



MERCY CARE

HOPE IN HEALING

Impact Report 2023





From the President

Much is made about the power of a team—a group of people collaborating to achieve a common goal. The accomplishments of a team can be truly inspirational. And upon close examination, rarely if ever does one person succeed alone. There are always people working in the background to help support and ensure the success of their more visible peer.



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

All patients are treated, regardless of ability to pay.

This is my chance to elevate the many, many colleagues at Mercy Care who dedicate their time to supporting the direct services we provide. From security and facilities staff who are always moving around; from desk-bound finance and quality staff; from medical office specialists who greet and orient our patients; from certified medical assistants who work in concert with our providers to treat patients; from office administrative assistants and from our supply chain staff. Each person at Mercy Care plays an indispensable role on our team. All work together to bring comfort and care to our patients.

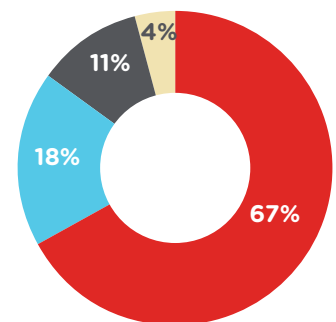
And likewise, where would Mercy Care be without our donors and volunteers who provide their funds and their time, respectively to ensure that the sick, uninsured man and the chronically ill, unhoused woman receive compassionate care.

Thank you to all the vital parts of this team we call Mercy Care. Each of you contributes something without which we could not fulfill our promise to the community. We are deeply grateful for the part you play. Go Team!

Abundantly grateful,

Steve Siler
President, Mercy Care Foundation

FUNDING SOURCES



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

2022: A YEAR OF IMPACT



JAN

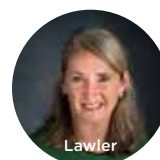
Point In Time Count is back after having to skip 2021 due to COVID.

Led by then House Speaker **David Ralston**, (rest in peace) the Mental Health Parity Act (HB 1013) is introduced.

FEB

HB 1013 passes! 2022 deemed the year of mental health.

MAR



APR

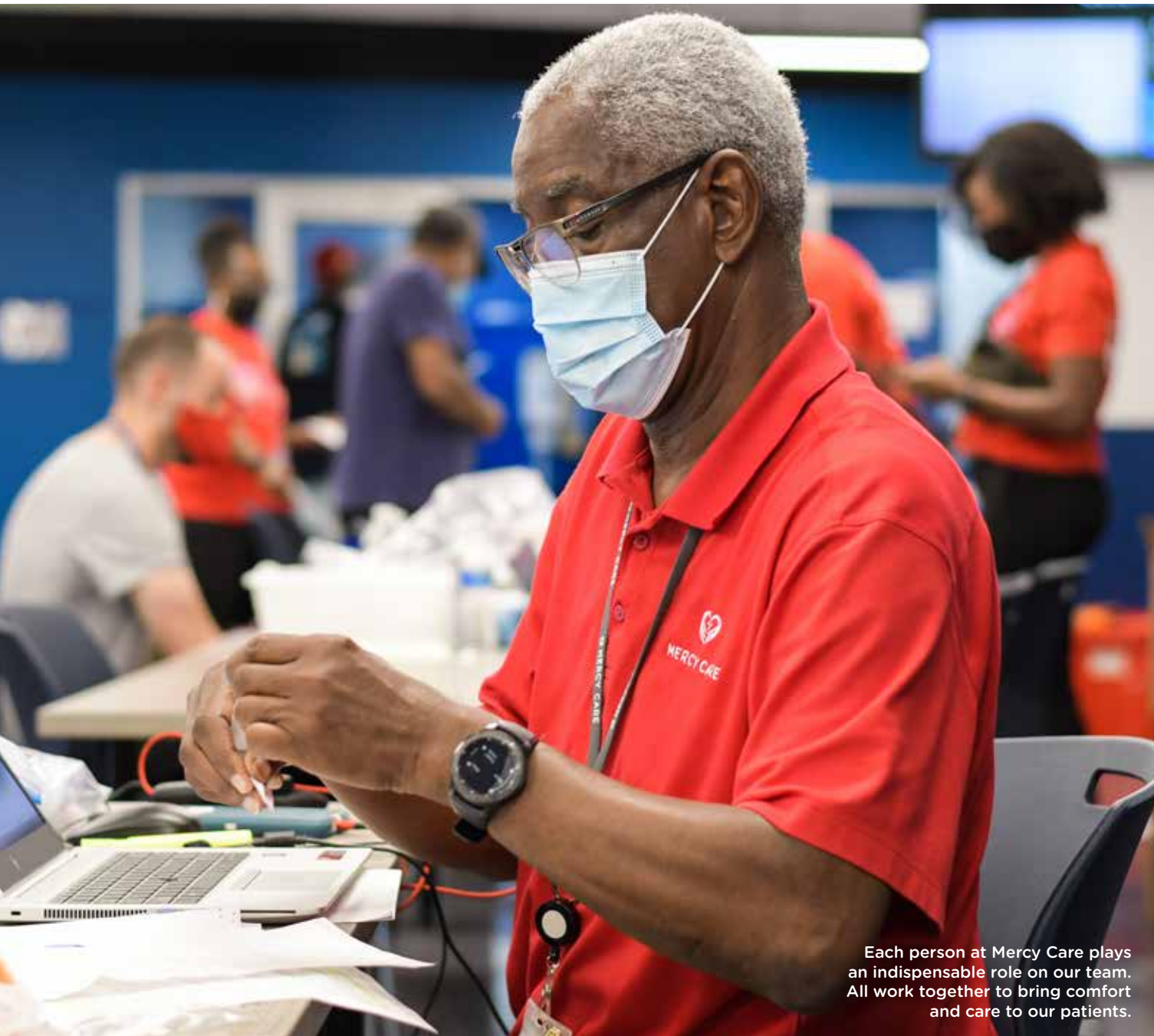
Mercy Care Decatur Street dedication.

Tom Andrews retires as CEO of Saint Joseph's Health System on May 31, 2021.

Kathryn Lawler starts as CEO of Saint Joseph's Health System.

MAY





Each person at Mercy Care plays an indispensable role on our team. All work together to bring comfort and care to our patients.

Point in Time count results suggest **38% drop in homelessness** compared to 2020.

JUN

JUL

Quality team completes three-year needs assessment.

AUG



SEPT

OCT

NPR story on **Mercy Care/Pennrose** affordable housing goes viral.

Candlelight Memorial featured live on WSB-TV. Coats, food, and grateful clients.

NOV

DEC



Back-to-School event attended by Congress-woman **Lucy McBath**.

AJC touts **Mercy Care/Pennrose** for being the first health system to build affordable housing in city limits.

WellStar announces they will close **Atlanta Medical Center** Nov. 1.

Fall Festival reached record attendance!

Recuperative Care programs and **Georgia Power** staff come together for lunch at MCD.



Community Impact

SJHS ACTS

Addressing Atlanta's Health Disparities

Saint Joseph's Health System (SJHS) was created to oversee the three branches of Mercy Care - Mercy Care health clinics, Mercy Care Foundation, and Mercy Care Rome - and is led by experts in Atlanta's healthcare, business, and philanthropy communities. These visionary leaders recognize true

In 2021, Saint Joseph's Health System launched a strategic plan to improve health outcomes and tackle health disparities head-on.

healthcare goes beyond just treating illnesses - it involves addressing fundamental social issues like housing, quality jobs, food security, transportation, and legal/criminal justice issues.

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disparities head-on. By using Mercy Care as a powerful catalyst for change, this group has put forth a dynamic plan that pioneers innovative approaches, empowers underrepresented communities, and fights for policy reform. We are excited about the positive changes already taking place and look forward to this important work!

“

When I think of the impact of the renovation on the Mercy Care Decatur Street clinic, two words come to my mind: restoration and renewal.

The renovation of our clinic has created new and improved utilization of available space and we have more rooms to serve more clients and better serve the community in need.”

Jarene Merritt

Clinical Nursing Manager,
Mercy Care Decatur Street Clinic

IMPORTANT CONTEXT

Racial disparities continue to drive health inequities, across metro Atlanta.



46%

of Mercy Care patients identify as Black



64%

of Mercy Care patients report food insecurity



83%

of Mercy Care patients live below the poverty level. If you are born in poverty in Atlanta, the chances of moving out of poverty are 4%.

82%

of patients find it somewhat or very hard to pay for the basics (food, housing, and transportation).



87%

of those experiencing homelessness are Black/ African Americans

Black people in Fulton and DeKalb have higher rates of premature death than White people for all the top five causes: homicide, fetal and infant conditions, poisoning, obstructive heart disease, and motor vehicle crashes.



McAULEY PARK

What's Next: Affordable Housing

Mercy Care has long supported the concept of “health as housing,” embracing the fact that healthcare is only one element of what makes an individual or family healthy. In 2021, Mercy Care entered into partnership with Pennrose, LLC to develop affordable housing next to the newly expanded Mercy Care Decatur Street clinic location.

Envisioned as a two-part project, Phase I will include 170 studio, one- and two-bedroom apartments of which 10 will be allocated specifically for Mercy Care patients. Phase I completion is anticipated in early 2024. Phase II will consist of another 100 units of affordable, independent living for seniors 62 years or older which will break ground by fall of 2024.

“Our clients are thrilled with the updated facilities. The best part is when they say, ‘I can’t believe how nice this space is.’”

– Mercy Care Dental Team

Health Care Impact

Weathering the Storm of Staffing Shortages

“Through the pandemic, Mercy Care has risen to the challenge and taken proactive steps to address staffing shortages head-on. By implementing powerful recruitment and retention strategies, we’ve been able to guarantee our services continue to reach those who need them most. Even though the job market may be unpredictable, we’re confident in our ability to meet staffing needs and deliver top-notch care to our patients.”

—Kathryn Lawler, CEO Saint Joseph’s Health System/Mercy Care

CLINICS AFFECTED BY STAFFING SHORTAGES



Mercy Care at the Gateway Center
Reopened March 2023



Mercy Care at CHRIS 180
Temporarily closed



Mercy Care at The Salvation Army
Temporarily closed



Mobile Clinic – Atlanta Mission
Temporarily closed



MUST Ministries
Permanently closed



Restoration House
Permanently closed

2022 BY THE NUMBERS

15,915
clients served

57,696
total visits

7
sites

4,394
in-person visits per
month on average

414
virtual visits per month
on average

Access to services was available across seven sites, seven service lines, and took place in-person or virtually.

SERVICES IMPACT

Numbers below indicate patient visits
per program in 2022



MEDICAL
26,173



MENTAL HEALTH
10,775



DENTAL
9,092



CASE MANAGEMENT
6,067



SUBSTANCE ABUSE
2,765

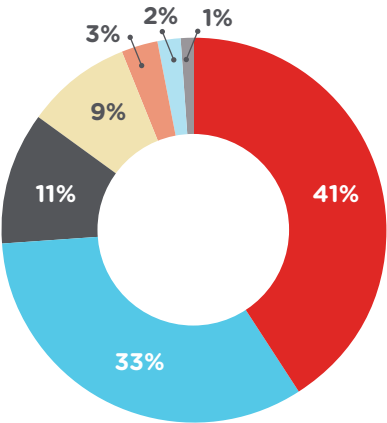


VISION
2,227



PATIENT EDUCATION
603

VISITS BY SITE



Chamblee	41%	Recuperative Care	3%
Decatur St.	33%	Street Medicine	2%
City of Refuge	11%	Mobile	1%
Gateway	9%		

Patient Impact



The Friendship That Changed My Life

As Ben walked through the Mercy Care clinic at Gateway Center, he locked eyes with Rod Stuldivant, the Mercy Care practice administrator. It had been decades since the two had seen each other. They were no longer the same kids who played together in their neighborhood, just south of Atlanta.

As they caught up, Ben opened up to Rod and shared he had lost everything after a brutal breakup. Rod then introduced Ben to Tony, a Mercy Care case manager, who found Ben affordable housing. Ben also connected with mental health services to help him manage his bipolar disorder.

Ben will tell anyone how Mercy Care changed his life and provided the resources for him to get better. He is still working on his health, but now has hope. Eager to regain his ability to walk, Ben looks forward to the days he can return to work and fishing with his friends. But most importantly, being “back on the right track” has brought his son back into his life. Ben is grateful for Mercy Care and the impact it’s had on his life. And despite the years that have passed, Rod remains a true friend.

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Misdiagnosed Until Mercy Care

When Taiye was referred to Mercy Care, she was in a terrible state—disoriented, completely blind, unable to walk and with no health insurance. She had been in and out of hospitals, but no doctor could give her a clear diagnosis for her blindness, leading many to presume it was a mental health issue.

It wasn’t until behavioral health specialist Marly Santana heard Taiye mention that she went blind in the hospital that Marly suspected something more was going on. Marly quickly sought help from Mercy Care optometrist James Stewart, and within hours, he diagnosed a brain tumor pushing on Taiye’s optic nerve—a diagnosis that could only be found through the eyes!

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With Dr. Stewart’s diagnosis, Taiye was quickly sent to Grady Health System’s emergency department for further treatment. Not only is Taiye in remission, but the next time Dr. Stewart and Marly saw Taiye, she was dancing!



ABOUT THE PATIENTS

25%

were under 18 years of age.

51%

were experiencing homelessness.
7% of children,
65% of adults

62%

were at or below the poverty line.
47% of children,
67% of adults

53%

did not have insurance.
75% of children,
66% of adults

52%

of all clients were female.
52% of children were male

82%

of children were Hispanic/Latino.
77% of adults were Non-Hispanic

Volunteer + Donor Impact

Finding Passion Amid COVID Crisis

Cheryl Collins heard of Mercy Care while working for her and her husband's construction company, Collins Project Management. It was the spring of 2017, and she was coordinating the "moving-in" phase of the new Chamblee clinic. And even though her family was no stranger to charities and non-profits, Cheryl had never volunteered with Mercy Care. That all changed upon her retirement in January 2020.

Cheryl was one of the first people Nicole Smith, volunteer coordinator, contacted when COVID hit in March. Cheryl was willing to do anything and did. When the shutdown first happened, Cheryl was at Mercy Care funneling hand sanitizer into bottles for patients and partner organizations. And as restaurants and other businesses closed, Cheryl made meal kits. Since then, Cheryl's commitment and passion for Mercy Care have only grown.

When asked what surprises her the most about being a Mercy Care volunteer, she shares that the compassion, patience, and respect the staff shows toward all patients at every level of the organization is paramount. Cheryl says, "I always tell my family and friends that Mercy Care has the best mission and is staffed with the most amazing people."

She wishes more of her peers would understand the challenges and rewards of helping people experiencing homelessness. Nicole agrees. "The more people like Cheryl volunteer their time, they would see our patients are not that different from themselves. And maybe that exposure could lead to bigger changes in the world."

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— Nicole Smith
Volunteer Coordinator



A shared commitment to compassionate healthcare

Evonne Yancey's journey with Mercy Care began in 1990. At the request of a physician at her employer, Kaiser Permanente, who asked about opportunities for providing medical care to the underserved, she facilitated an affiliation with physicians from Mercy Care and St Joseph's Hospital to support their efforts in this area. Not until 2005, however, did she gain a deeper understanding of Mercy Care's impactful work. Kaiser Permanente partnered with The Health Policy Center at Georgia State University to study the healthcare safety net including Grady Hospital and Federally Qualified Health Centers like Mercy Care. When an opportunity to join the Mercy Care Board presented itself in 2008, Evonne accepted and continues to serve on the Board.

Throughout her 15 years of service, Evonne is gratified watching how consistently the organization lives up to its values of compassion and excellence and appreciates Mercy Care is unafraid of self-reflection. The Street Medicine program was Evonne's introduction to the organization and remains close to her heart; its longevity represents Mercy Care's commitment to meeting the needs of the unhoused where they are in the community.

Evonne takes immense pride in Mercy Care for its ongoing work to understand the underlying conditions that lead to homelessness and health disparities and genuine commitment to social justice for all. She's hopeful the organization's voice will continue to grow louder and be a positive disruptor for social justice. There is still much work to be done and Evonne remains committed to Mercy Care and creating a world where homelessness, poverty, and health inequity no longer exist.

GIFTS OF WARMTH

Provided for distribution in the winter months



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



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

