

## Our Mission

Mission of Mercy's mobile medical clinics seek to restore dignity to the sick, poor, and homeless by providing free basic healthcare and "healing through Love." This mission is accomplished primarily through a team of volunteer healthcare, administrative and hospitality workers.

## Our History

Founded in 1994, Mission of Mercy is an independent, 501(c)(3), nonsectarian, community-based organization. Services provided include medical care for both acute and chronic conditions, oral health care, and pharmaceuticals. All services are provided free, regardless of race, color, creed, national origin or religion. All funding is derived from private donations, including individuals, community groups, churches and foundations.

## MD/PA Clinic Locations & Schedules

Mission of Mercy serves patients at regularly scheduled clinic locations in Brunswick, Frederick, Mt Airy, Reisterstown, Taneytown, Thurmont, and Westminster, MD; and in Gettysburg and Harrisburg, PA. To access the clinic calendar and appointment numbers, visit [www.aMissionofMercy.org](http://www.aMissionofMercy.org) and click "Locate a Clinic Near You," or call 301-682-5683 or 717-642-9062.

## Mission of Mercy Exceeds 200,000 Patient Visits

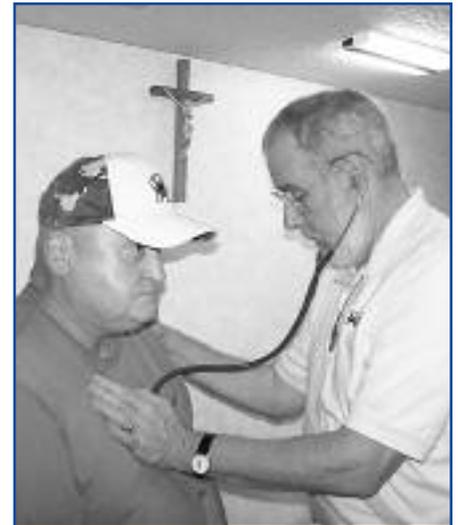
### Excitement abounded at Mission of Mercy as an important milestone was reached this summer – the mobile medical program exceeded 200,000 patient visits!

"This represents the rapid growth of Mission of Mercy's free medical services from our beginnings in Maryland 14 years ago," said Linda Ryan, Executive Director. "We are humbled to have been able to serve so many, and by the need for our services which continue to grow in Maryland, Pennsylvania, Arizona and now, Texas."

As of June 30, 2007, Mission of Mercy had treated 58,153 patients at 200,645 free medical visits, provided over 356,000 free prescription medications, and performed nearly 40,000 free dental procedures.

As Mission of Mercy celebrates its landmark 200,000<sup>th</sup> patient visit, we remain grateful to the communities that we serve, for their commitment to our unique mission. Dr. Michael Sullivan, Mission of Mercy's Chief Medical Director, says "Our scope is much bigger than medicine. We restore dignity not only to the people we see at the clinic, but we carry a message to a much broader audience." It is that broader audience – volunteers, community leaders, individual donors, foundations, corporations, a broad range of religious and civic groups – that have provided the endorsement and ongoing financial support necessary for our success in serving the poor.

We are grateful that so many have embraced our response to the healthcare crisis – our mobile medical and dental program is a grassroots effort, where volunteers give of their time and skills to provide compassionate care to their neighbors. Mission of Mercy's army of volunteer doctors, nurses, pharmacists, interpreters, registration workers, and others go beyond healthcare and share our mission of *restoring dignity and healing through Love* with an engaging smile, a warm "hello," a kind look, a gentle touch, a sincere smile, a compassionate tone of voice, an attentive ear, and if requested, prayer.



Dr. Michael Sullivan, with a patient on the mobile clinic

## Mission of Mercy Exceeds 200,000 Patient Visits

### Why do our volunteers serve?



Volunteers at the Mt. Airy, MD clinic

As we navigate life we each encounter challenges – medical, financial, and personal with ourselves, our families, our friends and others. We experience losses, hardships and trials. The way that we respond to these life experiences is what molds the people that

we are. Many individuals who are hurting choose to hurt. Many who are healed chose to heal. At Mission of Mercy, our volunteers share their time and talents helping to restore healing, through Love. Our Foundress, Dr. Gianna Sullivan expresses it this way, “our philosophy is that the moment we give is also the moment that we receive – this is “reciprocal mercy.”

### Meeting Community Needs

Being uninsured is an issue that has moved well beyond poverty and into the lives of millions of working Americans. The uninsured don't have a primary care physician, can't afford prescription medications, don't get preventative health screenings, and are more apt to develop chronic or life-threatening illness. According to the Institute of Medicine, 18,000 adults under age 65 die each year because they are uninsured. The U.S. Census Bureau estimates that 46.6 million people (16%) were uninsured in 2005. Many more are under-insured, with low coverage and high deductibles.

By promptly treating patients with acute illness, Mission of Mercy prevents treatable illnesses from progressing to

serious conditions. We also provide those suffering from chronic illness with ongoing treatment and access to needed prescriptions. The care our patients receive allows them to return to their jobs (or to school), find their way out of crisis, and contribute productively to their community. Mission of Mercy also plays an important role in relieving hospitals of excess emergency room visits for routine care of the uninsured. According to Maryland Delegate Pam Beidle: emergency room visits have increased 23% since 2000; most visits were incurred by uninsured patients; approximately one-third of visits were not medical emergencies; and each insured family pays an additional \$1,000 per year on premiums to cover the costs generated by uncompensated care.

While visiting Mission of Mercy's Frederick, MD clinic site in 2006, Vice Admiral Richard Carmona, then Surgeon General of the United States, summed up our very special mission in these words “with the right people in the community, with a good heart, understanding the values of love and dignity – you can do this. It goes far, far beyond what any healthcare you can purchase.”

It is with grateful hearts that we celebrate with you, our 200,000<sup>th</sup> patient visit. With your help, and the partnership of the communities that we serve, we know that we have touched the lives of many. Thank you.

**Medical bills are the leading cause of bankruptcy, according to research jointly conducted by Harvard Law and Medical Schools.**



A physical therapy patient in Frederick, MD

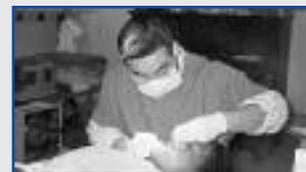
## Frederick Dental Society – Comes to the Rescue

In the spring, NBC TV 25 of Hagerstown presented a compelling news story on **Mission of Mercy's serious shortage of volunteer dentists at the Frederick area clinic sites**. One viewer, **Dr. Amaris Little**, a dentist at Life Smiles Dental Enhancement Center in Frederick, caught this coverage and quickly moved into action. She spearheaded an effort by the Frederick County Dental Society to provide dentists for volunteer work, one to two days per month, at Mission of Mercy's dental clinic at the Frederick Church of the Brethren.

As of early October, almost 20 dentists, including oral surgeons, have volunteered their time to serve Mission of Mercy's dental patients. **“We are extremely grateful for the participating dentists from the Frederick County Dental Society. They have truly stepped up to the plate to meet a critical need,”** says **Karen Lyons, Dental Coordinator**. By providing free treatment to the uninsured and underinsured, who are suffering from chronic pain, abscesses, and other serious complications caused by issues with their teeth, these dentists are helping to save lives.

Poor dental health has been linked to problem pregnancies, complications with diabetes, coronary disease, stroke, and many other conditions. Impaired oral health can also affect diet, nutrition, sleep, psychological status, social interaction, and performance at school and work. According to *Oral Healthcare in America: A Report of the Surgeon General*, more than 108 million Americans do not have dental insurance. For most of the patients that we treat, Mission of Mercy is the only option for dental care.

**By performing free extractions and fillings, as part of Mission of Mercy's dental program, these volunteer dentists have become our community's heroes.** We applaud the Frederick County Dental Society for joining with Mission of Mercy to improving the quality of life for so many in need.



# 2007 Circle Dinner Held

Antrium 1844, a historic mansion in Taneytown, MD, was the site of the 2007 Giving Circle Dinner on June 14. A generous, anonymous donor provided underwriting for the event, which allowed Mission of Mercy to host a special dinner to recognize our major donors, whose leadership gifts connect to sustain our mission. Over 100 attendees – individual givers, foundations and corporate sponsors – enjoyed the event.

Featured at this dinner were two Mission of Mercy patients who shared their personal stories. Patient Catherine Feriolo's address to the crowd was particularly poignant, as her visible emotions prevented her from reading the speech that she had prepared. Everyone was deeply moved, as Catherine ripped her speech in two, and spoke from her heart of the desperate health problems that brought her to Mission of Mercy (and her subsequent, successful pro bono surgery!). Guests also heard from nurse volunteer Glenda Fuller, who told the inspiring story of 11-year-old Bryan, a patient who now has an optimistic future



Catherine Feriolo's shredded speech

despite being diagnosed with Aplastic Anemia. (Glenda's life-saving service to Bryan and his family was recently recognized with a Community Champion award from Sandy Spring Bank, of Olney, MD.) The Giving Circle dinner was truly a memorable evening filled with laughter, tears, and continued hope for the restoration of dignity to all.

## Emphasis on Collaborative Efforts Continues

In June, Mission of Mercy participated in a joint training session comprised of Frederick County's leading Health Care Safety Net Providers – the Religious Coalition for Emergency Needs, the Community Action Agency MedBank, and St. Vincent de Paul. Organized by Reverend Brian Scott of the Religious Coalition, the session was designed to provide to staff and volunteers, a broad picture of the medical programs available in the area.

"It was great to gain knowledge of the other programs so that when individuals call Mission of Mercy and we can't help them, we know where to send them," says Mission of Mercy Secretary, Christina Anders.

Mission of Mercy's focus on community involvement and partnerships are the key to our success. "There is an unprecedented demand for health care by the uninsured. Collaborative efforts assist us in providing comprehensive health care to our patients," says Linda Ryan, Executive Director.

Mission of Mercy partners with social service agencies to have caseworkers available at our clinics. We work with other community clinics, referral partners (such as public school systems, churches, human service organizations, etc.), service partners, funding partners, and clinic site hosts to manage available resources to better serve the community. Mission of Mercy participates in numerous coalitions to effect systemic change in local healthcare delivery, including **Healthy Adams County, Partnership for a Healthier Carroll County, Inc., Frederick County Health Care Coalition, Frederick County Diabetes Coalition, Faith Based Coordinating Council of Frederick, Harrisburg Poverty Forum, and the Hispanic Mid-Atlantic Chamber of Commerce.**

Mission of Mercy has also forged unity between many different denominations of religious groups to serve the poor. The hosts of our clinic include two Catholic churches, a Baptist church, two Methodist churches, a Gospel church, a Brethren church and a Lutheran church. Clinic volunteers and staff are of many different faiths and our largest supporter is a Jewish foundation (**The Harry & Jeanette Weinberg Foundation**).

## Safeway Foundation Supports Mission of Mercy



Mr. John Sotak, Eastern Manager of the Safeway Foundation, presents a \$2,000 grant to Mission of Mercy. Shown left to right are Jennifer White, Office Manager, Linda M. Ryan, Executive Director, and Karen Murphy McClain, Director of Development

# Four Grants Awarded by Regional United Way Organizations

Mission of Mercy is pleased to have been awarded four competitive grants from United Way organizations. United Way of the Capitol Region, of Enola, PA, bestowed two grants for the Harrisburg clinic - \$7,925 to provide direct patient care to Latinos and to translate program materials to Spanish; and \$15,750 to provide direct patient care to those suffering from chronic illness. Additional grants have been received from divisions of United Way of Central Maryland (see photo captions).



Wendy Deese, of the United Way Community Partnership of Baltimore County, presents Chief Medical Director, Dr. Michael Sullivan, and Executive Director, Linda Ryan, with a grant of \$3,000 to Empower Youth for Healthier Futures, by caring for children at the Reisterstown, MD clinic



Pam Zappardino of the United Way Community Partnership of Carroll County presents Executive Director, Linda Ryan, and Planned Giving Director, Joe Cimino, with a grant of \$3,000 to meet the Basic Needs of Carroll County, MD residents at the Westminster, Taneytown and Mt. Airy clinics

## ► News from Mission of Mercy ARIZONA

### An Extraordinary Story is Unfolding in Arizona

Richard Walters was an extraordinary man. He possessed a brilliant mind and was highly educated. He graduated with honors from Purdue University and received a Masters Degree in Engineering from Ball State University. He served in the United States Marine Corps during the Korean Conflict. He was employed for 23 years as a jet propulsion engineer with Allied Signal Aerospace (now Honeywell).

Walters never married and had no children. After he was forced into early retirement, he dropped out of the mainstream and began living on the streets. Despite his brilliant and analytical mind, he had no social skills. He was estranged from his two brothers and had no friends...at least until he providentially crossed paths with Rita Belle, a volunteer nurse with Mission of Mercy. Although Richard was an avowed



Richard Leroy Walters

atheist, Rita continued to be a spiritual witness to him. After he was diagnosed with terminal health issues, Rita assisted him through a spiritual conversion and to a personal relationship with Christ. Shortly before his death, he was baptized into the Catholic Church and received Holy Communion. This self made man, who led a life of quiet desperation, died at the age of 77 on August 19, 2007.

Unknown to most, this quiet, homeless man was a multi-millionaire. In the end, Richard Walters left his entire fortune to a variety of charities, including Mission of Mercy's Arizona Medical Program. As of press time, this extraordinary story is still unfolding. Stay tuned for more details of this amazing and inspirational gift, estimated to be in excess of \$400,000. **God bless you, Richard Walters. May you rest in peace.**

# Texas Foundations Commit \$300,000 to Open South Texas Clinics

Mission of Mercy only expands upon the invitation of community leaders, when we have developed a certain level of financial support, and a volunteer base to staff the new clinics. Each region is financially independent and donations are dedicated to the local clinics in each state.

Three Texas foundations have committed leadership gifts to bring Mission of Mercy to the Coastal Bend area of south Texas. Led by a \$100,000 challenge grant from the **John G. and Marie Stella Kenedy Memorial Foundation**, the **Coastal Bend Community Foundation** pledged a matching \$100,000 to begin operations, and the **Laverne and Thomas Howell Foundation** generously committed \$100,000 to sustain the program. “Without the support of these foundations, Mission of Mercy could not have opened the Texas program,” says Texas Executive Director, Patty Clark.



*The clinic's first day in Bishop, TX*



*A nurse volunteer triages a new patient in Bishop, TX*

With these gifts, Mission of Mercy launched its newest mobile healthcare program in September. The Texas program now serves five locations in Corpus Christi and surrounding rural areas, known as “colonias.” During the first year of operations, Mission of Mercy expects to provide over 3,000 free patient visits and dispense over 5,000 free prescription medications to the uninsured working poor.

The new clinics are the result of nearly two years of effort, led by David Liddle, CFO and Director of Expansion. In August 2005, the Most Reverend Edmond Carmody, Bishop of the Catholic



*Texas Medical Director, Dr. Colleen Madigan, treats a patient on the newly-refurbished mobile clinic*

Diocese of Corpus Christi, invited Mission of Mercy to serve the thousands of Corpus Christi area poor that have no health insurance and can not afford to see a doctor or to purchase the medications they need. Mission of Mercy Foundress, Dr. Gianna Talone-Sullivan, Pharm.D., traveled to Corpus Christi and witnessed first-hand the community’s need. Over time, a group of community leaders, representing the healthcare industry, social service agencies, religious organizations and philanthropists formed the Mission of Mercy Coastal Bend Leadership Council. Now numbering sixteen individuals, the Leadership Council has guided the launch of the program. Mission of Mercy, Inc. donated and remodeled a mobile medical vehicle that had previously been used in the Baton Rouge and New Orleans area following Hurricane Katrina. Representatives from other Mission of Mercy clinics, in Maryland and Pennsylvania, have worked closely with the Leadership Council to identify funding, select clinic locations in the Coastal Bend area and recruit staff and train volunteers.

## Mission of Mercy Receives Key to the City of Corpus Christi



*On a recent visit, Drs. Michael and Gianna Sullivan were presented the Key to the City of Corpus Christi, by the former mayor, the Honorable Ben McDonald*

# Mission of Mercy Events



Father Anthony at the retreat

## Volunteer Retreat Held

On August 18th, Mission of Mercy hosted a Prayer Retreat and Luncheon for volunteers and their families at Liberty Mountain Resort in Carroll Valley, PA. Over 60 attendees enjoyed prayer and fellowship at this special gathering, sponsored in part by the resort.

Mass was celebrated by Father Taiye Oyeyipo (better known as Father Anthony), who was on a visit from Nigeria. Fr. Anthony is a friend of the family of Bill & Nancy Floria, volunteers with Mission of Mercy, and is a patient of the medical program. Fr. Anthony also gave reflection on our mission during a separate session at the retreat.

Special guest, Pastor Dennis Yocum, from our Mt. Airy clinic site at Calvary United Methodist Church, also shared his thoughts on the topic, "the restoration of dignity and healing through Love," at our volunteer retreat.

Attendees enjoyed fellowship, a lavish BBQ style meal, and perfect weather on the terrace after the retreat. Special thanks goes to Eric Fly, of Liberty Mountain Resort, for his contributions to this event.

## Patty Pollatos Fund Donates \$20,000

Mission of Mercy gratefully acknowledges the **Patty Pollatos Fund**, **Chairman Debbie Williams**, and all the sponsors of the Family FUNomenon fundraiser for a gift of \$20,000, received in September. A special thank you also to all of the MOM's Family volunteers who assisted at the event, which was held July 28th at the Frederick Fairgrounds. The day was hot, but the fun family atmosphere, great entertainment and caring crowd really made it special!



The mobile clinic at the Family FUNomenon



The McClain/Williams Team celebrate shooting a Birdie during the recent tournament

## Golfers Raise Funds for Mission of Mercy

Mission of Mercy would like to offer a special thank you to Event Chairman **Wayne Warthen** for organizing the 11th Annual Mission of Mercy Golf Tournament, held September 29th at Meadow Brook Golf Course in Gettysburg, PA. Hosted by Title Sponsor **BB&T**, over one hundred golfers turned out to enjoy the day and support the Mobile Medical Program. Participants were joined by Foundress Dr. Gianna Sullivan on the greens, as she shared her putting skills with each team.

Due to **Wayne Warthen's** inspiring example (and fundraising success) at his annual Gettysburg tournament, planning is underway for an additional tournament, the **Inaugural Mission of Mercy Golf Classic**. This new spring tournament will be held at River Creek Club, a beautiful course on the banks of the Potomac River in Leesburg, VA. Please save the date – June 16, 2008 – and reserve your company's sponsorship, or foursome, now at [www.aMissionofMercy.org](http://www.aMissionofMercy.org).

**We truly need your help to make this event possible.**

**Title and Platinum Sponsors are urgently needed. Tee Sponsorships begin at just \$250.**



Please contact me at:

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_  
 State \_\_\_\_\_ Zip \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

Please return to:

Linda Ryan,  
 Executive Director  
 22 S. Market Street  
 Suite 6D  
 Frederick, MD 20701  
[lryan@aMissionofMercy.org](mailto:lryan@aMissionofMercy.org)

# Mission of Mercy Legacy Donor Corner

## Defining Your Dash

By Joe Cimino, Director of Planned Giving



Recently, I discovered an article by Mark McIntosh, a noted motivational speaker, which inspired me to ponder how important his concept of “Define Your Dash” is to the area of Legacy Giving.

Mark related an exchange that took place at a recent funeral in which the minister said something really interesting. “Each and every life has two defining moments: the moment we’re

born and the moment we die. Those dates are recorded in history for all to see. What really matters though is the dash in between. That’s what defines our lives.”

He further noted, “What distinguishes and defines us, is the dash: the thoughts, words, actions and events that chronicle our life’s journey...our story.” Many descriptive words will identify who we were: father, mother, friend, business person, and so on. And still other words will be used to describe how we dealt with the obstacles and opportunities we encountered during our life journey.

Mark asks, “What’s your dash look like right now? Is it dominated by actions that honor you, nurture those dependent upon you and add value to the communities you serve?”

Creating a Legacy Gift to further the efforts of Mission of Mercy is an ideal way of “Defining Your Dash” in an enduring fashion. For instance, you can create a trust with a substantial principal donation and direct that the income of the trust be used to support the operational needs of Mission of Mercy or to support your specific area of interest, such as our dental program. The trust will be forever associated with your generosity, an enduring evidence of how you impacted your community during your dash.

Mark also referenced a quote of Marcus Aurelius (121-180) which I found powerful: “Waste no more time arguing what a good man or woman should be. Be One.”

We can help you “Define Your Dash” through Legacy Gift planning. If you share our passion to provide free healthcare, prescription drugs and dental care to the needy, and if you agree on the importance of restoring dignity, please contact me to begin a dialogue on a Legacy Gift that will work best for your situation.

You can easily contact me at:

[jcimino@AMissionofMercy.org](mailto:jcimino@AMissionofMercy.org) or 410-857-4811

## Harrisburg Walk Teams Raise Thousands

Over \$8,600 was raised for the **Mobile Medical and Dental Program** at the Highmark Walk for a Healthy Community, held in Harrisburg, PA on June 23rd. Philanthropist **Rick Woodard**, of Camp Hill, recruited two Walk Teams to participate in the event. Together, the **Century 21 Piscioneri Foundation Team**, and the **West Shore Sertoma Club Team**, collected more than \$6,000 in pledges for Mission of Mercy! Special thanks also goes to dedicated supporters, **Audrey and Jim Miket**, who received \$870 in pledges, and to all of the patients, volunteers and other supporters who joined us in walking for Mission of Mercy. Director of Development, Karen Murphy McClain, has issued a challenge to the Harrisburg community for 2008 – **Can you put together a Walk Team to assist us in raising more than \$10,000 next year to help the working poor at our free, local Harrisburg clinic?**

Please contact Karen at (717) 642-9062 or [kmurphy@AMissionofMercy.org](mailto:kmurphy@AMissionofMercy.org) to find how easy it is for your family or company to help.



*The Century 21 Piscioneri Foundation Walk Team*



*The West Shore Sertoma Club Walk Team*

Mission of Mercy receives no government funding to provide free health care, free dental care and free prescription medications to the sick and poor in the MD/PA region. It is a constant struggle, demonstrated by the numerous private grants and special events reported on in this newsletter, for us to find continual funding for clinic expenses, medicines, dental equipment, malpractice insurance, professional medical staff, etc. **Your participation in our special events, and your donations, are critical to our success in restoring dignity and providing “healing through Love” to those in need.** We hope you enjoy the fun, family events that we offer, and the opportunity to share in the reciprocal mercy of caring for your neighbors in need. You are our partners and benefactors. Thank you so much for your support.

## Mission of Mercy honored with Community Hero Award



On September 13th, Mission of Mercy was honored with the Frederick County Community Hero of the Year Award. Bestowed by the Mid-Atlantic Hispanic Chamber of Commerce, the award recognized Mission of Mercy's 200,000<sup>th</sup> patient visit and service to the uninsured working poor. Shown left to right are Foundress Dr. Gianna Sullivan, Dr. Jorge Ribas, Chamber President, and Linda Ryan, Executive Director

Volunteers of America  
2112 Walnut St  
Harrisburg, PA 17103

April 23, 2007

Mission of Mercy  
22 S. Market St  
Suite 6D  
Frederick, MD 21701

Dear Mission of Mercy Staff:

I am writing to thank you for an extraordinary blessing that was shown to me and my client on Friday, April 20th. I am a caseworker for Volunteers of America, and last week one of my clients was in jeopardy of becoming homeless. I was able to find him temporary housing, but only if he obtained a physical from a doctor first. After several attempts, I was unable to find a doctor who would perform the physical without having an appointment; however, my client did not have time to wait for an appointment. At our last stop, Mission of Mercy at the Christ Lutheran Church in Harrisburg, we truly were shown favor. My client was able to be seen by a doctor, and he is now safe and secure with a roof over his head. I cannot thank you enough.

May you be blessed as you continue to bless others.

Sincerely,

Alisa Kachal  
Supportive Living Caseworker



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