



# Impact Report 2025

**MERCY CARE**  
HOPE IN HEALING

**O**ur model of care begins with engagement, is centered on the delivery of excellent healthcare, coordinates support to address underlying concerns, and remains steadfast through all the ups and downs of a patient's journey. Our work is grounded in the science that shows it takes far more than healthcare alone to help people get and stay healthy—but it is driven by the compassion and commitment of our team. Every day, Mercy Care staff go above and beyond to meet people where they are, welcome those who may not yet realize they need care, listen to their stories, and remind each person that they not only deserve excellent care—they have a right to it.

Mercy Care was founded by brave, visionary individuals who believed healthcare is a human right. Forty years later, people with those same passions and convictions open the doors of our clinics, walk the encampments in our communities, and treat both wounds and chronic illnesses. Nothing in these pages would be possible without them—and without the generosity of those who give so freely to the people who need it most.

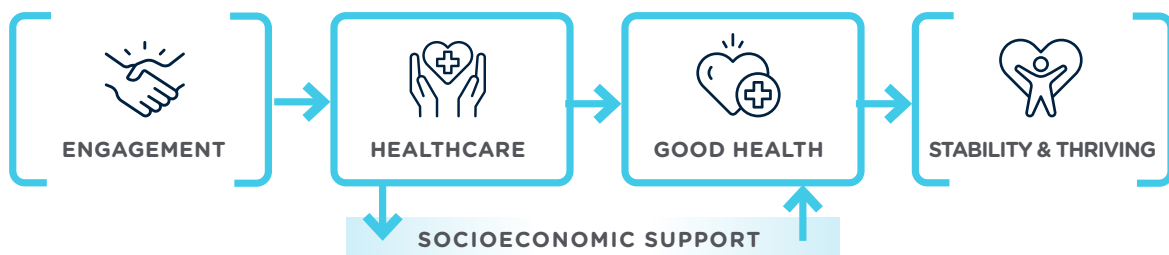
With gratitude,

**Kathryn Lawler**

Chief Executive Officer, Mercy Care

## OUR MODEL OF CARE

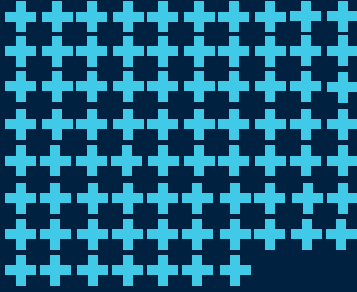
You are welcome. You are loved. We are with you on the journey.



## A Community Counting on Us



18,089 PATIENTS SERVED



68,370 TOTAL ENCOUNTERS

817

patients were served by our peer support specialists and substance abuse counselors



98%

of clients were at or below 200% federal poverty level

Which means they pay from

\$0-35

per visit



66%

of clients were experiencing homelessness



58%

of clients were uninsured

49%

male

51%

female

# [You are welcome.]

At Mercy Care, we believe every person has the right to excellent healthcare, to be truly seen, and to receive care without judgment or fear. In 2025, sweeping federal changes — including the passage of H.R.1 with deep cuts to Medicaid and ACS coverage, ongoing Medicaid redeterminations in Georgia that continued to disrupt coverage for low income families and people experiencing homelessness, and significant escalations in immigration enforcement that heightened fear among many Hispanic and immigrant patients seeking services — created new instability for the communities we serve. Through it all, we worked to ensure that Mercy Care remained a trusted, safe, and welcoming place to enter care.

**Mercy Care is a doorway to belonging—removing stigma, fear, and barriers to care.**

Whether someone walks into one of our clinics without an appointment, shows up unsure about their coverage, steps onto our mobile medical coach, receives a ride from one of our outreach vans, or uses a MARTA card we provide to reach care, we make getting to Mercy Care simple and barrier free. We meet people where they are—providing care in the language they understand best, engaging in encampments, shelters, and neighborhoods across Atlanta. For the patient affected by recent policy changes and worried about losing coverage, for the family arriving with more questions than answers, for the neighbor living outside and unsure where to turn, our message is always the same: *you are welcome, exactly as you are.*



Removing Barriers to Care

17,506 walk-ins

494 mobile van patients served  
1,120 mobile van visits

12,176 MARTA cards given to patients to help with access

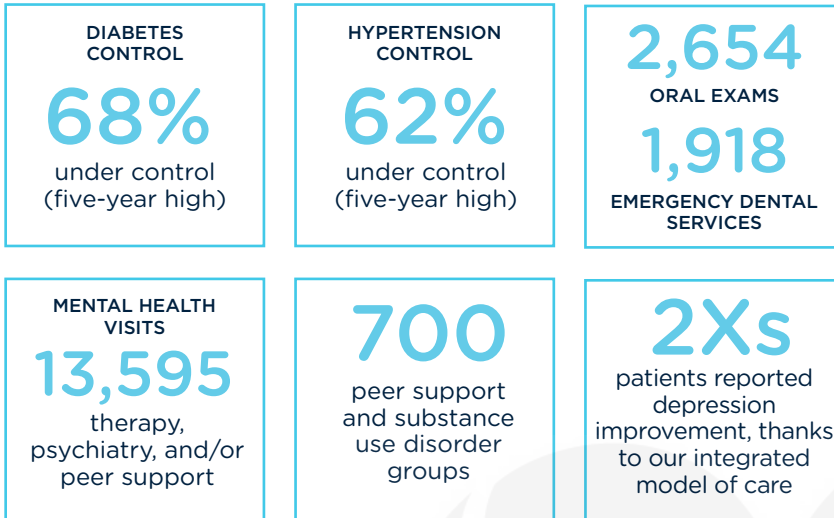
“

Never been a time Mercy Care couldn't help me.”

—Mobile Clinic Patient

## Healing grows when people feel cared for and supported.

Our metrics reflect improved health because Mercy Care shows up with love, trust, and high-touch clinical care.



We screened more patients for cervical, breast and colorectal cancers than ever before.

**You are loved.**

At Mercy Care, compassion is central to our model of care — it is the strategy. It's how we deliver exceptional, restorative care to people who deserve not only treatment, but dignity, connection, and hope. Compassion shapes how we listen, respond, and build trust. It turns every interaction into a chance to understand the whole person and support their healing.

Our model of care is relational at its core. Behavioral health is integrated into medical visits because healing doesn't happen in pieces. Peer support specialists walk beside patients because lived experience matters. Dental teams relieve pain and restore confidence. Chronic disease care adapts as a patient's life evolves, not just their labs.

Through the lens of compassionate care, we affirm a simple truth: every person is worthy of connection, attention, and healing.

**Mercy Care provides care that restores dignity, connection, and hope.**



### Held Until She Could Stand Again

When Tony fled domestic abuse and arrived at City of Refuge, she was carrying years of emotional, physical, and spiritual wounds. She was also in recovery from alcoholism, trying to rebuild her life while navigating deep trauma and overwhelming grief. At Mercy Care, she found what she hadn't felt in a long time: safety. She received full physical exams, mental health support, compassionate care from nurse practitioners and doctors, and regular visits with the chaplain — each encounter reminding her that she mattered.

Peer Support became the place where the healing went deeper. In those early months, she cried every day as she learned, slowly, that it was safe to speak her truth. Margaret and the group met her with open hearts, offering a shoulder to cry on and a community that held her through the hardest parts. "I found safety in that room," she says. "They took me by the hand and held me."

Today, more than two years later, Tony is smiling again. She is steady in her recovery, grounded in her healing, and giving back as a volunteer with the very community that once held her up.

"It's beautiful to be appreciated and loved on," she says. "The people at Mercy Care — they're my new family."

## Walking With Her Until Home Was Possible Again

When Sonja Kilgore first came to Mercy Care in 2023, she was emerging from a house fire, a long hospitalization, and years of untreated behavioral health challenges. With nowhere safe to go, she entered homelessness and began a cycle familiar to many living with serious mental illness — periods of stability followed by disappearance, missed appointments, and long stretches without medication.

Each time she returned, she came back to the same place, and the same person: Beverly, her Mercy Care case manager.

Beverly never stopped starting over with her. She helped Sonja reconnect to medical and behavioral health care, guided her through shelter stays, and stayed in touch even when Sonja had no phone. After nearly a year of work, Beverly secured a housing voucher — but Sonja disappeared, and the opportunity was lost. Beverly was devastated, but she simply began the process again.

Months later, when a unit opened at an apartment complex, she showed Sonja the listing on the screen so she could believe it was real. Weekly check-ins kept her engaged until the day finally came.

In February, Sonja moved into her own apartment — her own key, her own bed, her first stable home in years. With housing and a trusted care team behind her, she is reconnecting to services, spending time with her son, and imagining a future that once felt out of reach.

Sonja's journey reflects Mercy Care's promise: we are with patients, for as long as it takes.



# [ We are with you on your journey. ]

No one heals alone. At Mercy Care, we walk with patients through every step of their journey — not just in moments of crisis, but across months and years. Our model integrates medical care, behavioral health, social supports, and community partnerships to surround each person with what they need to move toward stability, recovery, and hope.

Whether it's a PATH outreach worker helping someone move from the street into housing, a care team coordinating services for a longtime patient, or partners like the Salvation Army and Partners for HOME supporting families, our commitment remains the same: no one faces the path alone.

Through relationship building, mutual respect and trust, Mercy Care patients sustain their engagement. From newborns who grow up with our pediatric team, adults relying on us as they face complex needs, we are companions, advocates, and partners on the road to healing.

<b>66%</b>	of patients had more than 1 visit in 2025—sustained engagement
<b>6,489</b>	of 18,089 patients had visits with more than one service line in 2025 (36%)
<b>132</b>	# of individuals who were provided recuperative care; of those 114 were connected to medical care
<b>208</b>	# of individuals living unsheltered were engaged by the social care team
<b>263</b>	# of individuals engaged and enrolled in PATH (Transition from Homelessness) services
<b>700</b>	# of referrals our social care team made to clinical and partner services



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[mercyatlanta.org](https://mercyatlanta.org)



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