

Circle the City

2023

IMPACT REPORT

HEALING HOMELESSNESS. **TOGETHER.**

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ABOUT CIRCLE THE CITY

Circle the City is the vision of our founder, Sister Adele O'Sullivan, CSJ, MD. After earning her medical degree she began caring for people living on the streets.

During that time, Sister Adele noticed a lack of sanitary conditions for wound care, challenges with medication management, and the lack of a place for people to rest and recover from a serious illness or injury. That inspired the vision for a medical respite center for people facing homelessness.

Today we provide two medical respite centers, two healthcare centers, five mobile medical units, health navigators in seven hospitals, and street medicine teams for individuals facing homelessness in Maricopa County. Over 10 years of experience and commitment have earned Circle the City recognition for providing healthcare to individuals facing homelessness.





OUR MISSION

To create and deliver innovative healthcare solutions that compassionately address the needs of men, women, and children facing homelessness.

*We are a registered 501(c)(3) nonprofit,
Federally Qualified Health Center.*



LETTER FROM THE CHIEF EXECUTIVE OFFICER



BOARD OF DIRECTORS

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Sister Adele O'Sullivan, CSJ, MD
Founder

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Marion K. Kelly

Danielle Millard

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Roy Pringle

Jaxinta Shaffer

Jeffrey Smith

Kathy Stein, CSJ

Dear Friends,

As I think about the past year at Circle the City, one word comes to mind, **gratitude**. Circle the City is grateful for our donors, our remarkable team and our partners from across the Greater Phoenix region. I continue to be in awe of our incredible team of doctors, nurses and support staff. The work achieved every day and the passion and commitment we have for our patients are inspiring. As the only Federally Qualified Health Center exclusively serving people facing homelessness in Arizona, I'm continually amazed at our team's passion and dedication.

When I think of our staff, I'm proud to share the growth we have seen. Over the past year, we have added dozens of team members across our facilities and we continue to grow to serve the needs of those facing homelessness.

It has been a challenging year. Our unhoused population is ever-increasing. The need for food, water, shelter and medical care remains acute. In fact, we served more than 8,000 patients last year in our two respite centers, our fixed-site health facilities, our mobile units, via our health navigators and street medicine teams.

We could not do this without the support of the community. Our partners in the health industry and other nonprofit organizations are as strong as ever and we are thankful for the ongoing compassion.

Delivering innovative healthcare solutions for men, women and children facing homelessness remains our mission. We are planning on opening a new facility in the East Valley. This growth will add to our existing Phoenix locations and provide vitally needed services in the East Valley. I'm excited to see this come to life and the impact our team will make.

It is my pleasure to recognize the outstanding contributions to the leadership team at Circle the City:

- Chief Medical Officer - Melissa Sandoval, MD
- Chief Administrative Officer - Michael Zenobi, MBA
- Chief Clinical Officer - Sharon Dipasupil, MSN-L, RN
- Chief Development Officer - Jim Gouveia, MS, MS
- Chief Financial Officer - John Moore, MBA
- Chief Human Resources Officer - Barbara Mitchell, SPHR
- Chief Technology Officer - Jason Suttor

Our founder, Sister Adele O'Sullivan, CSJ, MD, had the vision for us to strive to achieve many of the goals we accomplished this past year. Our work is ongoing – we have hope for those we serve and envision a brighter future for all.

Sister Adele is fond of saying, "We meet people where they are." We remain dedicated to our mission and know that we could not achieve our success without your support. Thank you for your kindness and generosity.

Sincerely,

CIRCLE THE CITY

Impact Numbers

8,000+

Patients seen by
Circle the City yearly

**UP
TO 100**

Respite patients per day
who receive a bed, daily
medical care and meals

45

Patients seen daily by
mobile medical teams

42%

Of respite patients
receive in-house physical
therapy

30%

Of patients receive
behavioral healthcare

100,000

Meals served to respite
patients yearly

INDIVIDUALS SERVED

In Fiscal Year 2023

** Includes Medical, Behavioral Health and Physical Therapy*

OUR RESPITE CENTERS

217

Downtown Medical
Respite Center (DMRC)

254

Midtown Medical
Respite Center (MMRC)

OUR OUTPATIENT CENTERS

1,183

Parsons Family
Health Center

2,795

Downtown Family
Health Center

STREET MEDICINE

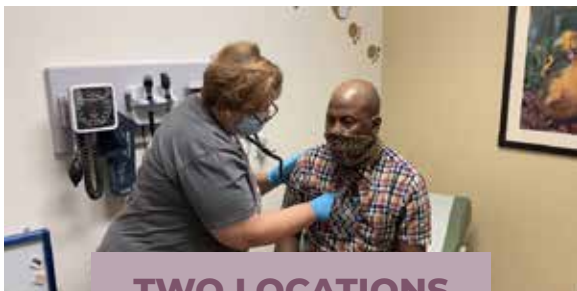
684

OUTREACH

3,829

OUR SERVICES

Innovative Healthcare



TWO LOCATIONS

Outpatient Care

Outpatient clinics provide integrated primary and preventive healthcare.



TWO LOCATIONS

Respite Care

Centers for men and women to recover from acute illnesses or injuries.



FIVE TEAMS

Mobile Medical Units

Integrated primary and preventive healthcare provided by mobile teams.

- East Valley Neighborhood Partnership
- West Valley Neighborhood Partnership
- Central Valley Neighborhood Partnership I
- Central Valley Neighborhood Partnership II
- North Valley Neighborhood Partnership

OUR SERVICES

Innovative Healthcare



**LOCATED IN SEVEN
COMMUNITY
HOSPITALS**

Hospital Health Navigator Program

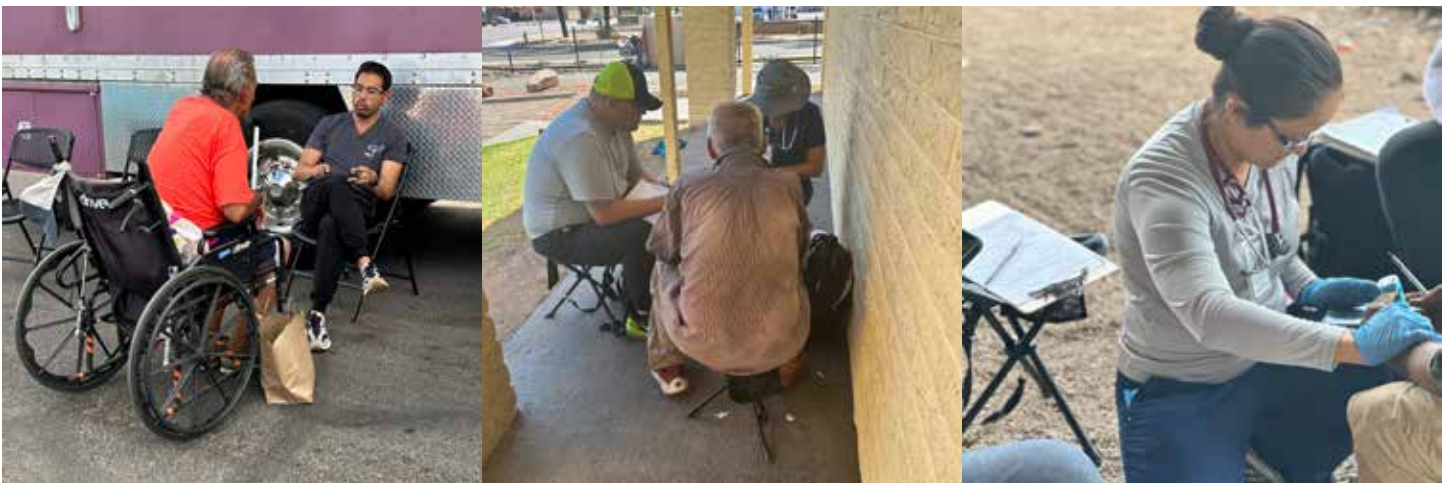
Connects patients to support services upon discharge from hospitals.



**THROUGHOUT THE
VALLEY**

Street Medicine

Direct care on the streets to people who are unsheltered.



Making it possible

1,014

INDIVIDUAL DONORS

Dedicated to supporting our mission.

73

PARTNERS

Organizations that work directly with Circle the City to create a community without homelessness.

68

VOLUNTEERS

Individuals who donate their time and talent.

214

STAFF

Our passionate team embodies Circle the City's mission.

GRANTS

Fiscal Year 2022/2023

In Fiscal Year 2023, Circle the City received 13 major grants.

This successful year of grant funding validates grantor confidence in Circle the City's ability to reliably provide integrated primary care services to people facing homelessness and Circle the City's ongoing expansion of services to meet demand.

Circle the City Grantors

Bidstrup Foundation

Board of Visitors

Bristol Myer Squibb

Cigna Foundation

City of Tempe

CSJ Ministry Support

HRSA Supplemental (H8F grants)

HRSA Yearly Grant

Kemper and Ethel Marley Foundation

Order of Malta

Season for Sharing

SRP

Whiteman Foundation

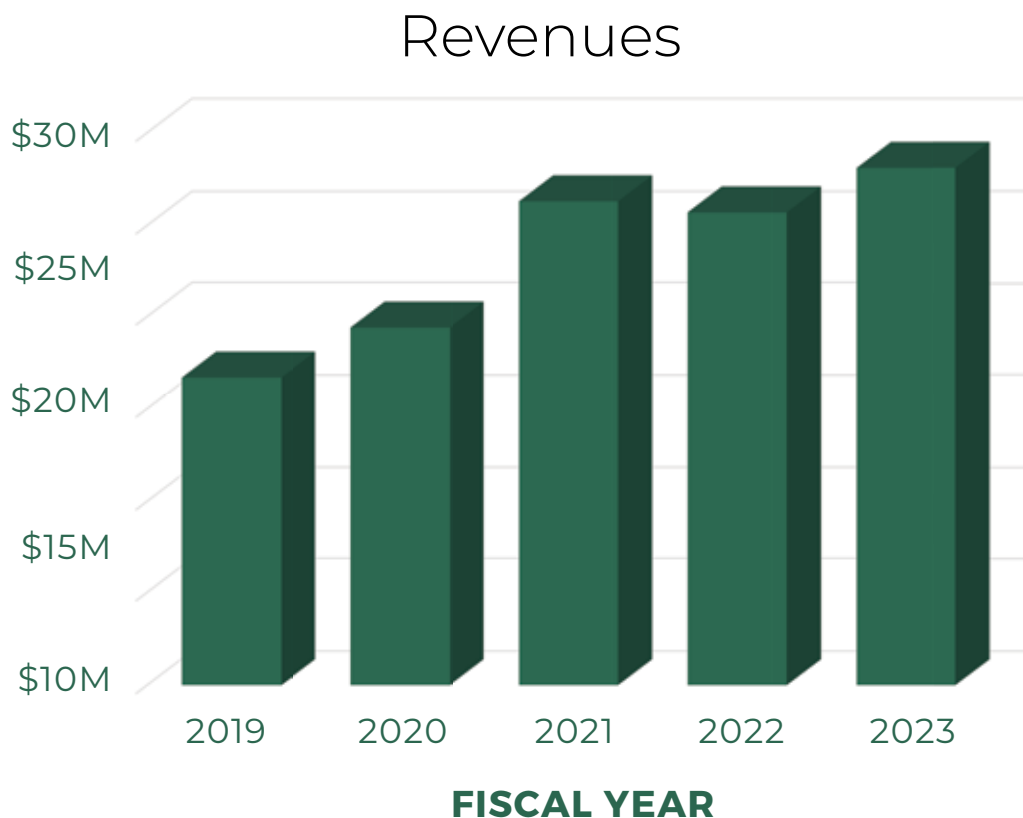


REVENUES

Fiscal Years 2019-2023

In response to unprecedented growth in homelessness which was driven by many factors, including the escalating rent costs and the lack of affordable housing, Circle the City (CTC) has expanded service locations, licensed providers, mobile medical units and outreach vehicles.

We have invested in technologies and staff to facilitate state-of-the-art, quality, statistical and financial reporting to extend CTC's reach throughout Maricopa County. This growth is in response to community needs and has dramatically increased CTC's assets, revenues, and employees, as demonstrated below:

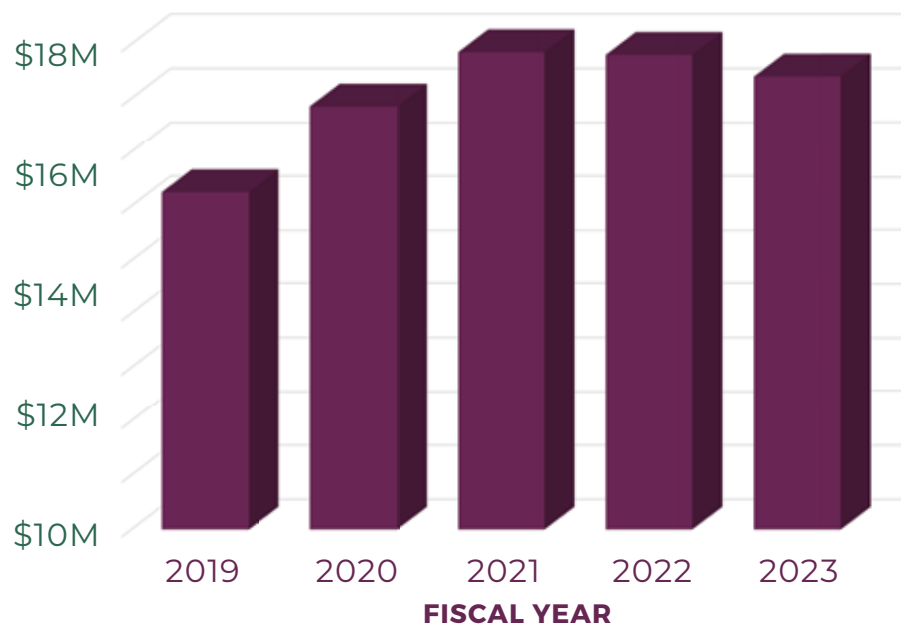


CTC relies on federal, state, local, corporate, foundation, and private grants, along with individual donations and planned gifts to support approximately 20% of CTC's annual operating needs.

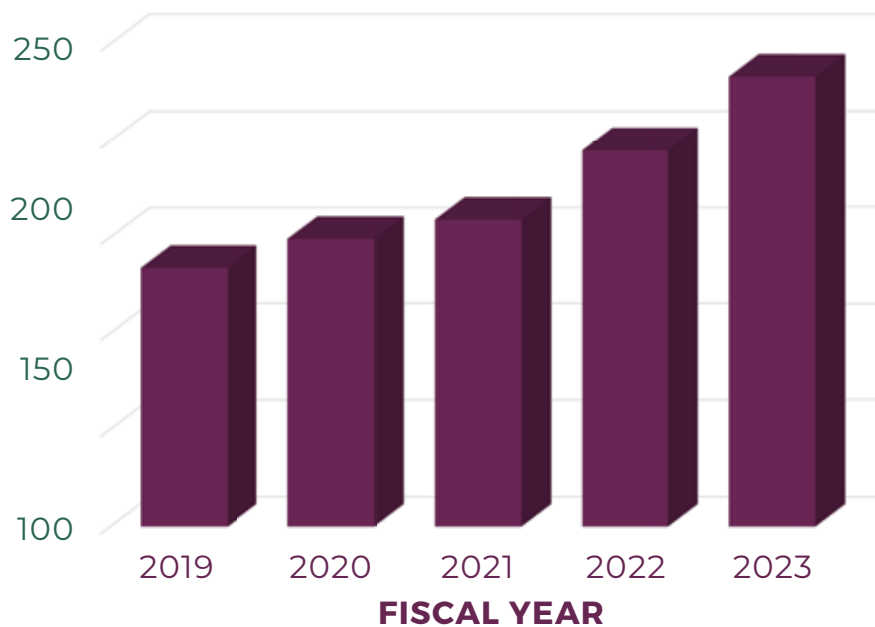
ASSETS & EMPLOYEES

Fiscal Years 2019-2023

Assets



Employees



Meet Francisco

CIRCLE THE CITY PATIENT



Francisco, better known as Frankie by his friends, had been a resident of Avondale for as long as he could remember. Life had been good until health issues crept in and he lost his job. With no steady income to pay for his rent, he was forced to live behind a neighborhood church and use his bicycle to get around. For thirteen months, he struggled to find his bearings, living a simple and modest life.

Frankie is a kind-hearted man, always ready to lend a helping hand. One day, he had a terrible accident while riding his bike, which led him to Circle the City's Downtown Family Health Center. He was treated with the utmost compassion and offered suggestions to transition out of his current situation.

Unfortunately, his leg injury worsened and he needed hospitalization. With the help of Circle the City's Health Navigator, he was admitted to the Downtown Medical Respite Center where he received the necessary medical care and support. It was a turning point for him and he began the process of finding permanent housing.

Frankie's journey to healing is a testament to the transformative work at Circle the City. It's because of our community's support that we can provide a helping hand to men, women, and children facing homelessness. Join us in celebrating Frankie's resilience and the countless individuals who have found healing and hope at Circle the City.



Meet Jennifer & Adam

CIRCLE THE CITY PATIENTS

Love often finds its way into our lives in the most unsuspecting places: at a store, at school or at a friend's birthday party. Love – and later marriage – also found its way to Jennifer and Adam, two patients at Circle the City's Midtown Medical Respite Center.

Both individuals were facing homelessness, health challenges, and difficult life circumstances. While receiving respite care, Jennifer and Adam became friends and found that by supporting one another, they were lifted and aided in their many challenges.

Their friendship would grow into love and later blossomed one day with a wedding ceremony ordained by a fellow patient who officiated the services. Vows were exchanged, tears were shed and a new life adventure began for the newlywed couple.

Soon, Jennifer found employment and was able to leave the respite center. Adam needed additional care and surgery before they were reunited. While the adage, "happily ever after," means many things for different people, Jennifer and Adam have found their own unique meaning of what "ever after" means for them.

Meet Albert

CIRCLE THE CITY PATIENT



Albert is a true survivor and fighter. He has experienced great trauma, including losing his mother, brother, and sister to separate acts of violence. His addiction struggles, prior convictions, and a cycle of homelessness made it difficult for him to find stability and hope.

Through all these challenges, Albert never lost his optimistic spirit. He served in the military and never lost sight of his dreams. When he came to Circle the City, he struggled with COPD and needed a safe place to recover. Our Downtown Medical Respite Center provided him with compassionate healthcare and support, which helped to improve his health and start on the path toward stable housing.

Today, Albert continues to work towards regaining his health and securing a permanent place to live. His story is a powerful reminder that anyone can overcome adversity and achieve their goals with the right resources and support.



Meet Arthur

CIRCLE THE CITY PATIENT

Arthur was facing homelessness, unemployment, and the challenges of addiction. Today, after being hospitalized and later cared for in our Downtown Medical Respite Center, Arthur is on a new path in his life journey.

He is sober and in recovery. Arthur is also employed as a security guard and has reconnected with family members who had become casualties of his circumstances. By reconnecting with his daughter, Arthur says he has found the inspiration to continue to heal and recover. His family connections also helped Arthur become a better father and role model for others.

Arthur's story is also told through another proven model of therapeutic care: art. His work can be found proudly hanging in our respite locations. His paintings of wildlife are striking and powerful works of nature that showcase his artistic talent. In one work, Arthur creates art with a painting of a turtle on a rock emboldened with the peace symbol.

The turtle metaphor shadows Arthur's newfound life philosophy – perseverance, steadfastness, healing, and transformation.

Ways you can help.

Make a gift

Make a donation today and help provide lifesaving healthcare to people experiencing homelessness. No donation is too small. Your donation may qualify for a charitable tax contribution.

circlethecity.org/donate

Become a Shoebox Circle monthly donor

Receive special patient updates, information on our growing programs, invitations to tour our facilities, and many other opportunities.

circlethecity.org/shoebox

Volunteer your time

Volunteering is a wonderful way to give back to the community and make a difference.

circlethecity.org/volunteer

Become a corporate partner

Corporate support is an integral part of Circle the City's philanthropic efforts.

circlethecity.org/donate

Planned giving

You can make a stock gift, IRA (QCD) gift, bequest or other instrument and build a legacy to provide healthcare to people facing homelessness.

circlethecity.org/donate

Spread the word

Share our mission and the impact we are having on the community.

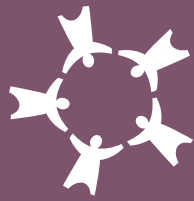




The Health Disparities Reducer Badge recognizes health centers that have achieved at least a 10 percentage point improvement in low birth weight, hypertension control, and/or uncontrolled diabetes clinical quality measures (CQMs) during consecutive reporting years for at least one racial/ethnic group, while maintaining or improving the health center's CQM performance from the previous reporting year.



The Access Enhancer Badge recognizes health centers that have increased the total number of patients and the number of patients who receive at least one comprehensive service (mental health, substance abuse, vision, dental, and/or enabling) by at least 5% during consecutive UDS (Uniform Data System) reporting periods.



Circle the City

OUR LOCATIONS

Administrative Office

300 West Clarendon Avenue, Suite 200
Phoenix, AZ 85013
(602) 776-0776

Downtown Family Health Center

220 South 12th Avenue, Phoenix, AZ 85007
(602) 258-8282

Downtown Medical Respite Center

210 South 12th Avenue, Phoenix, AZ 85007
(602) 254-4282

Midtown Medical Respite Center

333 West Indian School Road, Phoenix, AZ 85013
(602) 776-9000

The Parsons Family Health Center

3522 North 3rd Avenue, Phoenix, AZ 85013
(602) 776-7676

For Additional Information, Please Contact:

Wendy Nelson, Director of Development
wnelson@circlethecity.org | (602) 851-4292

MOBILE MEDICAL CARE

(602) 516-6825

HOSPITAL HEALTH NAVIGATOR PROGRAM

Circle the City has a health navigator located in a growing number of hospitals throughout Maricopa County. Our health navigators help connect patients to our outpatient and respite care services.

(602) 325-3535

circlethecity.org

HEALING HOMELESSNESS. **TOGETHER.**