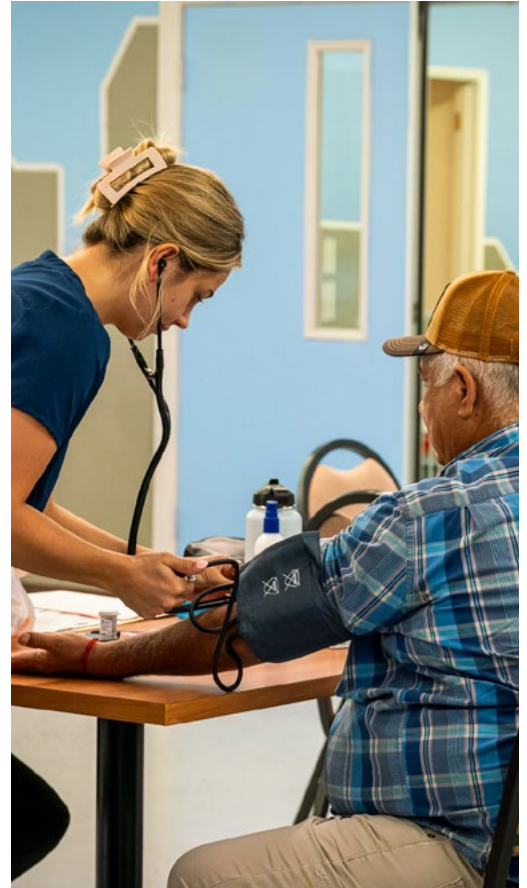


Where Hope & Healing Begin



MISSION OF
MERCY
Healing through Love

2024 Impact Summary

ABOUT US

Mission of Mercy (MOM) has been providing free primary healthcare and prescription medications to the uninsured and underinsured of Arizona for 27 years. Every day, we strive to meet the increasingly complex and growing needs of our patients, even as we watch the cost of healthcare continue to rise. Our focus remains on restoring dignity, empowering patients and strengthening communities through quality, compassionate healthcare. Taking no federal or state funding, we are completely reliant on generous donations and grants to continue healing Arizonans.

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.”**



MOM volunteers give of their time, their talents, and their heart!

Arizona Staff

Paula Carvalho
Executive Director

Kristi Geiger
Director of Development

Diana Navarrette
Office Coordinator

Shoshana Simones
Community Engagement Manager

Arizona Medical Team

Brad Smith, NMD
Medical Director

Roselynde Bryant, NMD
Assistant Medical Director

Kevin Edwards, NMD, PharmD
Assistant Medical Director

Donna Castrenze-Steele, FNP, RN
Nursing Director

Debi Lynch, RN
Assistant Nursing Director

Arizona Health Partnership Fund

Officers

Paula Carvalho, *President*

Kristi Geiger, *Vice President & Secretary*

Jose R. Trejo, *Treasurer*

Board of Directors

Larry Hall, *Chair
President & Co-Owner, Hall Signs, Retired*

Andrew S. Jacob, MD, JD, *Vice Chair
Retired*

Todd S. Brown, MBA
Brown Capital Advisors

Alichia Chacon
*Senior Director, General Diagnostics
Sonora Quest Laboratories*

Kyle Felix, CPA, CA
*Director of Finance & Administration
Catholic Community Foundation*

Nathan Hunnell, PharmD
*Director of Professional Practice
CenterWell Pharmacy*

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

Tax ID: 82-0635905
QCO Code: 20941

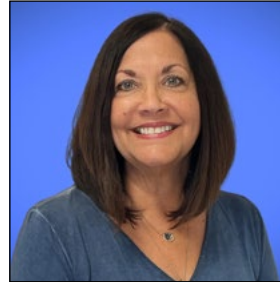


A MESSAGE FROM

Executive Director Paula Carvalho

Dear Friends,

As we reflect on our 2024 fiscal year, I am filled with gratitude and pride for the incredible milestones Mission of Mercy Arizona has achieved together with your support. **We provided over 10,700 free patient visits across our six clinics**, offering essential medical care, prescription medications, and diagnostic services—all at no cost to our patients.



Thanks to the dedication of our volunteer physicians, nurses and interpreters, we've been able to uphold our commitment to health equity, ensuring that **no one is turned away due to financial or insurance barriers**. It's not just about medical care; it's about treating each patient with dignity, compassion and respect.

One of our most significant accomplishments was the **addition of an onsite vision program** at our Mesa clinic. The majority of our patients have diabetes and are at high risk of developing diabetic retinopathy which, if left untreated, can lead to vision loss. This program is a critical part of addressing their overall health. Staffed by volunteer optometrists and funded by the Arizona Optometric Charitable Foundation, the specialty clinic was launched in January 2024 and served 106 patients with exams and treatments in just the first six months.

Also in 2024, MOM's Avondale clinic was **honored with the prestigious Leading EDGE Award** from the City of Avondale in recognition for significantly impacting the West Valley community where we have served more than 4,527 patients since 2010.

We've also strengthened our community partnerships with CenterWell Pharmacy, Sonora Quest Laboratories and others, which has allowed us to enhance care coordination for patients with chronic conditions like diabetes and hypertension.

Yet, our work is far from done. Thousands of families in Arizona still face challenges accessing quality healthcare. At MOM, we know that good health is the foundation for thriving families and communities. **That's why your continued support is vital**. Every dollar and every volunteer hour make an impact, helping us bring hope and healing to those who need it most.

Thank you for believing in our mission and for being a part of this transformative journey. **Together, we are making a difference**.

With gratitude,
Paula Carvalho



Executive Director
Mission of Mercy Arizona

A Look at MOM Patients:



95%

consider MOM AZ their medical home



91%

have one or more chronic condition



78%

have hypertension



29%

are age 65+

WHO WE SERVE

Gloria Luna, Patient



Gloria Luna, a 58-year-old Avondale resident, has been a patient at Mission of Mercy's Avondale clinic since 2011. She initially sought treatment for diabetes and hypertension, which she was diagnosed with 25 years ago. Thanks to MOM's compassionate care, Gloria has made significant progress in her health.

Since 2018, her A1c has dropped from 10.9 to an impressive 6.4. Her blood pressure is also well-controlled, and she has lost 15 pounds by adopting a healthier lifestyle, including a dedicated Zumba routine four days a week. Gloria credits MOM with not only providing excellent medical care but also offering nutrition education and personalized support that have improved her overall well-being.

Gloria deeply appreciates the kindness of MOM's volunteer doctors and nurses, describing them as caring professionals who treat everyone equally, regardless of their financial situation. She emphasizes that the clinic never asks about insurance or payment, focusing solely on helping patients.

As a gesture of gratitude, Gloria frequently brings homemade food to the clinic for the staff and volunteers to enjoy. She lovingly harvests and painstakingly prepares prickly pear cactus salad from ingredients grown in her own backyard as a special treat from her culture.

Beyond managing diabetes and hypertension, MOM has supported Gloria with other health concerns, including a recent shoulder issue that required an injection to help with pain.

Without the clinic, the cost of her medications, including Rybelsus for type 2 diabetes, would exceed \$1,000 monthly — an expense she couldn't afford.

“They are the best doctors I know ... I don't have money to pay them. In my backyard, I have cactus. I cut it, cook it and make salad for them. It's my way to say thank you.”

56%

of MOM patients have Type 2 Diabetes



1,433

Diabetes Education Encounters



632

Nutrition Counseling Sessions



9,350

Pounds of Fresh Produce

WHO SERVES MOM

Sylvia Lopez, Medical Interpreter

Sylvia Lopez finds joy in giving back to her community through volunteer work. A retired speech-language pathologist with two decades of experience, she often supported Spanish-speaking families, a skill she now uses as a medical interpreter with Mission of Mercy Arizona.

Sylvia joined MOM in April 2024 after discovering the organization online, seeking a volunteer role that aligned with her passion for helping others and utilizing her Spanish language abilities. Volunteering every other Friday at MOM's Chandler clinic, she provides essential interpretation services to bridge the gap between patients and healthcare providers.

Recognizing the importance of medical terminology in her role, Sylvia completed a two-week immersive Spanish program in Oaxaca, Mexico, over the summer. Living with a host family and attending daily language classes, she dedicated time to mastering medical terms. "The experience was incredible. It enhanced my ability to connect with patients and support their healthcare journey," she said.

Sylvia's work is supported by MOM veteran interpreters like Ray Nunez, who lent her medical terminology resources to further her development. She values the strong sense of collaboration and learning within the MOM community.

For Sylvia, the most rewarding part of volunteering is witnessing patients transform their health. "Seeing patients improve their quality of life — through better diet, exercise and getting off medications — thanks to MOM's support, is inspiring," she shared. Her dedication to service and personal growth exemplifies the heart of Mission of Mercy's volunteer team.



VOLUNTEER SNAPSHOT

Here's a snapshot of what our volunteer workforce looked like in fiscal year 2024:

117

Volunteers

10,301

Hours

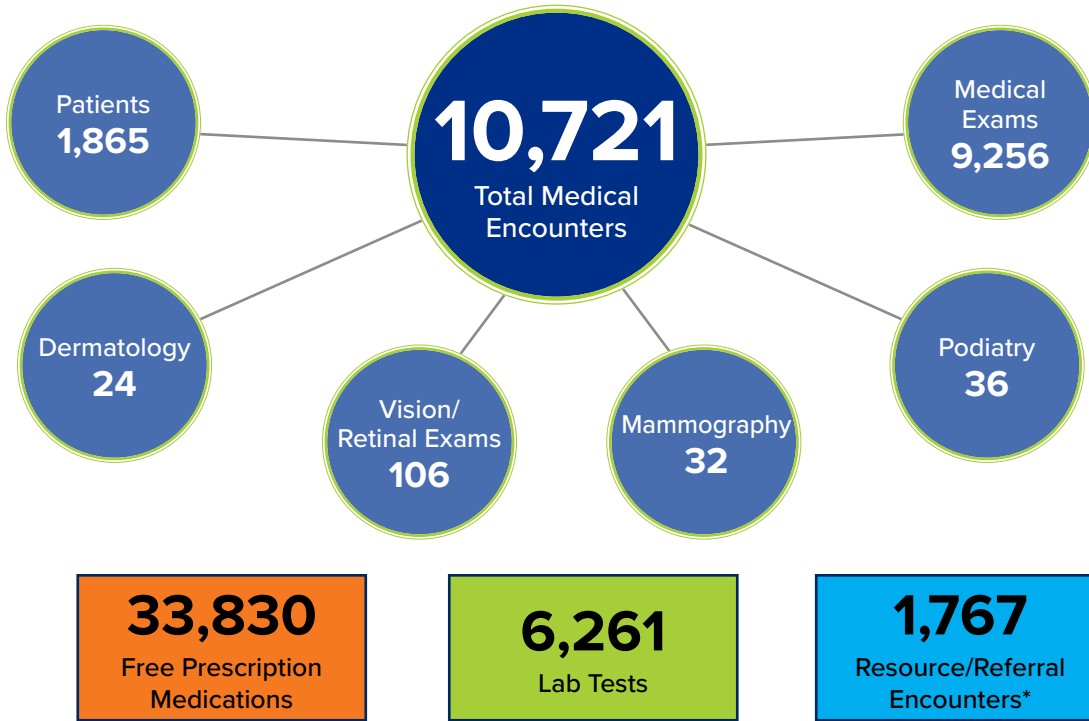
\$409,265

Value

“Seeing patients improve their quality of life — through better diet, exercise and getting off medications — thanks to MOM's support, is inspiring.”

BY THE NUMBERS

*Numbers represent FY 2024



*Services provided by Helping Families in Need and Unlimited Potential.

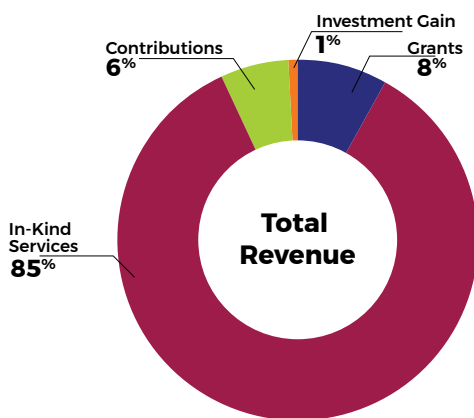
FINANCIALS

Statement of Financial Position as of June 30, 2024 (audited)

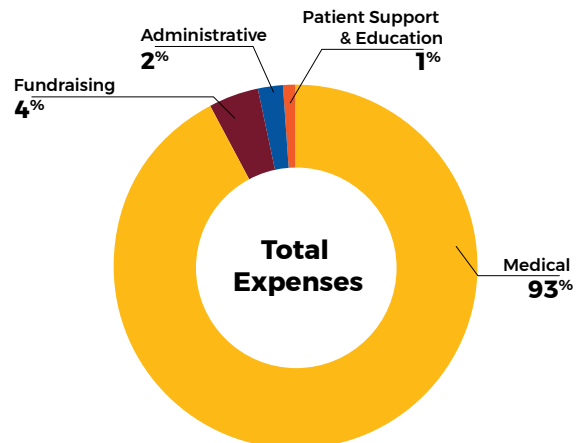
Total Revenue	\$ 6,981,259
In-Kind Services	\$5,923,192
Grants	\$581,271*
Contributions	\$422,010
Investment Gains	\$54,786

*Includes grant funding received in FY22 but restricted to FY24

Total Expenses	\$7,241,758
Medical	\$6,698,280
Fundraising	\$322,624
Administrative	\$149,708
Patient Support & Education	\$71,146



2024 Financials



A copy of the fully audited financial statement available by scanning QR code.

SUPPORTERS

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

COMMUNITY PARTNERS

Albertsons Safeway Pharmacies
Banner Estrella Medical Center
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

MOBILE UNIT HOST

Franciscan Renewal Center



CenterWell Pharmacy/Humana

GRANT FUNDERS

Special thanks to our grant funders during FY 2024:

Americares	Diane and Bruce Halle Foundation
Arizona Community Foundation	Dignity Health Chandler Regional Medical Center
Arizona Complete Health	Dignity Health St. Joseph's Hospital and Medical Center
Arizona Optometric Charitable Foundation, Inc.	John F. Long Foundation
BHHS Legacy Foundation	Otto & Edna Neely Foundation
Blue Cross Blue Shield of Arizona	The Eliot Spalding Foundation
City of Avondale	The Kemper & Ethel Marley Foundation
City of Buckeye	Thomas Nelson Abdella MD Foundation
City of Chandler	Town of Gilbert
City of Goodyear	Virginia G. Piper Charitable Trust
City of Tolleson	West Valley Mavericks Foundation
Cox Charities	



MISSION OF
MERCY
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Where Hope & Healing Begin



Arizona
 Health
 Partnership Fund

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 For general inquiries: pcarvalho@amissionofmercy.org
momaz.org