



MERCY CARE

HOPE IN HEALING

Impact Report 2022





100%
of grant and
philanthropic
contributions
funds patient
programs and
services.

All patients
are treated,
regardless of
ability to pay.

From the President

One of the moments I loved most at the recent dedication of our expanded Decatur Street Clinic was when the choir performed “O Happy Day,” a gospel song popularized in the late 1960’s. It’s catchy, spirited, and had us all clapping and simply rejoicing after a long two years of construction and Covid.

The joy that poured forth was palpable.

It’s that vibrant joy that imbues Mercy Care clinics. True, not all our clinic business is pleasant—sometimes there are tough diagnoses or failed tests or sad patients. In spite of these things, however, there always seems to be vital joy that enwraps our clinics. Our teams are friendly and warm and welcoming. That makes all the difference for our patients.

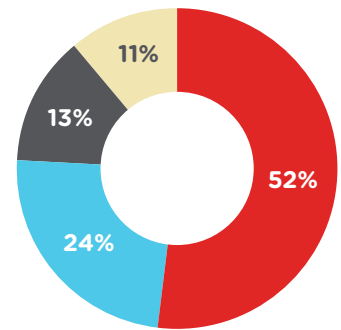
Thank you for supporting our efforts with your prayer, your volunteerism, and your material and financial support. You help us to further our mission and to extend loving hands of support to those burdened by poverty. Never doubt the value of your contribution to our work. It makes a difference!

Abundantly grateful,

Steve Siler

President, Mercy Care Foundation

FUNDING SOURCES



- Grants and Philanthropic Contributions
- Endowment
- Net Patient Services Revenue
- Pharmacy Revenue and Other Income

2021: A YEAR OF IMPACT



FEB

WABE/NPR interviewed Street Medicine program manager, **Joy Fernandez De Narayan** about educating those on the streets about COVID prevention.

American Rescue Plan gives Mercy Care \$5.5 million for COVID relief.

Mercy Care vaccinates nearly 300 people at the Gateway shelter.

MAR

APR

Mercy Care featured on NPR’s Closer Look with Rose Scott.



JUN

Georgia Power gives Recuperative Care their time and support with a gift of \$35,000.

Mercy Care’s fourth annual back-to-school event, and the second as drive-through.

JUL



Street Medicine Impact

Making Sure No One Falls Through the Cracks

Meeting Atlanta's homeless population where they are, Mercy Care's Street Medicine team has seen humanity restored in many individuals. Doug, who uses a wheelchair, is one such person. Living on the street for years, he would frequently cry when the Street Medicine team members would arrive. He couldn't believe that people cared about him. After many months, Doug began his road to sobriety. He has found affordable and supportive housing, and willingly goes to his doctor appointments.

Street Medicine's success is due to the special people working in the program who go above and beyond for their clients.

of their patients, especially those who seem to have lost touch with their humanity.

Mercy Care shows up for people like Doug every day. Street Medicine's success is due to the special people working in the program who go above and beyond for their clients. In addition to making sure no one falls through the cracks, staff are masters of lifting the self-esteem

“

Everyone is passionate about both the physical work of healing and housing, and the spiritual work of relationship building and soul-fixing.”

– Joy Fernandez De Nayan
Street Medicine,
program director



AUG

Tom Andrews named one of two Most Admired CEOs in healthcare by the Atlanta Business Chronicle.

OCT

Mercy Care's 30th Golf Classic raises \$125,000 for pediatrics.

NOV

Mercy Care's Street Medicine Peer Support Specialist, Lisa Brydson, chosen as Recovery Ambassador for the recovery community, DBHDD, and the Georgia Council on Substance Abuse.

DEC


Christmas Giving: 127 kids and 205 families had a very merry Christmas thanks to our generous volunteers, donors, and staff.



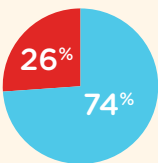
STREET MEDICINE PATIENTS

 **768**
patient visits with primary care and behavioral health providers

 **150**
unique patients including 4 families

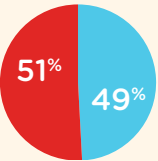
 **41**
patients connected to housing and/or provided with after care services to maintain housing stability

PATIENT IMPACT



 **11,999**
ADULTS

 **4,194**
CHILDREN



 **8,228**
FEMALE

 **7,965**
MALE

16,193
TOTAL PATIENTS



SERVICES IMPACT

(Numbers below indicate patient visits per program)



MEDICAL

29,580



MENTAL HEALTH

11,368



DENTAL

8,261



CASE MANAGEMENT

6,572



SUBSTANCE ABUSE

3,482



VISION

2,373



PATIENT EDUCATION

360

Primary Care Impact

Changing From the Inside Out

Tarrance Eatman was looking for medical care and found a home at the Gateway Center, where Mercy Care manages a clinic for shelter residents and the community. Tarrance was battling drug and alcohol abuse and in and out of programs, but “only changing the outside, not the inside.” This time, however, was different. Turned away for not having insurance, he came to Mercy Care to get help for his cracked and fractured ribs. The Mercy Care doctors knew he needed a hospital, but did their best to ease his pain before he was admitted to Grady.

After being discharged, Tarrance was admitted to Mercy Care’s Recuperative Care program at the Gateway Center. A self-described “emotional wreck” upon arrival, within 30 days he received dentures, visited the optometrist, and began meeting with a Mercy Care behavioral health specialist, whom Tarrance calls his “second sponsor.”

“

Everyone at Mercy Care was so kind, and I thought maybe I am worth saving.”

- Tarrance Eatman
Mercy Care patient.





Capital Campaign Impact

Decatur Street Expansion

In December 2019, long before anyone had heard about social distancing, the Mercy Care Foundation launched the silent phase of a \$26 million capital campaign. The largest in the organization’s history, this ambitious endeavor supported the expansion and renovation of Mercy Care’s Decatur Street headquarters and clinic.

Not even the pandemic could dampen the enthusiasm of our donors as we raised nearly \$27 million. Just dedicated in April 2022, the new facilities include:

- Two new clinic hubs with 12 behavioral health consult rooms and four exam rooms.
- An expanded dental hub with four new chairs.
- A wing devoted to behavioral health counseling, group rooms, and education.
- The McAuley Center—a new three-story resource and administrative building.
- A much-needed parking structure.

To our grant-making partners and donors, we thank you for making this dream a reality.

“

Despite the onset of the pandemic, our silent and public partners encouraged us to move boldly forward to secure funding. Because they believed in the Mercy Care mission, we completed our fundraising ahead of schedule and over goal. Coupled with the adjacent affordable housing that we are co-developing, the newly dubbed McAuley Park, will be a center for healing, housing, and a beacon of mercy to Atlanta.

– Tom Andrews
CEO, Saint Joseph’s Health System
(retired)



Anitra Walker
Vice President,
Operations

EXCERPT FROM DECATUR STREET BLESSING CEREMONY

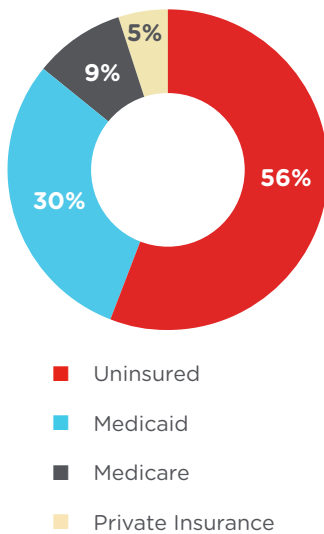
Today is about hope. Hope for our patients but also hope for our Mercy Care family who take care of them. This new building will give us all hope. Hope that health and total wellness begins or continues in this space. Hope that we will provide

loving hands and minds that guide our patients toward healing. But most of all hope that this new space will show each person that comes through its doors that you are worthy of this beautiful and well-planned space.

May healing and hope connect in this building and remind us all of the importance of taking care of each other. I thank every hand, muscle, and mind that it has taken to begin to erect this space and give us all hope.

Giving Impact

INSURANCE IMPACT



Gift of Hope

With a shared history and commitment to serving those in greatest need, the Gift of Hope Foundation is a generous supporter of Mercy Care. They have been instrumental in expanding Mercy Care's integrated behavioral health program, developing the Decatur Street clinic, and creating an art therapy group for individuals with Parkinson's at Mercy Care Rome. The Gift of Hope Foundation is an essential partner for the ongoing delivery of vital, comprehensive behavioral health care to the homeless, elderly, and other vulnerable individuals. We are grateful for their continued support.

J. Robert Fitzgerald

Bob Fitzgerald's relationship with Mercy Care isn't just financial, it's spiritual. His mission of reaching out to those in need is the same as the Sisters of Mercy when they created Mercy Care. Bob's involvement with Mercy Care is part of his responsibility as a Catholic. Over the years he has served as board chair and bridge builder, but he is most proud of his daughter, Dr. Kelleen Fitzgerald, and her service with the Street Medicine program. Bob is in awe of seeing God's work through Kelleen's gift of healing. The spiritual compass by which Bob and his family live their lives means the mission of Mercy Care will continue for years to come.

Madeleine Jude Brown Foundation

Madeleine Jude Brown believed in the inherent goodness of everyone. Guided by virtues of compassion, forgiveness, and redemption, she dreamed of becoming a doctor. When her life was cut short, her parents established a foundation in her memory. The Madeleine Jude Brown Foundation helps thousands of Mercy Care patients by providing state-of-the-art vision equipment, supporting capital campaigns, and launching the Recuperative Care program for women at City of Refuge. Madeleine's photo greets every patient who walks through the Decatur Street clinic doors, her beautiful smile drawing people in and welcoming them to their home for excellent comprehensive health care.

Barbara Williams, MD

Barbara Williams always wanted to be a doctor, which was challenging as a girl growing up in the 1960s. But after getting her master's degree and practicing social work, she fulfilled her dream and enrolled in medical school at age 35. Her residency training at Grady prepared her for a career in emergency medicine. As an original Mercy Care Street Medicine volunteer in the 1980s, Dr. Williams remembers working with one of the Sisters of Mercy and how impressed she was (and still is) at the patient-centered care provided. Barbara is grateful Mercy Care can provide a medical "home" for the people they serve. For Barbara and her son Ben, the ability to provide comprehensive care to those in need is why they are proud to support Mercy Care.



2021 Gifts of Warmth Impact



100
Sleeping Bags



1,920
Hand Warmers



456
Scarves



1,944
Gloves



496
Blankets



500
Face Masks



1,776
Hats



376
Coats

“

There are things the poor prize more highly than gold, though they cost the donor nothing; among these are the kind word, the gentle, compassionate look, and the patient hearing of their sorrows.

- Catherine McAuley,
founder of the Sisters of Mercy.



MERCY CARE

HOPE IN HEALING

FOR MORE INFORMATION:
678-843-8670 mercyatlanta.org

