Mercy in Action
2011 Accomplishments & A Look Ahead

MISSION OF MERCY
Healing through Love
Since 1997, Mission of Mercy has been bringing the doctor to the people by providing free health care and prescription medications to the uninsured, underinsured and those who “fall through the cracks” of our health care system. Mission of Mercy is a nonprofit organization that receives no state or federal funding. Because of this, we can provide care without barriers to all those entrusted to our care.
Dear Friends,

Every day Mission of Mercy’s five clinics are filled with inspiring moments – moments where compassion, love and the restoration of human dignity come together as our clinic staff and volunteers bring primary health care to Arizona’s most vulnerable people in need: the uninsured and working poor.

These moments, large and small, begin when patients arrive early in the morning, quietly forming a line as they wait for the clinic to open, oftentimes with young children in tow. And, they continue on throughout the day as our medical staff and volunteers take action and work resourcefully to provide our patients with health care that they simply cannot find anywhere else.

A young mother leaving with the life-saving medications for her child that she simply could not afford on her minimum wage job…

A nurse preforming “surgery” on a patient with a broken prosthetic after a trip to the hardware store…

A volunteer interpreter rushing a patient to the hospital, who came on the bus, showing signs of an impending heart attack…and staying to comfort him during until his family could arrive…

At the end of the day, these moments transform our clinics into a place where miracles occur and patient dignity is restored.

Since 1997, Mission of Mercy’s Arizona clinics have provided more than 136,000 individual patient visits and dispensed 201,000 prescription medications. While we are proud of the continued growth and expansion that has occurred, we are still faced with an overwhelming reality: 27% of all Arizonians do not have health coverage.

And so the question becomes, how do we get our arms around such a calamity? I believe it is to engage in a “community conversation” with other committed partners and organizations, and to collectively take a stand for those who need what we offer to move them forward beyond illness, homelessness, unemployment and poverty. Mission of Mercy is committed to advancing this conversation and to collaborating to build pathways towards better health care and quality of life for Arizona families.

This report, Mercy in Action, is designed to capture the success and milestones made possible in 2011 as a result of Mission of Mercy’s generous supporters, as well as to share our vision for what’s to come. Thank you to our medical staff, pro-bono partners, leadership council, donors and volunteers who make our work possible. We are forever grateful.

Together in action,

Catherine A. Amiot
Executive Director
Mission of Mercy, Arizona
A Look Back - 2011 Achievements

• Provided 13,021 individual patient visits and dispensed 23,069 prescriptions at five mobile clinics throughout Maricopa County.

• Accumulated more than 11,000 hours of pro-bono volunteer service from clinic doctors, nurses and interpreters

• Collaborated with pro-bono medical partners, including hospitals, medical specialists and Sonora Quest laboratories to provide over $700,000 in free ancillary services to our patients

• Began a Community Connections pilot program, designed to strengthen the safety net for our families by linking them with additional resources in their community

• Increased the number of patient visits by 17% and celebrated our 1st anniversary at our Avondale expansion clinic

• United more than 320 guests for Mercy in the Morning, our 5th annual fundraising and community awareness breakfast

• Launched an awareness and community engagement campaign, Uniting to Heal, designed to inspire and enlist new partners in our mission

A Look Ahead - 2012 Initiatives

Capacity-building is our highest priority for 2012 – not only in our clinics, but also in the community. Over the next 12 months, our goal is to strengthen our existing clinic model by adding an additional part-time physician; introducing nurse practitioners to assist with direct patient care and education, and exploring new, innovative partnerships with other medical care providers.

At the same time, we will continue to foster relationships within the for-profit and nonprofit community. By leveraging our collective strengths within Mission of Mercy and our committed community partners, we utilize a holistic approach to patient care, keeping our patients in a continuum of care and out of expensive hospital emergency departments. Our endgame is to avoid duplication, create cross-referral opportunities through existing resources, and empower patients through education and on-going support.

We embrace the spirit of collaboration and are committed to optimizing our cost-effective patient treatment model. Our 2012 capacity-building initiatives will provide the foundation required to better meet the emerging health care needs of our community.
Restoring Dignity

The restoration of dignity – treating patients with respect and compassion – has been at the core of Mission of Mercy’s work since our inception. When patients come to our clinics, which serves as a primary medical home for the families we serve, Mission of Mercy is a “last resort” – the only option for health care in the face of uncertain economic times and unresolved state and national health care policies.

In recent years, we’ve seen a shift in our patient demographic, including a dramatic increase in the newly unemployed; a rise in families who no longer qualify for health care through State-funded programs, and thousands of hard-working families whose employers can no longer afford group health insurance benefits. At Mission of Mercy, our patients are treated with dignity, never asked to prove their poverty or answer embarrassing questions.

Empowering Patients

Patient education plays a vital role because many of our patients are dealing with chronic health conditions such as asthma, diabetes and high blood pressure which require ongoing management. Our medical team and interpreters work seamlessly to ensure that patients understand how to manage their care between medical appointments, as well as what steps they can take to improve their overall health and wellness. Thanks to the generosity of the Bruce T. Halle Family Foundation, we were able to pilot a new Community Connections program at our Avondale clinic in December 2011. This innovative program is designed to link patients directly with resources in their own community and teach them how to care for themselves while reducing unnecessary and costly hospital emergency department visits.

Strengthening Communities

The spirit of collaboration is a powerful force at the heart of all great endeavors and now, more than ever, its presence is filling our clinics and the communities we serve. As a result, our partnerships with other organizations providing health care and social service programs are stronger than ever; our network of pro-bono and in-kind medical partners continues to expand, and we are now serving as a primary-care provider for many uninsured patients referred by local hospitals.
SUMMARY OF SERVICES
(January 1 - December 31, 2011)
Since beginning the Arizona program in 1997, we have provided 136,000 individual patient visits and dispensed 200,000 prescription medications through our five free mobile clinics. In 2011 alone, more than 13,000 patient visits occurred in Mission of Mercy clinics and 23,000 life-saving prescriptions were dispensed at no cost to patients.

PATIENT CARE SUMMARY

<table>
<thead>
<tr>
<th>Clinic</th>
<th>2011 Visits</th>
<th>2010 Visits</th>
<th>Total Visits Since Inception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mesa Clinic</td>
<td>3,985</td>
<td>3,550</td>
<td>56,885</td>
</tr>
<tr>
<td>Maryvale Clinic</td>
<td>1,924</td>
<td>1,672</td>
<td>22,230</td>
</tr>
<tr>
<td>Phoenix Clinic</td>
<td>4,772</td>
<td>4,289</td>
<td>51,696</td>
</tr>
<tr>
<td>South Phoenix</td>
<td>1,234</td>
<td>1,170</td>
<td>4,214</td>
</tr>
<tr>
<td>Avondale (Opened 11/10)</td>
<td>1,106</td>
<td>144</td>
<td>1,416</td>
</tr>
<tr>
<td>TOTALS</td>
<td>13,021</td>
<td>10,825</td>
<td>135,441</td>
</tr>
</tbody>
</table>

PATIENT PROFILES

- Adult Male: 27%
- Adult Female: 58%
- Children: 9%
- Elderly: 6%

STATEMENT OF ACTIVITIES

Year ended December 31, 2011 (Unaudited)

<table>
<thead>
<tr>
<th>Support and Revenue</th>
<th>Amount</th>
<th>% of Annual Funding Campaign</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustainable Funding Initiative</td>
<td>$287,153</td>
<td>19%</td>
</tr>
<tr>
<td>Unrestricted Gifts</td>
<td>$66,526</td>
<td>4%</td>
</tr>
<tr>
<td>Grants</td>
<td>$618,100</td>
<td>40%</td>
</tr>
<tr>
<td>In-Kind Gifts/Pro Bono Services</td>
<td>$567,977</td>
<td>37%</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$1,539,756</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operating Expenses</th>
<th>Amount</th>
<th>% of Total Expenses*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative</td>
<td>$153,976</td>
<td>10%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$261,759</td>
<td>17%</td>
</tr>
<tr>
<td>Program</td>
<td>$1,124,021</td>
<td>73%</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$1,539,756</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*Total Expenses include In-kind Gifts/Pro Bono Services.
“From my first visit to a Mission of Mercy clinic, I was struck by the passion of Mission of Mercy’s staff and marveled by both the number of patients they were serving and how cost-effective they were.”

Dennis Dahlen Senior V.P. & C.F.O., Banner Health

OUR THANKS

MISSION OF MERCY 2011 SUPPORTERS

Corporate & Foundation Gifts

$100,000+
Bruce T. Halle Family Foundation
Virginia G. Piper Charitable Trust

$25,000+
Believe Foundation
Board of Visitors
Chandler Regional Medical Center
GoDaddy
Sovereign Military Order of Malta – Western Association
Wal-Mart Foundation

$5,000+
Arizona Community Foundation
Arizona Diamondbacks
Blood Systems, Inc.
Cardinals Charities
City of Avondale
Employees Comm. Fund of Boeing Mesa
John C. Lincoln Health Foundation
Lina Juliber Charitable Foundation
Otto & Edna Neely Foundation

$50,000+
BHHS Legacy Foundation
C.W. & Modene Neely Charitable Fdn.
Gila River Indian Community

$10,000+
Cigna Foundation
Fry’s Food Stores
Medtronic Foundation
Phoenix Suns Charities
Sonora Quest Laboratories
U.S. Airways

$1,000+
All Saints of the Desert
Care 1st Health Plan
Catholic Community Foundation
St. Joseph’s Hospital & Medical Center
CVS/Caremark
Fort McDowell Yavapai Nation
John F. Long Foundation
Town of Paradise Valley
Women’s Association

In-Kind Gifts & Services

Compassionate Community Partners
Aqua Fria Union High School District
Banner Health - Banner Estrella Medical Center
Chandler Regional Medical Center
Franciscan Renewal Center
Living Streams Church
Mercy Gilbert Medical Center
Sonora Quest Laboratories
Southwest College of Naturopathic Medicine
St. Joseph’s Hospital & Medical Center

Mobile Clinic Host Sites
Christ the King Community Center
First Southern Baptist of Avondale
Maryvale Church of the Nazarene
Shepherd of the Valley Lutheran Church
St. Catherine of Siena Catholic Church

Thank you to our investors, both large and small, for making our work of “healing through Love and restoring dignity” a reality for those in need. God bless you one and all!
“Our investment in Mission of Mercy is an investment in “community” and in an organization that has proven to be committed to providing real solutions to real people in need. We are proud to leverage our influence on Mission of Mercy’s behalf and to take a stand for their important work and for the patients they serve.”

Marilyn Seymann, Chief Executive Officer
The Bruce T. Halle Family Foundation