centered care, improve access for vulnerable populations, and empower patients to live longer, healthier lives. MOM's Arizona clinics deliver all this with equal helpings of compassion and dignity.

As we conclude our 25th anniversary year, I remain amazed and grateful for all we have accomplished since our inception in 1997. **Mission of Mercy Arizona has provided nearly 300,000 medical visits and dispensed 536,000 prescription medications at no cost to our patients.** We could not have achieved this without the partnership and generosity of our supporters, volunteers and friends, and so we humbly thank all who have joined us on our mission of Love and Mercy!

Paula Carvalho

Executive Director
Mission of Mercy Arizona

OUR IMPACT

Numbers represent FY 2023



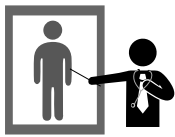
8,885

patient visits



1,363

patient education
classes offered



1,995

bags of fresh
produce distributed



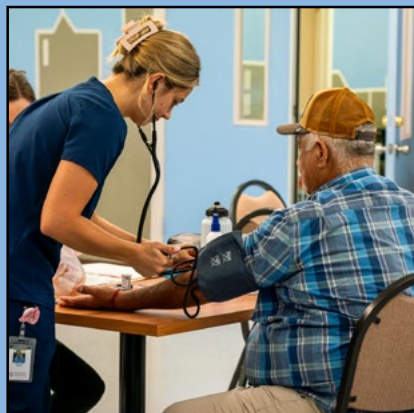
33,016

free prescription
medications provided
to our patients



142

volunteers, majority with
medical background



9,851

volunteer hours logged
(value of \$420,733)



OUR REACH

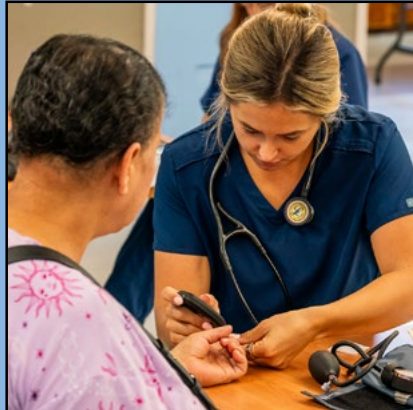
Numbers represent FY 2023



78%
patients have hypertension



91%
of patients have one
or more chronic condition



56%
of patients have
Type 2 diabetes



86%
of patients are
age 45 and older



63%
of patients are female

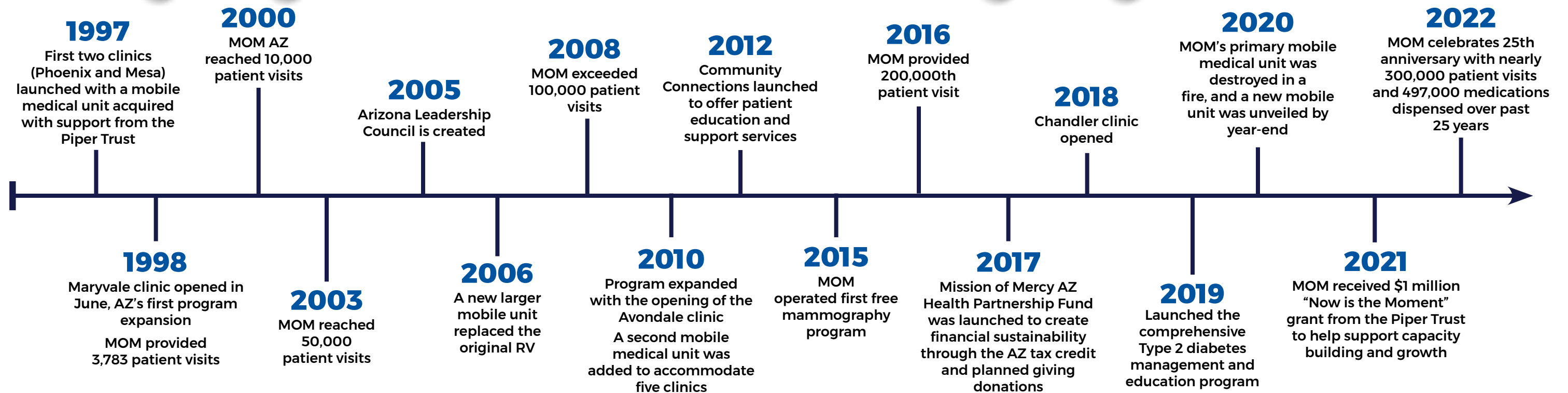


81%
consider MOM AZ
their medical home



OUR TIMELINE

Everyday Moments • Everyday Miracles



"The clinic became like my second family. It's a unique clinic because of the very special care, respect and compassion the patients get. I am so proud to be a part of MOM since the very first day it opened in October of 1997."

~Vivian Green, Volunteer medical interpreter



"After 12 years as a patient here, I receive the same quality of care and kindness as I did on my very first visit. Mission of Mercy changed my life. I feel better and the stress I had before is gone."

~Juan, Mission of Mercy patient





**Patient name and image have been changed.*

ROBERTO'S STORY

PATIENT CARE, MEDICATION AND DIABETES EDUCATION HELP CONTROL TYPE 2 DIABETES

After being forced into an early retirement in 2018, Roberto* lost his health insurance and was unable to afford his costly diabetes medications or continue with the regular healthcare he needed. He became a full-time caregiver for his elderly mother, and his activity level plummeted.

After experiencing some health-related complications, Roberto sought help and found Mission of Mercy. At a clinic visit in January 2023, Roberto weighed in at 397 pounds and had a dangerously high BMI of 53.84 points. His A1c was 10.1%, which greatly exceeds the recommended 7% or below. Essentially, Roberto was at extreme risk for developing life-threatening complications associated with type 2 diabetes, including heart disease, kidney disease and eye damage.

With the help of his MOM doctors and nurses and a dedicated diabetes educator, Roberto was equipped with medication and life-saving information about the lifestyle changes he needed to lose weight and regain his health. While MOM's team

provided the information and resources to support him, the decision to actually implement the recommended lifestyle changes was entirely up to Roberto.

"The stress he experienced from losing his job and becoming a full-time caregiver took a toll on his health," said MOM's Certified Diabetes Educator Cecilia Chapman, RDN, CDCES. "I counseled him and reinforced that diabetes is a very serious chronic condition, and commitment to a treatment plan is necessary to avoid dangerous complications."

Four months after that alarming visit, Roberto successfully lowered his A1c to an outstanding 5.3%. He also lost 59 pounds and plans to reach his goal in 12 to 24 months. Thanks to the free healthcare he receives from MOM, which includes his prescription medications, along with diabetes education, nutrition counseling, and exercise sessions. Roberto is confident he will continue to reach his goals and see positive health results.



TONIE'S STORY

FROM A LIFE ON THE STREET TO A MIRACLE CURE

For 65 years, life has been a roller coaster for Tonie C. After decades of drug use, brief incarceration and periodic homelessness, Tonie got her very first job at 48, one that she's held for the past 17 years.

Even though Tonie works six days a week and often puts in 48 hours each week, health insurance has always been a struggle. When she had it, it was expensive and had a high deductible, which made it useless since her income was barely enough to cover basic needs like rent and food.

"I didn't have the money to keep up with what insurance wouldn't cover, which seemed like everything. To make matters worse, I knew I had Hepatitis C, and I was just so run down and afraid. I would constantly say, 'Oh my god, I'm so tired.' That tired consumed every bit of my body, mind and soul," Tonie recalls, not realizing at the time that chronic fatigue is an often debilitating

symptom of the disease. "It's really frustrating to work so hard and not be able to get medical care when you really need it."

About 15 years ago, a coworker told her about Mission of Mercy, which he said provided free healthcare and medications.

MOM has served as Tonie's medical home since her first visit in 2009, and has helped her with minor illnesses, including side effects of emphysema, acid reflux, throat ulcers, among other ailments. She is most grateful, however, for the Hepatitis C treatment she received.

With MOM's help, Tonie received a new drug treatment that essentially cured her Hepatitis C.

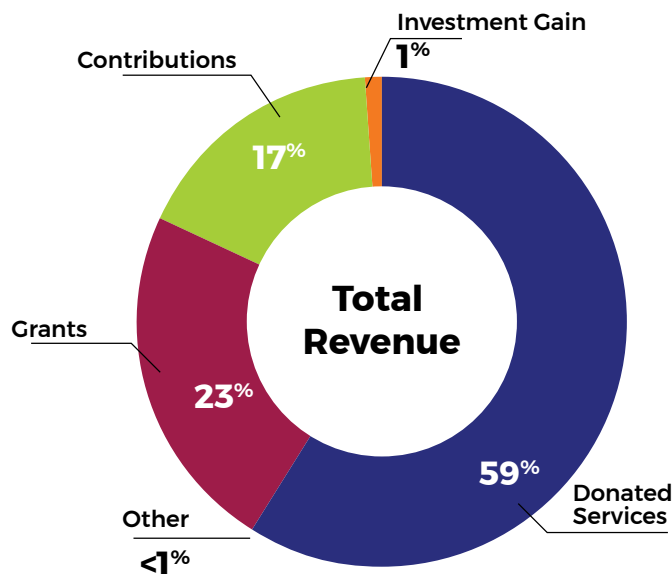
Typically, the treatment runs \$27,000 for the generic and upwards of \$90,000 for the name brand medication, however, MOM helped her secure it at no charge from the pharmaceutical company. Today, Tonie feels like a new person.

**"I can't
underscore enough
how Mission of Mercy
changed my life.
I am forever grateful."**

*– Tonie C.,
MOM-AZ patient*

OUR FINANCIALS

Statement of Financial Position as of June 30, 2023 (unaudited)*



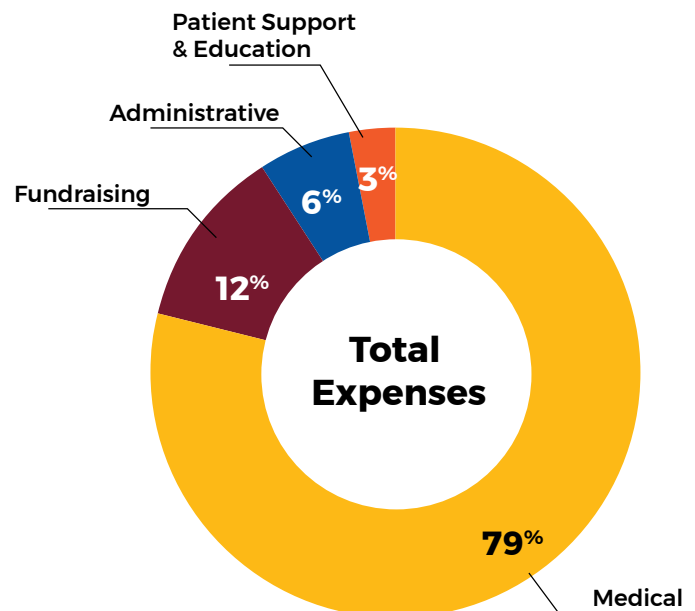
FY 2023 REVENUE

Total Revenue	\$ 3,360,440
Grants	\$786,998*
Donated Services	\$1,973,443
Contributions	\$555,501
Investment Gains	\$44,308
Other	\$200

Includes \$200,000 received in FY22 but restricted to FY23.

FY 2023 EXPENSES

Total Expenses	\$3,453,062
Medical	\$2,712,904
Fundraising	\$416,975
Administrative	\$214,887
Patient Support & Education	\$108,296



*A copy of the fully audited financial statement will be available upon request December 2023.

Special thanks to our grant funders during FY 2023:

American Heart Association Phoenix Division
 Arizona Optometric Charitable Foundation
 BHHS Legacy Foundation
 Blue Cross Blue Shield of AZ Foundation for
 Community & Health Advancement
 Catholic Community Foundation
 Catholic Giving Circle
 City of Avondale
 City of Chandler
 City of Glendale - From the Heart
 City of Goodyear
 City of Tolleson
 Diane & Bruce Halle Foundation

Dignity Health Chandler Regional
 and Mercy Gilbert Medical Centers
 Dignity Health St. Joseph's Hospital and
 Medical Center
 Gila River Indian Community
 Otto & Edna Neely Foundation
 Sundt Foundation
 Super Bowl Host Committee
 The Albertsons Companies Foundation
 The Board of Visitors, Inc.
 The Kemper & Ethel Marley Foundation
 Town of Gilbert
 Virginia G. Piper Charitable Trust
 West Valley Mavericks Foundation



“Working with Mission of Mercy is a great way to make a difference in the community. Access to healthcare is extremely important and there is a gap in care, so we chose to address it through our support of Mission of Mercy.”

– Dave Dexter, CEO, Sonora Quest Laboratories

OUR SUPPORTERS

Through in-kind donations and/or generous financial contributions, these valued community partners make Mission of Mercy's work possible.

COMMUNITY HEALTH PARTNERS

Albertsons Safeway Pharmacies
Banner Health
CenterWell Pharmacy
Dignity Health
Sonora Quest Laboratories
Sonoran University of Health Sciences

CLINIC HOSTS

Avondale Baptist Church
Chandler First Church of the Nazarene
Christ the King Community Center
Maryvale Church of the Nazarene
North Phoenix Baptist Church
NPHX Church South Campus
Zion Institute

MOBILE UNIT HOST

Franciscan Renewal Center

MOM LAUNCHES ENDOWMENT

In November of 2022, the Mission of Mercy Arizona Health Partnership Fund Endowment program was launched. We are planning for our future to ensure that Mission of Mercy will continue to be an important part of the Arizona community. With a \$250,000 start, thanks to a generous donation, it is our goal to reach \$5 million by the end of 2026. For more information on our endowment program, please contact Executive Director Paula Carvalho, pcarvalho@amissionofmercy.org.

OUR GOALS

MAKE HEALTHCARE ACCESSIBLE TO ALL



RESTORE
DIGNITY AND HEAL
WITH COMPASSION



EMPOWER
PATIENTS TO TAKE
CHARGE OF
THEIR HEALTH



STRENGTHEN
COMMUNITIES
AND IMPROVE
WELLNESS



Arizona
Health
Partnership Fund

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Mission of Mercy Arizona Health Partnership Fund is a non-profit 501(c)(3) organization.

Tax ID # 82-0635905

momaz.org