

MERCY MEDICAL ANGELS



2020 ANNUAL REPORT

PRESIDENT'S REPORT

Dear Friends,

As I mark my fifth anniversary serving as President and CEO at Mercy Medical Angels, I am delighted to announce our best year ever and to share the details and outcomes. Because of our generous donors and supporters, we were able to build on the success of previous years and deliver 24,520 free trips to medical care for those in need, a 43% increase over the previous year, despite the challenges of COVID-19. We continued to provide trips for cancer patients, Veterans, active duty service personnel, children and their families, with transportation on the ground with gas cards, bus and train tickets and in the air with flights flown by volunteer pilots and the commercial airlines. As in every sector, the COVID-19 pandemic slowed us down. In March, we suspended Angel Flight Mid-Atlantic Volunteer Pilot operations until we could determine how to proceed without endangering the health of patients and pilots. In one situation we were able to provide transportation for the doctor to reach the distant patient which inspired a possible new approach to reach those in need. As of June 21, 2020, Angel Flight Mid-Atlantic was fully operational with comprehensive COVID-19 operational guidelines in place. Already we have coordinated 452 flights in private aircraft this year. Commercial airline demand was reduced significantly because of appointment cancellations but is beginning to increase. The benefit of providing multiple modes of transportation became very clear as demand for gas cards soared, another reason Mercy Medical Angels continues to be the largest charitable medical transportation system in the world.



The number of trips last year by sector were:

Mercy Medical Angels 24,520

Angel Wings for Veterans 4,378

Angel Flight Mid-Atlantic 999

It was a record year despite the challenges. Challenges, however, persist. Our planned Angel Wings and Wheels celebration, formerly Pilot Appreciation Day, was postponed and the annual Salute Our Heroes Gala will be virtual this fall, another example of how our staff is nimbly navigating the pandemic's landscape. Thanks to our generous supporters, we have been able to secure pandemic relief funds to help continue the mission. Fundraising efforts, led by Keith Stava and Deborrah Grulke, have put us in the best financial condition since the charity started in 1972. In addition, we have sold our office building in Virginia Beach adding significant equity to our investment account to further secure the future of the organization. We continue to reach out to our stakeholders - large medical service providers, Veteran support organizations, government agencies and social service organizations - requesting financial support for our mission and continue a lean and efficient operation. Overall, 85% of every dollar raised goes directly to program service expense. We were recently recognized by Charity Navigator with their Encompass Rating of 100/100, the best possible, and continue to be recognized by GuideStar for excellence in efficiency and transparency. This year we have plans to further develop the Mercy Medical Angels brand to help us reach more people in need. The newly-designed website, www.MercyMedical.org, has won a national award and puts the charity at the top of online searches. All this combined ensures that we can continue our strategy to reach more people in need of life changing, lifesaving free transportation to clinical care, ensuring that no one is denied medical care because they don't have transportation. Thank you for your continued support.

Sincerely,



Robb E. Alpaugh
President and CEO
Mercy Medical Angels



CHILDREN IN NEED

"When he was born, everything was fine, Kristine Caalim recalled. And then it wasn't." "After Zeq started eating solid foods, that's when we started seeing a problem", Kristine said. He started throwing up more, he started losing weight because he kept vomiting and he kept getting sick. Young Zeq was chronically tired. He developed unexplained rashes. Doctors close to home didn't have an answer. "There was something wrong with our kid, Kristine said, and we didn't know what to do." Finally, they were referred to The Johns Hopkins Hospital in Baltimore where doctors diagnosed Zeq with a rare disease called Eosinophilic Esophagitis. Treatment required monthly trips to Baltimore, and sometimes twice a month. "The cost was overwhelming", Kristine said. "It's hard to drive to Baltimore from Virginia Beach when you have a child that is relying on a feeding tube machine. Finally I just prayed to God. I said, We need help". Kristine learned about Mercy Medical Angels through a friend at church. After contacting the charity, instantly the family's logistical and financial burdens eased. And the private flights were much safer for Zeq than other forms of transportation. "These pilots become part of our family," Kristine said. "Oh my gosh, if angel flights didn't exist it would be so difficult for us to get Zeq the right care that he needs." Zeq is just one of 24,520 patients helped by MMA this year. "I'm glad to see the progress," his mother said. "If it wasn't for Angel Flight Mid-Atlantic we wouldn't be able to see progress."



VETERANS IN NEED

"In 2011, I was diagnosed with adenoid cystic carcinoma of sinus cavity. As a Veteran serving in Vietnam, I was treated at Stratton VA Hospital in Albany, NY with surgery. After the surgery in 2011, I was cancer-free for 9 years. In 2020, my cancer recurred – I needed proton beam therapy. I live in Glens Falls, NY and needed to go to Memorial Sloan Kettering Cancer Center for specialized radiation treatment, for seven weeks. It is in Manhattan, NY, which is 190 miles away. We needed financial help driving to NYC. Mercy Medical Angels' ground program was a necessary, wonderful resource when we decided to drive to NYC for treatment. This is a wonderful organization that helps patients with financial needs. During a very stressful time, (COVID-19 and cancer diagnosis) patients need all the extra support they can get.

Thank you to everyone."

David



HELPING DURING COVID-19

In late April, as coronavirus cases spiked and air travel virtually ceased nationwide, an infant lay in a Florida hospital bed awaiting critical brain surgery. Meanwhile, in Baltimore, one of the nation's top neurosurgeons was desperate to get to her, and then back to Baltimore the next day for another critical surgery. The problem seemed intractable to Dr. Allan J Belzberg, Director of Peripheral Nerve Surgery at The Johns Hopkins Hospital, who was determined to help both of his patients despite the constraints of the virus shutdowns. Half of the problem was solved when he was able to book a commercial flight to Tampa. "But the return was constantly being cancelled and changed," he later recalled.

Desperately searching the internet for an answer, Belzberg found Mercy Medical Angels where President and CEO Robb Alpaugh answered the call. At the time, the charity's 500 volunteer pilots were all but grounded due to COVID-19 safety concerns, and the request was unusual given MMA's mission to get patients to their doctors, not the other way around. Alpaugh knew that it was time to pivot. He spent hours on the phone that day searching for a willing pilot with an airplane large enough for social distancing. Longtime MMA volunteer pilot Kenny Painter answered the call and agreed to meet the doctor in Florida following his operation on the infant and then fly him back to Baltimore on his spacious Socata TBM 850 airplane. "The Angel Flight got me home the same day, able to get a good night sleep and back in the operating room at Hopkins the next morning," Dr. Belzberg wrote in a thank you note. "Ken was a treat. Beautiful plane, and an amazing pilot. Great combination."

But most importantly, "There is a 10-month-old in St. Petersburg recovering from surgery, now with repaired nerves and a functioning arm," he said. "The parents were getting truly desperate, but can go back to just plain loving their child. The generosity of Angel Flight and Mercy Medical allowed this to happen." The doctor-to-the-patient mission is just one example of how MMA has nimbly navigated new challenges in 2020. The charity turned its focus offering to transport plasma and organs and doctors. And record requests for gas cards, another way Mercy Medical Angels serves patients, were fulfilled. As restrictions ease, pilots are once again providing life-changing transportation to patients, adhering to new COVID-19 safety guidelines and preparing for an expected exponential increase in requests.



REMEMBERING BOB CORKRUM

This year we lost one of our most faithful volunteers, Bob Corkrum. Husband of long time employee, Joanie Corkrum and father to two sons, Michael and Travis. Bob Corkrum was a volunteer at Mercy Medical Angels for many years and his service to the organization was truly priceless. His kindness and humor could brighten anyone's day. One of his funny catchphrases was: "You can't fire me, I'm a volunteer." In addition to lifting everyone's spirits, Bob helped tremendously around the office. Some of his tasks included de-cluttering the surrounding suites and making necessary repairs. Everything he did, he did with a smile. A few years ago, Bob became severely ill. He was in and out of the hospital, and rarely came to the office. When he did make an appearance, he could only visit briefly. Bob kept a smile on his face despite his faltering health. The night of June 23, 2020, Bob passed in his sleep. Heaven gained a true angel that night, and we miss him dearly.



A SPECIAL THANK YOU OUR KEY VOLUNTEERS

Lorraine Eaton
Wayne McCoy
Marvin Kaplan, DDS
Rusty Donaldson

and more than 500 volunteer pilots

THANK YOU TO OUR SUPPORTERS

Mercy Medical Angels partners with Southwest to provide transportation for patients in need. Southwest puts a special emphasis on serving active-duty service members, Veterans, and military families. The national airline doesn't stop at providing compassionate service on their flights. They also donate frequent flyer miles and tickets, which dramatically reduces the costs of air travel. Kurt is one of the many Veterans who found healing and hope through this partnership. He said this about Mercy Medical Angels and Southwest: "My flight with Southwest was relaxing and peaceful. The staff on my flights were accommodating, professional, and entertaining. I wouldn't have been able to get to my treatment if it weren't for Mercy Medical Angels and Southwest. They're fantastic people!"



American Airlines



Mercy Medical Angels partners with American Airlines to provide transportation to patients in need. American Airlines' has a charitable arm, known as Miles for Our Well-Being. This program enables children from around the world to access critical care in the United States. Many children and their families live in regions that are hundreds or even thousands of miles away from the United States. They have no way to receive life-changing medical care in their home countries. But thanks to the partnership between Mercy Medical Angels and American Airlines, children and their families can travel across the globe to healing. Elisabet is one of the countless children who benefit from this partnership. To quote Elisabet's mother: "We traveled the best way possible, thanks to the team at Mercy Medical Angels. All the pilots and associates of American Airlines made our flight great. Thank you very much for assisting us, a thousand thanks!"

THE HIGHEST RATINGS



Charity Navigator is an organization that rates nonprofits in three main categories: financial health, accountability, and transparency. These are broken down into sub-categories that carry a certain number of points. When these points are added up, the charity's overall score is published on Charity Navigator. These metrics then help donors decide which organizations are worth donating to. A perfect score on Charity Navigator, 100 out of 100, is extremely rare. Less than 1 percent of the thousands of charities in the United States earn this rating. In 2020 with hard work from the team and help from donors, Mercy Medical Angels was rated 100 out of 100 by Charity Navigator.

Guidestar is an organization that rates charities by transparency and impact. It enables donors to make informed decisions about giving to nonprofits. Using four seals to rank charities - Bronze, Silver, Gold, and Platinum – a rating from Guidestar could mark the difference between success and loss. Mercy Medical Angels has earned the Platinum Seal for 2020. This is the highest rating of transparency and impact that a charity can receive. In such a chaotic year, it was especially hard for nonprofits to stay in the air. But thanks to the Mercy Medical Angels family, it wasn't impossible. With the Guidestar Platinum Seal, Mercy Medical Angels can continue soaring over the clouds and Delivering HOPE Daily!



THANK YOU TO OUR BOARD OF DIRECTORS

RADM. J. B. Godwin III, USN (Ret.), *Chairman*
COL. John Venable, USAF (Ret.), *Vice-Chairman*
Virginia Rodriguez, *Treasurer*
Joyce Gardella, *Secretary*
Kamil Cak

MAJ GEN Jack Catton, USAF (Ret.)
Stephen Craven
CMDR W. Taylor Grant, USNR (Ret.)
William Hall, Esq.
Stephen D. Juge, Esq.
Gregory Lomax
Patrick O'Boyle III
Deborah H. Painter

Angel Wings for Veterans
GEN. David M. Rodriguez, USA (Ret.), *Chair*
Angel Flight Mid-Atlantic
Kelly Murphy, *Chair*

Emeritus
COL. Rand Brandt, USAF (Ret.)
C.R. (Bud) Harper
John Jackson
COL. Norman E. Johnson USAF (Ret.)
Thomas McMahon
Louis J. Sabatini
Kenneth (Skip) Maiden



2020 RESULTS AND OUTCOMES

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

24,520

National and
International Trips

23,858 NATIONAL TRIPS

662 INTERNATIONAL TRIPS



8,399 CHILDREN

18,361 CANCER PATIENTS

4,378 VETERANS



	Trips	Miles Traveled	Public Benefit
Commercial Airline	2,536	1,790,581	\$1,222,147
Volunteer Pilot	999	97,553	\$1,257,654
Ground	20,985	146,926	\$591,752
TOTALS	24,520	2,035,060	\$3,071,553

**National Airline
Transportation Partners**

American Airlines 

Southwest 

Financials FY20

Income 3.8m
Expense 3.7m
YE Net Assets \$963,159

\$4.2M Budget

Program Expense 85%
Management 7%
Fundraising 8%
Total Expense 100%