



Circle the City
HEALING HOMELESSNESS. TOGETHER.

2024 IMPACT REPORT

treat. heal. thrive.

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About Circle the City

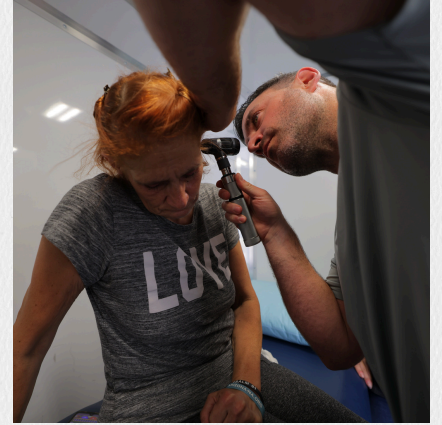


Circle the City started with a simple but urgent idea: to provide healthcare for all individuals facing homelessness in Maricopa County. When Sister Adele O'Sullivan, CSJ, MD, began working with those living on the streets, she saw a need that couldn't be ignored—no safe places for wound care, no way to manage medications, no space to recover from illness. This need inspired her to create a medical respite center dedicated to people facing homelessness.

Since then, Circle the City has grown into a network that serves the entire county. We operate two medical respite centers, two healthcare centers, five mobile medical units, and health navigators stationed in seven hospitals. Our three street medicine teams go directly to where people are, offering medical care and resources in the hardest-to-reach areas.

For more than a decade, Circle the City has worked tirelessly to ensure that every person facing homelessness in Maricopa County has access to the healthcare they need. We've grown, but our mission remains the same: **To create and deliver innovative healthcare solutions that compassionately address the needs of all individuals facing homelessness in Maricopa County.**





8,000

Patients seen by
Circle the City

77%

Of medical
respite patients
who complete
their plan of
care are
discharged to
somewhere
other than the
street or a
shelter.

2,760

Days of Medical
Respite Care

7,000

Behavioral Health
sessions completed

54%

Of our medical
respite patients
receive in-
house physical
therapy



Circle the City

45%

Of our patients
receive
Behavioral
Healthcare
Services

20,800

Kindness Kits
distributed

100,000

Meals served
to respite
patients

54,000

Medical
Appointments
completed annually

Letter from the CEO

Kim Despres, DHA, RN

Chief Executive Officer

Dear Friends,

Reflecting on the past year at Circle the City, one word stands out: resilience. We are deeply grateful for our donors, remarkable team, and partners across Maricopa County. The dedication of our doctors, nurses, and staff continues to inspire me every day. As the only Federally Qualified Health Center in Arizona exclusively serving individuals facing homelessness, our team's passion and dedication have never been more evident.

The relentless heat has added another layer of urgency to our work this year. With temperatures reaching record highs, the need for food, water, shelter, and medical care has been more critical than ever. Our team has been on the front lines, ensuring that those facing homelessness have access to the care they need to survive these extreme conditions. Despite these challenges, we served 8,000 patients this year across our teams. This increase in patients reflects the growing need and our ongoing commitment to serve.

Amidst these challenges, we've made significant strides in expanding our capacity to serve. I'm thrilled to share that we've completed a major expansion of our Downtown Family Health Center. This upgrade includes six additional exam rooms, a treatment room, two patient consult spaces, another nursing station, a unisex patient restroom with a shower, and a new provider's room. These improvements mean more care and shorter wait times for our community.

We couldn't achieve this without the continued support of our community. Our partnerships have been crucial, and we are incredibly thankful for the ongoing collaboration and compassion.

I am honored to recognize the exceptional leadership team at Circle the City:

- Chief Medical Officer - William Ellert, MSN, MD
- Chief Operating Officer - Sharon Dipasupil, MSN-L, RN
- Chief Development Officer - Wendy Nelson, MPA
- 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, laid the foundation for our progress. She often says, "We meet people where they are." This remains at the core of our mission, and we know our success would be impossible without your support.

While our work is ongoing, our hope for those we serve is steadfast, and we continue to envision a brighter future for all. Thank you for your generosity and commitment to our mission.

With gratitude,
Kim



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Sister Kathy Stein, CSJ
Thomas Betlach

Our Services

How we are changing lives



Outpatient Care

Circle the City operates two fixed-site outpatient clinics that provide comprehensive primary, behavioral and preventive healthcare. We support both walk-ins and scheduled appointments, ensuring accessible care for all.

Medical Respite Care

Our two 50-bed medical respite centers offer a safe place for adults recovering from acute illnesses or injuries. These centers serve those not sick enough for hospitalization but too ill to return to the streets.



Mobile Medical Care

Circle the City's five mobile medical units deliver integrated healthcare, combining medical and behavioral services. These teams travel across Maricopa County, bringing care to parks, housing complexes, social service agencies, and more.





Hospital Health Navigator Program

Circle the City has an employee stationed in many hospital Emergency Departments in the Valley. The health navigator works with hospital staff to connect patients facing homelessness to support services upon discharge. The hospital navigator can help connect patients to our outpatient and respite care programs.

Street Medicine

Our three Street Medicine teams engage with unsheltered individuals who do not typically access traditional healthcare services. By providing care in riverbeds, canals, alleys, and other locations, we connect patients to comprehensive medical and behavioral health services.



Our Mission

To create and deliver innovative healthcare solutions that compassionately address the needs of all individuals facing homelessness in Maricopa County.

Financial Highlights

REVENUE*

Program Revenue

Respite	\$11,500,619
Clinics	\$6,025,164
Outreach	\$5,003,063

Corporate & Community Support

Donations	\$2,464,820
HRSA Base Grant	\$4,143,848
Other Grants	\$2,869,829
Other Income	\$330,833

TOTAL REVENUE	\$32,338,177
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EXPENSES*

Program Expenses	\$23,579,088
Management/General	\$6,949,819
Fundraising	\$958,349

TOTAL EXPENSES	\$31,487,256
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Total Net Assets	\$14,789,000
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*Figures are unaudited as of report publication date

Meet our Patients



DeeDee

Diedre, better known as DeeDee, is a former nurse from Michigan who moved to Phoenix for love, but after losing her partner, her life fell apart. A chronic health condition made it nearly impossible to walk, leading to job loss and becoming unsheltered. She kept her struggles hidden from her children in Michigan to protect them.

Always fiercely independent, DeeDee first stayed with friends, showing her gratitude by cooking and cleaning. But when she could no longer find stable housing, she had no choice but to live on the streets.

Her turning point came when a severe health crisis landed her in the hospital. A social worker introduced DeeDee to Circle the City, offering a glimmer of hope. "If anyone can help, they can," the social worker assured her.

With Circle the City's support, DeeDee's life began to transform. She connected with specialists who helped manage her condition and found a counselor who reignited her professional ambitions. "Things are looking up. It makes me happy," DeeDee says, her eyes lighting up with hope.

As she looks ahead, with several months left at the Downtown Medical Respite Center, DeeDee is determined to seize every opportunity and plan for a brighter future. Her story highlights the profound impact of Circle the City's care, which not only addressed her immediate needs but also empowered her to dream again. As she puts it, "Thank goodness for Circle the City for enabling me to do the things, to make things happen."

Meet our Patients



Deborah

Deb has always been a caregiver. A fifth-generation Native American from Phoenix, she spent years working as a medical assistant, helping others. But after a devastating car accident left her injured and unable to work, Deb suddenly was the one in need of care.

During this difficult time, Deb learned about Circle the City, a place offering more than just medical care. It was a lifeline.

She arrived at the Downtown Medical Respite Center just a week before a crucial surgery in March. For the first time in months, she felt safe and found a community that wanted to help her focus on recovery.

At the Medical Respite Center, Deb found more than physical care. She rediscovered her creative passions. Her love for music led her to join the choir, and she reconnected with her passion for art. The beautiful pieces she creates now brighten the lives of those around her.

Deb is now taking steps toward assisted living and a stable future. Her journey hasn't been easy, but she's no longer facing it alone.



Ramon

At 17, Ramon's life took an unexpected turn. Raised in the warmth of his family in Chihuahua, Mexico, he never imagined he'd face homelessness, eventually landing on the streets of Phoenix.

The loss of his mother shattered his world, taking away the stability he once knew. Though Ramon helped raise his younger siblings, and they continue to support him with food and essentials, one thing remained elusive: reliable healthcare.

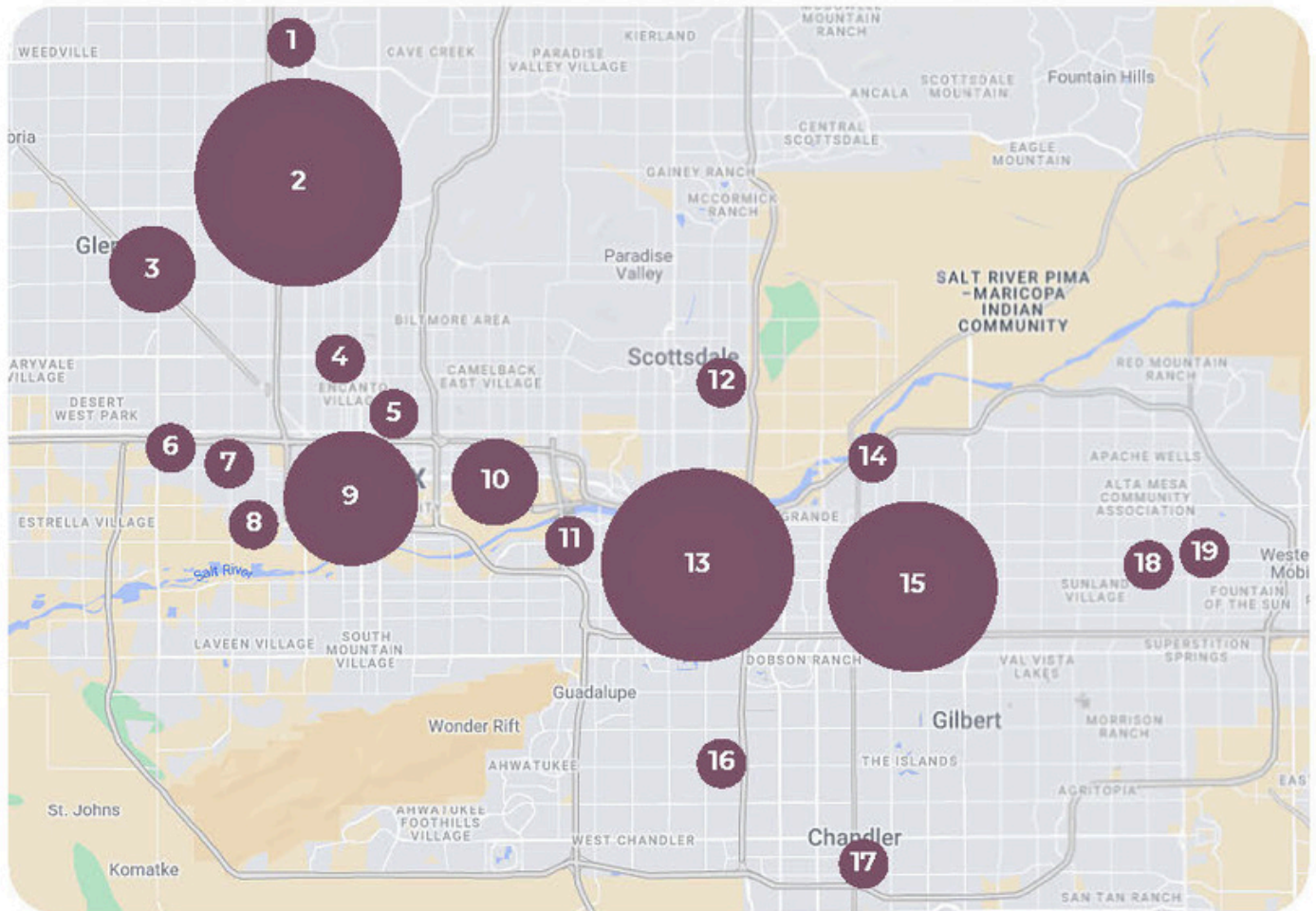
That's when Circle the City's Street Medicine Team stepped in, transforming his life.

"They're fast and efficient," Ramon says with a smile. "I like them."

While Ramon doesn't suffer from chronic health issues, the team's regular check-ups have been crucial, especially during Phoenix's intense summers. But their care is about more than just medical attention. Each visit reminds Ramon that his health matters, and that care doesn't require a permanent address.

Ramon's story is just one example of how our Street Medicine Team provides more than healthcare; they offer dignity, hope, and a reminder that every life is valuable, no matter the circumstances.

Where We Serve



1 Greenway Transitional Lodge

2 Patina Men's
NOAH (Office & Storage)
St. Vincent de Paul
Sunnyslope
Cortez Park
KLS Behavioral
Saguaro Shelter
Larkspur Church - Heat Relief
Collins Court
North 17th Apartments
HonorHealth JCL
North Start Group Home

3 Cholla Library
Glendale Resource Center
St. John's Lutheran Church
Glendale Mission & Ministry

4 Circle the City - Parsons Family Health Center
Circle the City - Administration
Circle the City - Medical Respite Center

5 SVDP Sunnyslope
NAC: Patina Health & Wellness

6 Project Haven

7 Chicanos Por La Causa

8 Phoenix Rescue Mission

9 Grace Lutheran
Changing Lives Center
209 W Jackson
Steele Commons
Grace Lutheran
Keys to Change Campus
Circle the City - Downtown Family Health Center
Circle the City - Downtown Medical Respite Center
P.H.X. Cares

10 SVDP Watkins
Washington Shelter
UMOM & Halle House

11 Phoenix Bridge

12 Greenway Transitional Lodge

13 Moeur Park
Tempe Oasis
Super 8 - Tempe Outreach
Rodeway Inn - Tempe Outreach
Mountain Park Health Center
Tempe Urban Outreach
First United Methodist Church
Tempe Salvation Army
Tempe IHELP
Tempe Community Action Agency
Tempe Public Library
Grace Community
Church for Tempe IHELP

14 East Valley Men's Center

15 La Mesa Ministries
RSM - Heat Relief
St. Vincent De Paul - SVDP
Rio de Vida
Social Spin
SVDP Mesa
Paz de Cristo
Operation Big Serve

16 Desert Cross Lutheran Church

17 AZCEND

18 Mesa Windemere

19 New Hope Community Center

Community Engagement



Grand opening of the Downtown Family Health Center expansion.



Phoenix Symphony REVERB performance featuring the voices of Circle the City patients and providers.



Women's Wellness Events:
Mammogram screenings and health check ups for women facing homelessness.



Burrito breakfasts for patients at the Parsons Family Health Center.



16th Annual Garden Tea & Silent Auction at The Scottsdale Resort at McCormick Ranch.



Titan 100 annual service day. Assembly of 1,000 kindness kits by CEOs & C-level executives.

Ways you can make an *impact.*

Make a Gift

Make a donation today and help provide lifesaving healthcare to people facing homelessness. No donation is too small.

Tax ID: 26-2420730; Qualifying Charitable Organization Code: 20693

Become a Shoebox Circle Monthly Donor

Join a community that is passionate about uplifting our neighbors facing homelessness.

Volunteer your Time

Help us deliver healthcare to people facing homelessness by becoming a volunteer

Become a Corporate Partner

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

Planned Giving

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

For questions, please contact a member of the Development Department, development@circlethecity.org or call 623-900-7671.

Letter from our Founder



Sister Adele O'Sullivan, CSJ, MD

Dear Friends of Circle the City,

In the previous pages you have read about the impact this organization makes on healthcare for those experiencing homelessness in Phoenix. That impact has increased exponentially as the organization has grown. Each year Circle the City has more staff, more providers seeing patients, and more ways of delivering services to a population that desperately needs them.

As the founder of Circle the City I would like to conclude this volume with a reminder of a different kind of impact which has also grown as the years go by. This impact is perceived at a deeper level than any spreadsheet can display.

In our beginnings there was a shoebox in which occasional cash donations were collected, gifts from individuals who said they “just wanted to help.” The intent was always kindness. Frequently the desire was simply to share what one had with those who had less.

I had no doubt that what was in that box was the love of the community. Today it is the love and generosity of thousands of individual donors, along with hundreds of organizations, foundations and corporations that comprise the precious contents of that shoebox. Today the desire to help is alive and well.

Only the future will tell what the impact will be of this larger, stronger, more diverse, more determined network in our community. May kindness, in the form of compassionate care, flow in new ways across our Valley.

With much gratitude and many blessings,
Sister Adele



Downtown Family Health Center

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

Midtown Medical Respite Center

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

Downtown Medical Respite Center

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

The Parsons Family Health Center

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

Administrative Office

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

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

MOBILE MEDICAL CARE

(602) 516-6825

For Additional Information, Please Contact:

Wendy Nelson, Chief Development Officer
wnelson@circlethecity.org | 602.851.4292



Circle the City is a 501(c)(3) nonprofit Federally Qualified Health Center dedicated to providing high quality, holistic healthcare to all individuals facing homelessness in Maricopa County.

Tax ID: 26-2420730 | Qualifying Charitable Organization Code: 20693 | circlethecity.org

