



Mission of Mercy Arizona
Fiscal Year 2016 Impact Report



Dignity | Restored

A MESSAGE FROM THE EXECUTIVE DIRECTOR

HEALTH IS EVERYTHING. We all know that without our health, a full life is not possible. Giving a sick loved-one a chance to be healthy, reducing the financial burden of seeking medical attention, and restoring their human dignity has been the heart of our work for the past twenty years. And, not a day of it would be possible without you – *our faithful partners.*



Because of your investment of time, talent and treasures, fiscal year 2016 marked a year of exciting new relationships and moving ahead with important service and technology expansions.

Our current six clinics continue to thrive and bring medical care, compassion and healing to thousands of uninsured and underinsured children, families and people in need. Most exciting, in 2017, we will begin our East Valley expansion and open our first two clinics. These strategically placed clinics will serve the primary health needs of a growing number of hard working families who have nowhere else to turn.

In 2016 we shored up our infrastructure and reporting capabilities with the implementation of a HIPAA compliant, cloud-based electronic health records (EHR) system at all six MOM clinic sites. This system provides our medical team with the ability to track and report vital patient demographics, diagnoses and referral sources. We also activated a comprehensive volunteer management program to track, recruit and retain our priceless volunteers who make things happen every day in our clinics. And, in partnership with various community providers such as AHCCCS, SNAP (food assistance) and the health care exchange, we connected thousands more families with additional support and services.

On behalf of our patients, we offer our heartfelt appreciation to our community that has stood with us since our first service day in 1997. Each of you hold a space on the color wheel of Dignity; a brilliant rainbow of partnerships, resources and volunteers who come together every day to mend broken hearts and restore weary bodies. You are nothing short of a miracle for our patients.

In Partnership,

A handwritten signature in black ink that reads "Catherine A. Amiot". The signature is fluid and cursive.

Catherine Amiot
President & Executive Director

Arizona Leadership Council

Sue Connor, Nat'l Board Chair

Kathleen Dowler, R.N., M.H.A.

Fr. Tom Enneking, osc

Lucas Felt

Chuck Fitzgerald

Kim Fleurquin

Lisa Glow, J.D.

Art Gramer

Nancy Groben

Tom Hudak, M.D.

Laura Kaufman

Peter Liefer

Fred Mandrick

Dennis McAllister, R.Ph., D.Ph.

Michelle Mifflin, D.O.

Rachel Oesterle

Jenny Quezada

Steve Seiler

Mary Shaffer

Walt Stutz

Kris Volcheck, D.D.S.

Pamela Wake, L.Ac.

Leadership Council Advisors

Claudia Critchfield

Gerald Wissink, FACHE

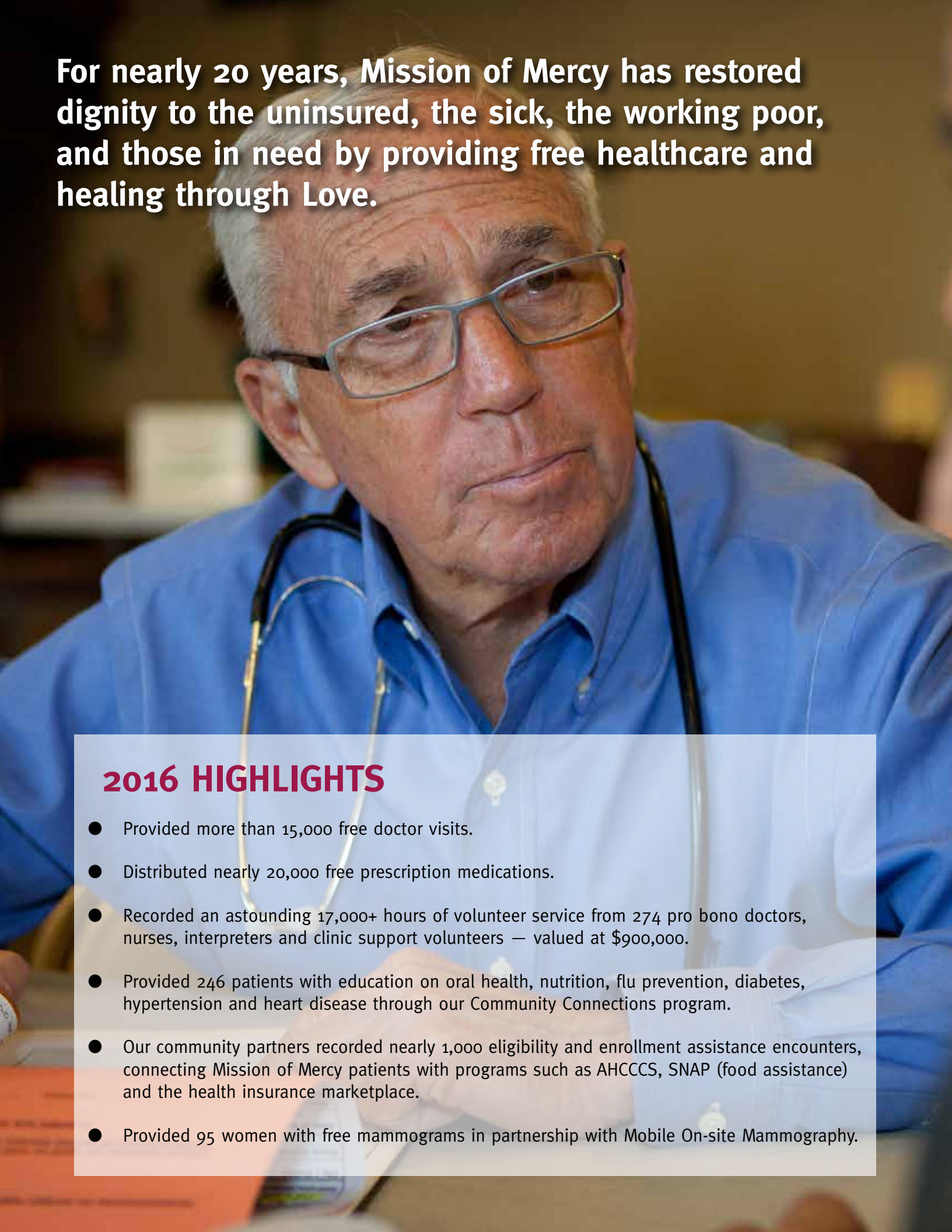
Arizona Executive Team

Henry Konerko, Ph.D., Chief Executive Officer

Catherine Amiot, President & Executive Director

Lisa Glow, J.D., Vice President & Director of Development

Brad Smith, N.M.D., Medical Director



For nearly 20 years, Mission of Mercy has restored dignity to the uninsured, the sick, the working poor, and those in need by providing free healthcare and healing through Love.

2016 HIGHLIGHTS

- Provided more than 15,000 free doctor visits.
- Distributed nearly 20,000 free prescription medications.
- Recorded an astounding 17,000+ hours of volunteer service from 274 pro bono doctors, nurses, interpreters and clinic support volunteers — valued at \$900,000.
- Provided 246 patients with education on oral health, nutrition, flu prevention, diabetes, hypertension and heart disease through our Community Connections program.
- Our community partners recorded nearly 1,000 eligibility and enrollment assistance encounters, connecting Mission of Mercy patients with programs such as AHCCCS, SNAP (food assistance) and the health insurance marketplace.
- Provided 95 women with free mammograms in partnership with Mobile On-site Mammography.

HEADS HELD HIGH

Thanks to you

We had lost everything. Our home. Our jobs. We watched savings we had socked away for retirement disappear when the market crashed in 2008. We had just moved to Arizona to retire and play golf. But instead, we found ourselves living in our car.

We had no health insurance. I am diabetic. My wife, Gerri, has arthritis and sciatica and is hypoglycemic. We were like, “Oh, my God, what do we do?”

Our pastor knew of our situation and told us about Mission of Mercy. I asked about medications. When you can't put food on the table, you use what money you have to buy cheese and crackers, not diabetic strips and insulin. He told us the medications are free.

So many times we had been told, “We can't help you.” That happened over and over. It is demeaning. And exhausting.

At Mission of Mercy they just asked, “What can we do to help you?” That's all. With everyplace else there's a catch. With Mission of Mercy there is no catch.

—Barry and Gerri Knight, former patients

“No one should have to choose between buying medicine or food for their family.”

Nearly 31 million Americans—most covered by an employer or private health plans—are underinsured and often skip needed health care. Too many families are faced with choosing between medications and paying bills.



**Hospital Emergency Rooms
are the most expensive form
of health care.**

**We aim to conserve resources by
being an ongoing medical home
for people who otherwise would
have gone to the ER.**



Your impact and support

EMPOWERED PATIENTS

Our little girl, Jenny, has asthma. She was in the hospital three times over the summer. One time she stopped breathing and nearly died.

When our daughter's asthma gets so bad that she cannot breathe the only place we can go is the emergency room. I work installing insulation. I make too much money for AHCCCS and not enough money to pay for health insurance. A social worker told us about Mission of Mercy.

When we walked into Mission of Mercy, we were very apprehensive. But they didn't ask for our papers. And the most important thing, they didn't ask for money.

I couldn't believe there was someone there who spoke Spanish. Through an interpreter, my wife told Dr. Smith about my daughter's asthma. He was able to teach us how to use the nebulizer, so we wouldn't need to go to the ER.

When we were done, Dr. Smith got up from the table and walked with us to make an appointment for our next visit. I have never had a doctor do that. Thank you Mission of Mercy!

-Walter Valdez, former patient

**Total Patient
Visits Since
Inception:
204,129**

Gender/ Age



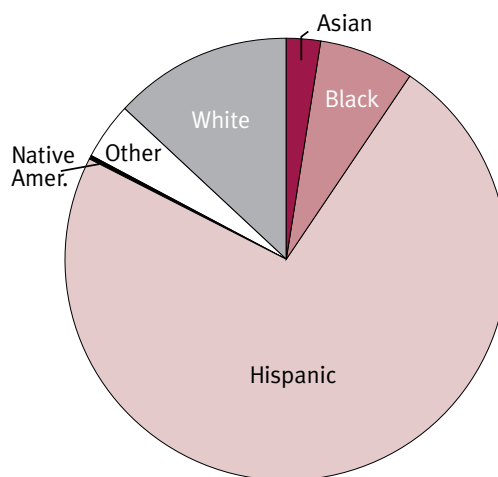
56% Adult Female

29% Adult Male

11% Elderly

4% Children

Race/Ethnicity



73% Hispanic

13% White

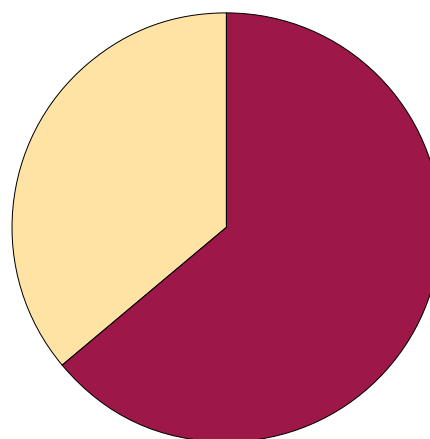
7% Black

4% Other

2.5% Asian

0.5% Native American

Returning Patients/New Patients



64%

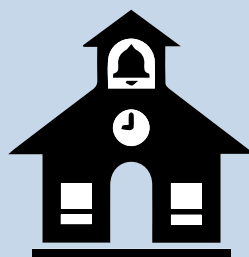
Returning Patients

36%

New Patients

K-12 SCHOOL PARTNERSHIPS

Avondale Elementary School District
Buckeye Elementary School District
Tolleson Elementary School District
Litchfield Elementary School District



Littleton Elementary School District
Murphy Elementary School District
Pendergrast Elementary School District
Phoenix Elementary School District

Patient Care by Clinic Site

	Patients	Visits
Mesa	1,117	3,874
Maryvale	552	2,148
Phoenix	1,276	4,488
So. Phoenix	497	1,327
Avondale	826	2,422
Murphy	327	1,089
TOTAL	4,595	15,348

Top 5 Diagnoses or Treated Conditions

-  Diabetes
-  Hypertension
-  Digestive system disorders
-  Depression/mental health
-  High cholesterol



Over the last 19 years, more than 200,000 FREE individual patient visits and 300,000 FREE prescriptions have been provided.

Through your partnerships

OUR COMMUNITY IS STRONGER

Since launching in 1997, Sonora Quest Labs has donated FREE, unlimited lab services and diagnostic testing to all Mission of Mercy patients.

Together, we are part of the solution. At Mission of Mercy, we believe anything is possible when we put our hearts and minds to work together. Our generous community partners help us to serve those that have fallen through the cracks of our broken healthcare system.



“At Sonora Quest, we understand the complexities of today’s health care system and the challenge for those who cannot afford many of the necessary health care services including diagnostic testing and medication. This is why SQL is a proud partner with M.O.M. collaborating to provide care in our community.”

Kim Fleurquin
Chief Risk Officer
Sonora Quest Laboratories

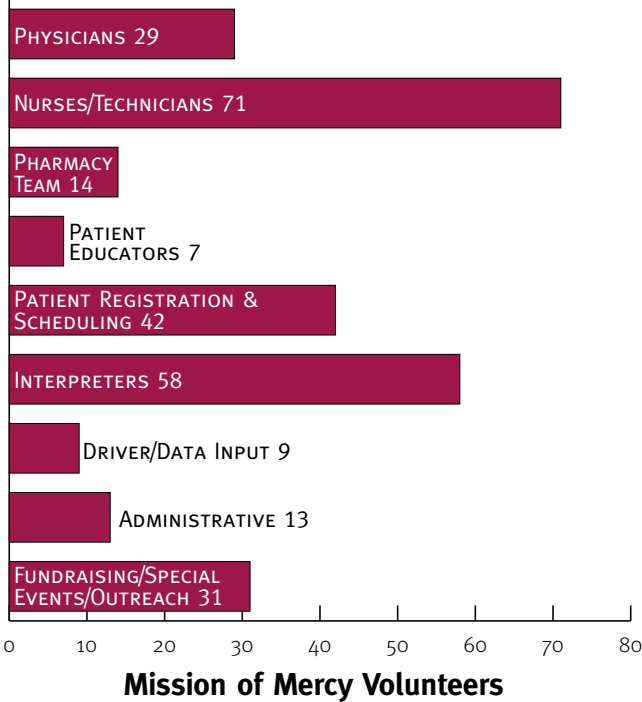


“For nearly two decades, Dignity Health has been a proud partner in helping Mission of Mercy bring medical care to Maricopa County’s most underserved people. M.O.M.’s innovative medical model helps keep patients out of emergency rooms and provides them with a medical home to manage their primary and chronic health care needs. We are grateful for all they do for our community!”

Kathleen Dowler, RN, MHA
Director Community Health
Dignity Health
Chandler Regional Medical Center
Mercy Gilbert Medical Center

THE BEST VOLUNTEERS ARE AT MISSION OF MERCY

Week after week, our volunteers demonstrate compassion, respect and love to every patient that walks through the door.



“There is this myth that we just treat colds and flus, but actually we see a good amount of chronic conditions and other pathology...There is such immediate reward after making a difference in a patient’s life, which has changed my life also.”

– Dr. Carie Barlow
Volunteer physician since 2013



ACTIVE VOLUNTEERS 274	VOLUNTEER HOURS 17,177	VALUE OF VOLUNTEER HOURS \$900,000
--	---	---

THANK YOU

to our generous partners

Laboratory Services

Sonora Quest Laboratories

Hospital Referral Partnership

Dignity Health

Imaging & Radiology Services

Arizona General Hospital

Banner Health

Chandler Regional
Medical Center

Mercy Gilbert Medical Center

St. Joseph's Hospital
and Medical Center

St. Joseph's Westgate
Medical Center

Faith Partners

Blessed Sacrament
Catholic Church

Christ the King
Community Center

Crosier Fathers & Brothers

First Southern Baptist
Church of Avondale

Franciscan Renewal Center

Living Streams
Community Church

Maryvale Church
of the Nazarene

New Vision Center

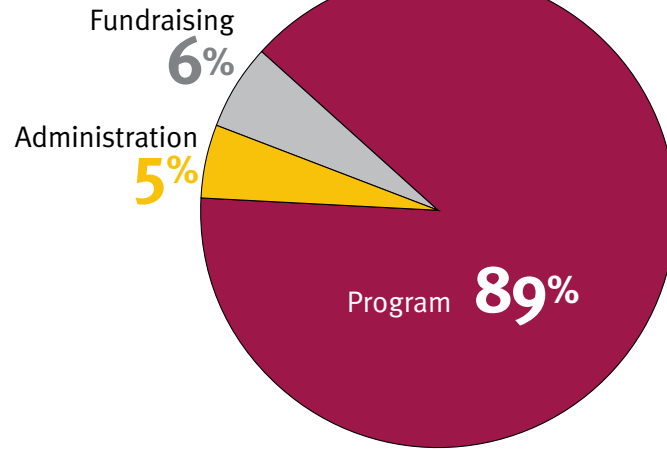
Shepherd of the Valley
Lutheran Church

The Church at Litchfield Park

STATEMENT OF ACTIVITIES

Fiscal Year ended June 30, 2016

Operating Expenses



Support & Revenue	Amount	% of Annual Funding Campaign
Individual Giving	\$360,345	14%
Grants	\$669,637	27%
In-Kind Gifts/Pro Bono Services	\$1,491,402	59%
Total Revenue	\$2,494,384	100%



THE VALUE OF GIVING

\$80 donated =



Covers 1 doctor visit
with prescription meds,
lab & x-ray

Thank You For Making Our Work Possible!

ANNUAL GIVING

Donors who have given from July 1, 2015 through June 30, 2016

\$100,000 +

Diane & Bruce Halle Foundation
Thunderbirds Charities

\$50,000 to \$99,999

Dignity Health St. Joseph's Hospital
and Medical Center
Otto & Edna Neely Foundation

\$25,000 to \$49,999

Board of Visitors, Inc.
Phoenix Rotary Club Charities
Virginia G. Piper Charitable Trust

\$10,000 to \$24,999

Anonymous
Banner Health Systems
BHHS Legacy Foundation/
Legacy Connection
Duncan Family Farms
Patricia and Larry Hall
Jane McCarty
Cindy and Doug Sanders
Schwab Charitable Fund
Sonora Quest Laboratories
Sovereign Military Order of
Malta-Western Association

\$1,000 to \$9,999

Anonymous
Judith and Peter Allard
Arizona Community Foundation
Arizona Medical Network
DiAne and Jeffrey Ashton
Christine and John Augustine
Mary Beth and J. Neil Bassett
Believe Foundation
Bonnie and Merton Bell
Blessed Sacrament Catholic Church
Blood Systems, Inc.
Don Brassil
Carolyn and Kenneth Brown
James Byron
City of Avondale
City of Goodyear
Ann and Joseph Collins
Community Health Charities of Arizona
Susan and Dan Connor
Claudia and Paul Critchfield
Mary and Dennis Dahlen
Jeanine and Walt Davis
Vickie and Robert Dieterle
Connie and Edward Donahue

Ann and John Donahue
Obinna Egbo
Employees Community
Fund of Boeing Mesa
Everkrisp Vegetables
Express Scripts
Frys Food Stores/Kroger
Barbara and Jerry Graunke
Nancy and Phil Groben
Sharon and Oliver Harper
Anita and Ron Heyn
Mary Howard
Mary Anne and Mitch Jimenez
John F. Long Foundation
Katherine Kenny
Elena and Henry Konerko
KS State Bank
Cheryl and John Lewis
Ginger and Jeff Lewis
Lina Juliber Charitable Foundation
Carol and Gary Long
Jeanie and Mike Lynch
Joyce and James Monroe
Rachel and Donald Morgan
Nancy and Randy Morris
MyHealthDirect
Neiman Marcus Group
Margaret Nelson and Ray Buzard
Jeanne and John O'Brien
Tanya Perry
Dorothy Pitre
Lee and Bob Pits
Julie and Jack Rataezyk
Sharon and Robert Rayner
Diane Rosztoczy
Maureen and Paul Rubeli Foundation
Carol and Chris Rudel
Barbara James and Michael Saperton
Denise and Kurt Schuler
Terry and Bob Shaffer
Susan and Paul Stander
Connie Staradub
Dorothy and Wayne Stingley
Mison Sur
The Church at Litchfield Park
Janice and Leonard Tichavsky
Catherine and Ronald Tisch
Valley Kids Foundation
Valley of the Sun United Way
Kathleen Wade
William Wintermute
Deborah and Eugene Zweibach

Healing Through Love Giving Society

Donors who have made
multi-year giving commitments
June 1, 2015 through July 1, 2016

Anonymous
Craig Anderson
DiAne and Jeff Ashton
Jayne Baker
Don Brassil
Joseph Charles
Ann and Joseph Collins
Sue and Dan Connor
Claudia and Paul Critchfield
Mary and Dennis Dahlen
Ann and John Donahue
Connie and Edward Donahue
Obinna Egbo
Alice and Tony Ehmann
Barbara and Jerry Graunke
Nancy and Phil Groben
Sharon and Oliver Harper
Andy Jacob
Mary Anne and Mitch Jimenez
Katherine Kenny
Elena and Henry Konerko
Susan Kovitz-Tasky
John Lewis
Carol and Gary Long
Jeanie and Mike Lynch
Rachel and Don Morgan
Nancy and Randy Morris
Margaret Nelson and Ray Buzard
Jeanne and John O'Brien
Kathleen O'Connor
Rachel Oesterle
Connie Phillips
Dorothy Pitre
Lee and Bob Pitts
Julie and Jack Rataezyk
Sharon and Robert Rayner
Diane Rosztoczy
Rosemary Russo
Cindy and Doug Sanders
Terry and Bob Shaffer
Sonora Quest Laboratories
Susan and Paul Stander
Connie Staradub
Dorothy and Wayne Stingley
Mison Sur
Cathy and Ron Tisch
Kathleen and Peter Tomasulo
Kathleen Wade
Lyndsey Waugh
Bob Withers
Deborah and Eugene Zweibach

If you would like to discuss an annual
pledge or planned gift, please call
Lisa Glow at 602.861.2233.

If you believe there is an error with your listing, please contact Jessica Green at 602-314-6742.

MISSION OF MERCY CLINICS

MONDAYS – WEST VALLEY

First Southern Baptist Church of Avondale
1001 N. Central Ave., Avondale

1st, 3rd TUESDAYS – MARYVALE

Maryvale Church of the Nazarene
3201 N. 51st Ave., Phoenix

2nd, 4th TUESDAYS – SOUTH PHOENIX

Black Family & Child Services of Arizona
1522 E. Southern Ave., Phoenix

WEDNESDAYS – PHOENIX

Shepherd of the Valley Lutheran Church
1500 W. Maryland Ave., Phoenix

THURSDAYS – MESA

Christ the King Community Center
1616 E. Broadway, Mesa

2nd, 4th FRIDAYS – SOUTH PHOENIX

Murphy Education & Health Center
3140 E. Buckeye Rd., Phoenix

MISSION OF
MERCY
Healing through Love

Mission of Mercy Arizona
360 E. Coronado Rd., Suite 160
Phoenix, AZ 85004
602.861.2233
aMissionofMercy.org