



MERCY MEDICAL ANGELS 2019

Removing the barrier to medical care with
transportation on the ground and in the air



LETTER FROM THE PRESIDENT



Dear Friends,

This has been a banner year for Mercy Medical Angels for many reasons, but one has us soaring above many other charities: the fact that 93% of every dollar raised goes directly to program service expenses. For the thirteenth year we have achieved Charity Navigator's 4-Star Rating and Guidestar's Platinum level for efficiency and transparency. I am excited to continue serving as President and CEO of Mercy Medical Angels as we build on the success we have achieved over the last four years. Here are some 2019 highlights:

- We set a new record, 17,185 trips for cancer patients, Veterans, active duty service personnel, children and their families, providing ground transportation with gas cards, bus and train tickets and in the air with flights flown by volunteer pilots and commercial airlines.
- Angel Wings for Veterans provided 4,947 trips for Veterans of any era, active duty service personnel and their families, a 244% increase over the last four years.
- Angel Flight Mid-Atlantic coordinated more than 1,000 trips fulfilled by volunteer pilots.
- We completed the consolidation of 22 organizations into one, resulting in a savings of \$126,342.00 in audit and accounting expense. Angel Wings for Veterans and Angel Flight Mid-Atlantic are now programs of Mercy Medical Angels.

Additionally, efforts to secure the future of Mercy Medical Angels is moving forward. We now have in place a development staff with more than 88 years of combined experience led by Director Keith Stava and Assistant Director Deborrah Grulke, resulting in significant increases in community awareness and contributions. We continue to reach out to our stakeholders, large medical service providers, veteran support organizations, government agencies and social service organizations, with our mission message, "...removing the barrier to medical care for those in need ..." and soliciting financial support. Golf tournaments and the annual Salute Our Heroes Gala continue to be major sources of funding. This year we have plans to further develop the Mercy Medical Angels brand and strategy to reach more people in need of life-changing, lifesaving clinical care, ensuring that no one is denied treatment because they don't have transportation. Please take a moment to peruse the rest of this report which details our staff's proud accomplishments.

Sincerely,
Robb Alpaugh

President and CEO



2019

HELPING CHILDREN

Dustin's Story

Dustin was born with facial deformities. He needed multiple surgeries, including an ear reconstruction. His family is on a limited income, and they had a hard time paying for the surgeries. They had to turn to crowdfunding, and eventually raised enough money for the treatment. Unfortunately, Dustin's family faced another obstacle – transportation to medical care. The best hospital that could help him was in Los Angeles, CA, more than 830 miles from his home in Denver, CO. He needed numerous round-trip flights to and from surgery and post-op appointments. Mercy Medical Angels provided round-trip airline tickets for Dustin and his parent, enabling him to get the care he needed. Dustin's mom said: “Dustin loved flying! It was the highlight of traveling back and forth for surgery and post-op appointments. We are so blessed to receive help with transportation to the life-changing medical care Dustin needed, and so thankful to Mercy Medical Angels.”



6,590

Trips for children
and their families

762

Trips for advanced surgery
and care for international
children

HELPING CANCER PATIENTS

Johnnie's Story

Seven years ago, Johnnie was diagnosed with inoperable pancreatic cancer. Johnnie couldn't find adequate treatment in his home state of Alabama. The best option for treatment for his diagnosis was at a treatment facility more than 1,000 miles from his home. Thankfully for Johnnie, he found out about Mercy Medical Angels. Mercy Medical Angels provided transportation to life-saving medical care so he could go to the treatments he needed. Johnnie said, "They are nothing short of a godsend!" Johnnie is still in remission. "If it weren't for the flights from Mercy Medical Angels," said Johnnie, "I am not sure what I would have done. From the bottom of my heart, I thank each and every one of you. You have been my angels!"



9,630

Trips for cancer
patients

2,447

Trips for elderly patients
battling cancer

HELPING VETERANS

Paul's Story

Paul is a Veteran of the U.S. Army who served in Afghanistan. One day, he was on patrol when his vehicle ran over a roadside bomb. "I lost some of my closest friends that day," said Paul. He was awarded a Purple Heart. When Paul got home, his doctor diagnosed him with a Traumatic Brain Injury and Post-Traumatic Stress. A service dog would increase Paul's quality of life. Unfortunately, the best service dog facility was in Texas, hundreds of miles away from his home in Virginia.

Luckily, Mercy Medical Angels' Veterans program was able to help, providing transportation to life-changing care to so Paul could travel to Texas. Once in Texas, he received his service dog, Chase. Paul said that Chase is "my new best friend." When asked what he would say to potential donors, Paul gets choked up. "I don't know how to thank Mercy Medical Angels enough. They are heaven-sent, helping us Veterans when we need it the most. They helped save my life."



4,947

Trips for veterans and
their families

916

Trips for Post Traumatic
Stress (PTS) treatment

IMPACTS AND OUTCOMES

MercyMedical.org/Donate



From those served...



Did the transportation assistance increase your quality of life?

91%

of patients said YES

Did the transportation assistance help you have financial stability?

95%

of patients said YES

Did the transportation provided help your ability to maintain physical and mental wellness?

92%

of patients said YES

Was the transportation provided the only way you would be able to receive treatment?

80%

of patients said YES

2019 RESULTS AND OUTCOMES

REMOVING THE BARRIER TO MEDICAL CARE WITH TRANSPORTATION
ON THE GROUND AND IN THE AIR...



17,185

NATIONAL
AND INTERNATIONAL TRIPS

16,423

NATIONAL

762

INTERNATIONAL



6,590

CHILDREN

9,638

CANCER PATIENTS



4,947

VETERANS



+ TOTALS

TRIPS	MILES TRAVELED	PUBLIC BENEFIT
3,874	2,317,753	\$1,760,720
1,019	164,268	\$1,611,388
12,292	112,904	\$659,104
17,185	2,594,925	\$4,031,212

\$4.4M

BUDGET

93%

OF ALL DONATIONS
GO TO PROGRAM
SERVICES

NATIONAL AIRLINE TRANSPORTATION
PARTNER WITH

American Airlines



Southwest



OUR TEAM



Robb Alpaugh
President and CEO
Stephanie Bollmann
Chief Operating Officer
Keith Stava
Director of Development
Deborrah Grulke
Assistant Development Director
Sundae Oxley
Lead Transportation Coordinator
Gretchen Devine
Transportation Coordinator
Shaila Stewart
Transportation Coordinator
Joanie Corkrum
Director of Administration (Emeritus)
Lynne Medley-Long
Director of Administration
Felycia Jordan
Accounting Specialist
Stephanie Singer
Communications Specialist

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Mercy Medical Angels is a 501(c)(3) nonprofit.
It has consistently earned top ratings from GuideStar,
Charity Navigator and America's Best Charities.



American Legion
Child Welfare Foundation



This report was printed through a generous donation by the American Legion Child Welfare Foundation