

## Our Mission & Work

Mission of Mercy is a nonprofit, nonsectarian service whose stated mission is "to restore dignity to the sick, poor, and homeless by providing free basic medical care and healing through Love." Mission of Mercy's Arizona Mobile Clinic is a medical outreach program whose stated purpose is making quality primary health care available and accessible, at no charge, to that segment of the Phoenix, Arizona population that has very limited access to it. Our work is a reflection of our corporate mission and project purpose.

## Clinic Locations & Schedules

M.O.M.-AZ serves patients at four sites in the Valley. Hours are 8:00 am to 3:00 pm on the following days at the following locations:

- Maryvale - Church of the Nazarene, 3201 N. 51st Ave, Phoenix 1st, 3rd & 5th Tuesdays
- South Phoenix - St. Catherine of Siena, 6600 S. Central Ave. Phoenix 2nd & 4th Tuesdays
- Phoenix - Shepherd of the Valley Lutheran Church 1500 W. Maryland Ave, Phoenix Every Wednesday
- Christ the King Community Ctr. 1616 E. Broadway, Mesa Every Thursday

APPOINTMENT LINE:  
602-486-7798

Telephone Hours:  
Tuesday 1 pm - 6 pm  
Thursday 9 am - 2 pm

For additional information or clinic directions visit our web site at [www.aMissionOfMercy.org](http://www.aMissionOfMercy.org)



# M.O.M. OPENS NEW CLINIC

## St. Catherine of Siena Catholic Church Welcomes Mission of Mercy

Mission of Mercy opened its fourth mobile clinic site July 8th at St. Catherine of Siena Catholic Church in south Phoenix. Thirty-seven patients were treated on the first day.

"I was pleased with how things went," said Dr. Brad Smith, Medical Director. "This is an area that certainly needs our services and we don't anticipate we'll have any problem staying busy. We're grateful to St. Catherine's for their support and willingness to let us be here."

The site is located in the Religious Formation and Teen Center at St. Catherine of Siena Catholic Church, 6600 S. Central Avenue in Phoenix.



A fourth clinic site opens at St. Catherine of Siena in south Phoenix.

*"We are extremely pleased that Mission of Mercy will be at St. Catherine's to serve the people of south Phoenix," said Fr. David Sanfilippo. "This is an extraordinary gift to the people who live and work here."*



Just two of the many who are served by Mission of Mercy's new mobile clinic in south Phoenix.

The opening of the clinic comes on the cusp of Mission of Mercy Arizona marking its **100,000th patient visit** since it opened in 1997. As of June 30, 2008, the Arizona program had treated 38,391 patients at 98,329 free medical visits and provided more than 135,000 free prescription medications.

"This milestone is a significant one for our organization and we are so grateful to those in our community who have embraced our mission. We could not do what we do without the generosity of our donors, the steadfast support of our community partners and the passionate dedication of our volunteers," said Catherine Amiot, MOM-AZ Executive Director.

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“What makes it all work is the love and compassion in which we approach our task and the inherent belief we have been called by God to do it,” she added.

On July 22nd, M.O.M. staff, joined by community supporters, donors, volunteers and Leadership Council members came together at St. Catherine of Siena for a brief dedication and time of ecumenical prayer for the new clinic.

Fr. Alonso Saenz, associate pastor at St. Catherine’s, led the blessing. Other prayers and thoughts also were offered by



Vicar Jacqui Pagel of Shepherd of the Valley Church in Phoenix and volunteer Jeanie Lynch join in prayer.

attendees, including Fr. Steve Kunkel, pastor of Christ the King in Mesa and Vicar Jacqui Pagel of Shepherd of the Valley Lutheran Church in Phoenix. Both churches currently host M.O.M. clinics.

Members from community partners such as Stardust Foundation, St. Joseph’s Hospital and Medical Center and the Catholic Community Foundation also attended.

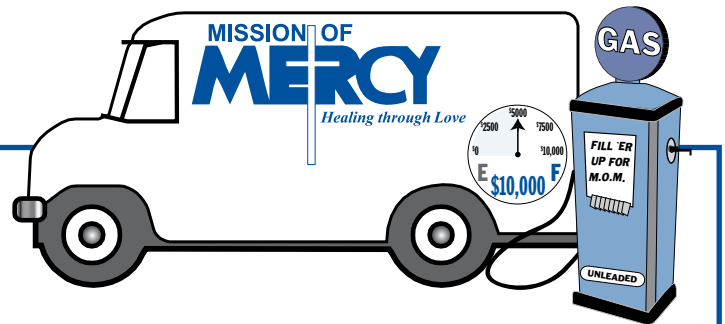
The St. Catherine’s clinic will operate on the second and fourth Tuesday of each month, in rotation with the Maryvale clinic, which operates on opposite Tuesdays. This addition allows M.O.M. to be operational a full three days per week on Tuesdays, Wednesdays and Thursdays.

“We are very excited to see our dreams for expansion become a reality,” said Ms. Amiot. **“For the majority of our patients, being sick is more than an inconvenience; it’s a catastrophe. Mission of Mercy provides a health safety net for folks that otherwise would have none.”**

For more information about Mission of Mercy or about volunteer needs, please call (602) 861-2233 or visit us online at [www.amiissionofmercy.org/arizona](http://www.amiissionofmercy.org/arizona).



L-R: Fr. Alonso Saenz, Associate Pastor, St. Catherine of Siena Catholic Church; Donna Parrish, Stardust Foundation; Betsy Murphy, Mission of Mercy Family Auxiliary member; Hank Konerko, CEO, Mission of Mercy, at the clinic blessing on July 22nd.



## “Fill ’er up for M.O.M.” \$5,000 CHALLENGE CAMPAIGN

Like most Americans, Mission of Mercy is feeling the economic impact of the steeply rising costs of filling its gas tank. It now costs Mission of Mercy more than \$250 to fill up the mobile medical van and keep it on the road. We are asking for your help in contributing towards a generous \$5,000 challenge gift offered by one of our committed donors to help us “Fill ’er up for M.O.M.”

Buying a tank of gas for M.O.M.’s Mobile Medical Van will help us continue our ministry to those who have no where else to turn. Your donations are tax deductible and you will be provided with a letter documenting your contribution. Most importantly, your gift empowers more than 100 people a day to get back on their feet, return to their jobs and resume their family and community responsibilities. To donate, please call the M.O.M. office at 602-861-2233 or mail your donation to Mission of Mercy Fuel Campaign, PMB 134, 5555 N. 7th Street, Ste. 134, Phoenix, AZ 85014.

Please note, any funds raised in excess of the actual costs to keep the Mission of Mercy mobile clinic filled up with gas will be used to offset general operating costs of the mobile medical program in Maricopa County.

## Mission of Mercy-AZ Recognizes Grants Awarded Jan - June 2008

M.O.M.-AZ gratefully acknowledges the generous contributions of our 2008 Community Partners.

Order of Malta	\$25,000
Phoenix Suns Charities	\$25,000
The C.W. & Modene Neely Foundation	\$25,000
Catholic Healthcare West	\$8,500
Cardinals Charities	\$5,000
Diabetes Aid & Research Foundation	\$5,000
Virginia G. Piper Charitable Trust	\$2,000
John F. Long	\$1,500
Alexander Baldwin Foundation	\$1,000

## Pennsylvania Program News

Mission of Mercy operates two clinic sites in Pennsylvania, one in an impoverished neighborhood in Harrisburg and one in Gettysburg, a small city near the Maryland border, known regionally as an agricultural community, and nationally for its significance during the Civil War. Here, as well as in all our programs, Mission of Mercy takes a proactive role in establishing relationships needed to address the community's health issues.

"There is an unprecedented demand for health care by the uninsured. Collaborative efforts are a necessity in providing comprehensive health care to our patients," says Linda Ryan, MD/PA Executive Director.

**"I think it all works because we all try to work together to serve those in need and maximize our collective limited resources," says Sue Shebosky, a volunteer in the Harrisburg clinic.**

In Pennsylvania, recent outreach efforts include exploring new partnerships with Catholic Charities of Harrisburg to provide service to Latinos; with Hamilton Health Systems to ensure inter-agency cooperation and non-duplication of services; with Rick Woodard of the Alison Hill Fund to assist us in accessing new regional individual support; with the Gettysburg Ministerium of Churches to provide lunches for our patients visiting our Gettysburg clinic; with Highmark Blue Shield as part of the Central Pennsylvania Health Disparities Community Forum; and with United Concordia, one of the largest and most respected dental insurers in the nation.

"United Concordia is pleased to partner with Mission of Mercy in 2008, and sponsor a month of free dental care to impoverished individuals in Pennsylvania," says Harlon L. Robinson, Corporate Vice President.

It is our hope that these new efforts will complement our existing partnerships with Christ Lutheran Church and Gettysburg Foursquare Church, our site hosts, and with Holy Spirit Hospital and Gettysburg Hospital, our primary partners for lab, X-ray and other medical services.

Mission of Mercy also continues to partner with Pennsylvania agencies that "feed" chronically ill patients into our system. One example is Bethesda Mission in Harrisburg, which has an acute care ministry. Other programs that we work with include the Salvation Army, Woodside Detention Center, Dauphin County MH/MR, Evergreen House, Promise Place and many other shelters and agencies.



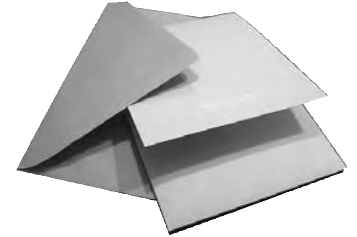
## Texas Program News

### Great Things Really Do Come in Small Packages

"Have you ever had a great day at the Post Office?" asks Patty Clark, Executive Director of the Texas Mission of Mercy program.

Ms. Clark says she did on Monday, June 23rd, when she picked up her mail from her P.O. Box. But having a list of things to get done that afternoon, she took the mail with her and waited to open it.

It wasn't until she was going through a drive-through car wash that afternoon when she began sorting through it and came across an envelope addressed to her Mission of Mercy office. Inside was a short, handwritten letter confirming the huge unmet need for services like M.O.M.



"And I am reading this letter and thinking how wonderful, how sweet, and then out falls a personal check for \$100,000," says Ms. Clark. "I could not believe my eyes and just broke into tears. I re-read the letter over and over until it finally sunk in."

The author of the letter requested anonymity. Ms. Clark immediately called the donor and praised them for their generosity.

**"To know that someone has the ability to write a check for this amount and not want anyone to know about it is a true testament to their benevolence,"** says Ms. Clark. "It is between this person and God, but the ripple effects will be felt by the entire community."



Corpus Christi Medical Director Dr. Colleen Madigan examines a patient.

**To learn more about Mission of Mercy's mobile medical programs in Maryland, Pennsylvania, Texas visit our web site at [www.amissionofmercy.org](http://www.amissionofmercy.org)**

# M.O.M.-AZ Patient Survey: Majority Thrilled with Care; Last Stop Before ER

Mission of Mercy Arizona recently completed a survey to assess patient satisfaction with our services, as well as how receiving treatment has impacted their life.

The questionnaire (see sidebar) was written in both English and Spanish and distributed at all clinic locations. Of the surveys that were disseminated, 149 patients responded. Due to discrepancies or incomplete responses, 39 surveys had to be discarded, leaving 110 valid surveys for analysis.

## Diabetes Leading Ailment

More than one-quarter (26%) of respondents said they were being treated at M.O.M. for diabetes. This was followed by high blood pressure (15%) and a category called "other" (15%). The "other" category reported ailments such as high cholesterol, allergies, arthritis, thyroid, skin problems, osteoporosis, boils, head pain, panic attacks, fibromyalgia, migraines, gastritis, and extremity pain.

**Most patients (43%) indicated they were presenting at a M.O.M. clinic with multiple health issues.** The most common combination of health issues that patients sought treatment for was diabetes combined with high blood pressure (hypertension).

## Patients Praise M.O.M.

Patients responded to the survey statements with overwhelmingly positive responses. **All 110 patients stated that they felt they were given all the time they needed by the volunteers, felt cared for at the clinic, and enjoyed a better quality of life since becoming a M.O.M. patient.** Furthermore, 99% of the 110 patients said they learned to take better care of themselves with the help of M.O.M. medical volunteers and ongoing educational programs.

Of particular note is the response to Question 7 of the survey: "Without M.O.M., I might have had to go to the Emergency Room." In response to this question, 56 patients (51%) said they Strongly Agreed, 51 patients (46%) Agreed, 1 patient was Not Sure, and 2 patients (2%) Disagreed. **Overall, 97% of Mission of Mercy patients stated that they would have gone to the Emergency Room without the services of Mission of Mercy.**

At the bottom of the survey, patients had the opportunity to write further comments about Mission of Mercy. Below is a sampling of what patients wrote:

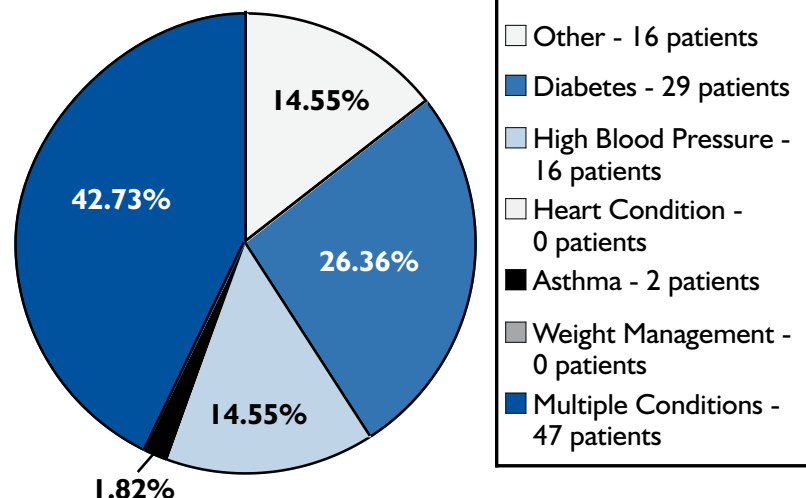
- *"Everyone here is so nice; they listen to what's going on and offer advice (which I try to follow). I am so blessed to have these people."*
- *"As a parent with a child that has a pre-existing condition and no medical insurance, M.O.M. is a blessing."*
- *"I thank God for each volunteer who went out of their way to give special care to individuals they don't even know. Thank you and God bless you all."*
- *"Without Mission of Mercy, I am not sure I would still be alive today."*

## What We Asked Patients

The anonymous survey first asked patients to list the ailments for which they were seeking treatment. This question was followed by six statements asking patients to rate their responses on a scale of Strongly Agree, Agree, Not Sure, Disagree, and Strongly Disagree. The statements were:

- **M.O.M. volunteers gave me the time I needed and answered all my questions.**
- **M.O.M. is a place where I feel cared for.**
- **I learned to take better care of my health with M.O.M.'s help.**
- **The care I received from M.O.M. helped me to return to work sooner and tend to my family.**
- **I enjoy life and feel better because M.O.M. was here for me.**
- **Without M.O.M., I might have had to go to the emergency room.**

**Question 1: Primary Presenting Medical Conditions at M.O.M. - Arizona\***



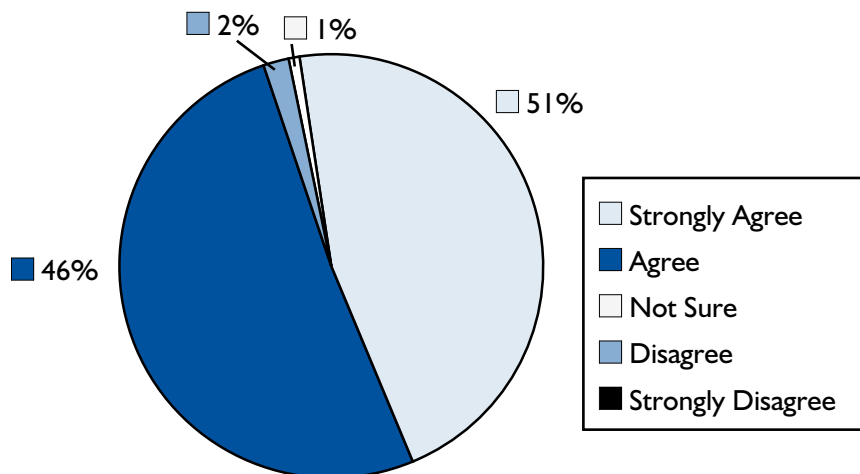
\*Please note that although no one listed a Heart Condition or Weight Management as their primary complaint for presenting at the clinic, 4 patients listed a Heart Condition and 11 patients listed Weight Management as one of multiple complaints they were seeking treatment for.

The patient survey data helps Mission of Mercy identify leading medical complaints to better deliver medical services and to ensure patient satisfaction with our care. Moreover, it is important that when patients leave our care, they have a better quality of life and feel more empowered to take better care of their health.

"The patient survey provides us with a snapshot of what is going on at our clinics," says Catherine Amiot, Executive Director. "The grateful feedback we received from patients re-affirms that we are enhancing and, in some cases, saving the lives of our patients."

**"Thank God for people who know His mercy and want to pass it on." - M.O.M. patient**

**Question 7:  
"Without MOM, I might have had to go to the Emergency Room."**



## Would YOU Like to be a M.O.M. Volunteer?

The work of Mission of Mercy would not be possible without a dedicated cadre of volunteer physicians, nurses, pharmacists, interpreters, drivers, and other staff. There are more than 240 active volunteers currently serving throughout the Valley. Pro bono medical services are also provided by several Valley specialists and hospitals. **There is a current need for pro bono providers in all specialty areas, and particularly in the vision and dental fields.**

### Days of Operation and Clinic Locations

M.O.M.-AZ clinics operate Tuesdays, Wednesdays and Thursdays at four sites throughout the Valley. Our Maryvale and St. Catherine sites operate on alternate Tuesdays; Shepherd of the Valley is open every Wednesday; and Christ the King provides services every Thursday. Clinics are open 48 weeks each year (closed one week per quarter).

- **Maryvale Church of the Nazarene**  
3201 N. 51st Ave, Phoenix
- **Shepherd of the Valley Lutheran Church**  
1500 W. Maryland Ave, Phoenix
- **Christ the King Community Ctr.**  
1616 E. Broadway Rd., Mesa
- **St. Catherine of Siena**  
(Religious Formation and Teen Center)  
6600 S. Central Ave., Phoenix

**Following are descriptions of some of the volunteer positions available:**

### Nursing

Volunteers may be RNs, LPNs or nursing assistants. License (current or expired) required. Volunteers must be comfortable

taking vital signs and performing simple lab procedures. Volunteers must commit to a minimum of one day or two mornings of service per month. Start time is 7:30 a.m. in order to assist with triage. All necessary training will be provided.

### Bilingual Interpreters

Interpreters must be fully bilingual and comfortable working with medical professionals and patients. Interpreters must commit to 1 to 3 service days per month and at least 2 hours or more each day for a minimum of six months. Must be punctual and follow "Interpreter's Code of Ethics." Training will be provided.

Triage and doctor/patient interpreters must be a mature 21 years of age or older. Registration interpreters must be at least 17 years of age or older.

### Van Drivers

The mobile unit is a 38-foot Gulfstream Voyager RV. Volunteer drivers must be at least 30 and not more than 68 years of age with a clean driving record. Drivers must commit to a minimum of a 10-hour service day and be available up to two days per month. Drivers must be extremely reliable in order for us to meet our clinic schedules and continue to provide care for

our patients. Travel to and from the Franciscan Renewal Center is necessary each service day. All training will be provided upon completion of successful MVD and background check.

### Computer - Data Entry

Volunteers must have a good working knowledge of basic computer operating procedures.

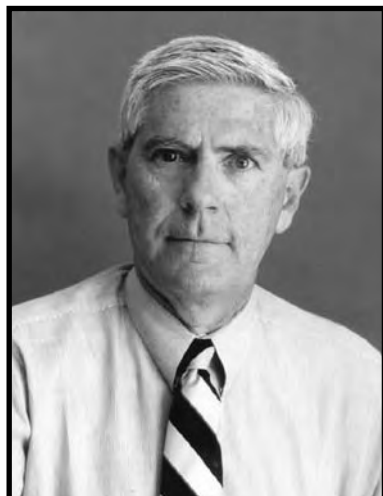
**Please contact our office at 602.861.2233 if you or anyone you know is interested in volunteering.**



# Servant Leadership

## New Chief Development Officer Joins M.O.M. Team

William (Bill) D. Myers, a veteran in the Valley non-profit community, recently joined Mission of Mercy as its new Chief Development Officer.



Mr. Myers brings 10 years of successful development activities in the non-profit sector and more than 30 years of experience in the finance and investment business to M.O.M.

In 1998, Mr. Myers left the investment business to head up the development efforts at Southwest Leadership Foundation, a Phoenix-based non-profit serving homeless families, abused adolescents, and offering community-based services to working poor families. He then assumed leadership

development positions at St. Vincent de Paul Society and the Foundation for Senior Living.

"I am thrilled and delighted to be part of an organization that serves so many deserving people," said Mr. Myers. "I am in awe of the volunteers and am excited to work with a group whose mission is so compatible with my own values."

While at St. Vincent de Paul Society, Mr. Myers implemented the Benevon model of fundraising, a highly successful method still utilized by the Society. M.O.M. adopted this same model in 2007 and raised over \$400,000 in total gifts and multi-year pledges at its inaugural "Mercy in the Morning" fundraising breakfast event last December.

"We're excited about the knowledge and expertise Bill brings to Mission of Mercy as we move through growth and expansion initiatives this year," said Catherine Amiot, Executive Director. "Most importantly, Bill understands and embraces the community and spiritual alignment of our organization—to restore dignity and healing through Love."

Mr. Myers is a member of Serra International and has also served for 12 years as a member of the Diocese of Phoenix Lay Employees' Retirement Plan Committee. He was inducted into the Salem State College Athletic Hall of Fame as a charter member in 1986 and holds a B.S. Ed. from Salem State College in Salem, Mass.

Mr. Myers and his wife, Elaine, are parents of two daughters and have five grandchildren. Elaine is a reading coordinator in the Creighton School District. They are active parishioners at St. Patrick's Catholic Church in Scottsdale.

## New Studies Reveal Sobering Reality of Health Care

*Note: The following are excerpts from previously published summaries of study findings.*

### One in Five Not Getting Needed Medical Care

According to a new Robert Wood Johnson Foundation-funded study released by the Center for Studying Health System Change (HSC), more than 20 percent of the U.S. population in 2007—one in five people—reported not getting needed medical care or delaying care in the previous 12 months.

Based on findings from HSC's 2007 Health Tracking Household Survey, the study found that more than 23 million people reported going without medical care and approximately 36 million delayed care. Compared to previous surveys conducted as part of the Community Tracking Study, the **2007 survey shows the sharpest increase in access problems in a decade, particularly among insured Americans.**

### Arizona Scores Low on National Children's Health Report

The Commonwealth Fund recently released the "State Scorecard" for Children's Health Care, which includes 13 performance indicators related to health care access, quality, costs, equity, and the potential to lead healthy lives. **Arizona ranks 47th overall and lags significantly**

**behind other states in nearly all indicators.** Arizona ranks very high (2nd) on cost, but scores low on quality, access, and disparity.

Arizona has many opportunities for improvement toward ensuring that children lead healthy and productive lives. Better access to care is closely associated with better quality of care; when children receive regular medical checkups they are less likely to develop more serious and costly illness.



## Welcome New M.O.M.-AZ Leadership Council Members!

**Kevin Marcelo, C.P.A.**

Manager of Audit Services for Deloitte & Touche LLP

**Andy Jacob, J.D., M.D.**

Attorney with Shughart Thompson & Kilroy P.C.  
(and former practicing cardiologist)

**Carolyn Rock**

Development Director for Notre Dame Preparatory High School

## Did you know that Mission of Mercy donations are tax deductible?

Arizona donors may qualify for the AZ Charitable Tax Credit Deduction program. For eligibility information contact [www.azdor.gov](http://www.azdor.gov) (select "Charitable Tax Credits" link). Tax ID # 86-0704883. Additional information regarding the Tax Credit program can be obtained by calling the Arizona Secretary of State Charitable Division at 1-800-458-5842.

# 2008 ROCK 'N ROLL BALL

The 4th Annual Rock 'N' Roll Ball, co-chaired by Eric and Jennifer Danziger, was held April 25, 2008 at the beautiful Paradise Valley Country Club.

Two hundred-forty guests filled the ballroom and spilled onto the patio for a delightful evening of dining and dancing. All proceeds benefitted Mission of Mercy's Arizona mobile medical program.

Joining in on this year's fun were Mission of Mercy co-founders, Drs. Gianna and Michael Sullivan, and Corpus Christi medical director Dr. Coleen Madigan and her husband, Kevin Grillo.

**Proceeds exceeded \$140,000 and set a new record.** Congratulations to our co-chairs and planning committee for creating a magical, memorable and highly successful event!



Former event chairs Paul and Claudia Critchfield



M.O.M. Auxiliary Chair, Carol Long and husband Gary



Hank and Elena Konerko with daughter-in-law, Jennifer Konerko



Corpus Christi, TX Medical Director, Dr. Coleen Madigan and husband Kevin Grillo



Drs. Michael and Gianna Sullivan



Leadership Council Member Col. Mike Lynch (Ret.) and wife Jeanie



Pres. and CEO, Catholic Community Foundation, Donna Marino and husband Christopher

## Mission of Mercy - AZ In the News

Mission of Mercy was featured on News Channel 3 on its 9 pm (Extra) news cast July 23<sup>rd</sup>. The story was shot at Shepherd of the Valley Lutheran Church and featured Dr. Brad Smith, Medical Director, and Catherine Amiot, Executive Director.

Most poignantly, the piece featured Don McCutcheon, a grateful Mission of Mercy patient who had been diagnosed several years earlier with multiple health problems, including high blood pressure and diabetes. Don described how he'd rather receive help from Mission of Mercy than anywhere else because he was "treated like family." The segment also featured Sister Margaret McBride from St. Joseph's Hospital and Medical Center, who discussed the hospital's commitment to supporting organizations like Mission of Mercy who are helping the working poor in our community. As one of our Compassionate Partners, St. Joe's provides additional services to our patients, such as surgery or advanced testing.

To view the story, go to [www.azfamily.com](http://www.azfamily.com) and enter "Mobile Clinic" into the search bar at the top left of the page.



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**BI-LINGUAL APPOINTMENT LINE: 602-486-7798**  
Telephone Hours: Tuesday 1 - 6 pm, Thursday 9 am - 2 pm

**SAVE THE DATE**

**Saturday, September 27<sup>th</sup>**

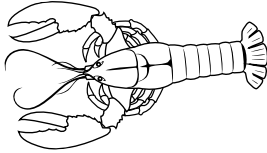
**All Volunteer Potluck Dinner**

Potluck dinner for all M.O.M. volunteers held at the home of Alice and Tony Ehmann in Scottsdale.

**Sunday, November 9<sup>th</sup>**

**5<sup>th</sup> Annual Lobster Bake**

Food, fun and music all to benefit Mission of Mercy Arizona's Mobile Medical Clinic. Invitations will be going out soon.



**Wednesday, December 3<sup>rd</sup>**

**Mercy in the Morning  
Community Awareness Breakfast**

Complimentary breakfast to introduce the community to Mission of Mercy and raise funds in support of our work. Held at the Pointe Hilton Squaw Peak Resort from 7:30am - 8:30am.



**Invite Your Friends to  
“Coffee with M.O.M.”  
Clinic Open Houses**

All Tours scheduled on alternating  
Wednesdays from 10:00 – 11:00 AM.

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

*(Located on the Northwest Corner  
of 15th Avenue and Maryland Ave.)*

**Coffee With M.O.M. Tour Dates**

Aug. 20th	Sept. 3rd	Sept. 17th
Oct. 8th	Oct. 22nd	Nov. 5th
	Nov. 19th	

(R.S.V.P. 24 hours in advance to 602.861.2233. Site Tours for groups of 4 or more can be arranged at our Mesa and Maryvale clinics by special request.)