

Healing. Healthy. Thriving.

# 2025 IMPACT REPORT



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# ABOUT CIRCLE THE CITY



Circle the City started with a simple idea: no one should have to face illness or injury alone—especially without a safe place to heal. Nearly 20 years ago, our founder, Sister Adele O’Sullivan, CSJ, MD, was caring for people living on the streets of Phoenix when she noticed big gaps in care. There were no clean spaces for wound treatment, no way to manage medications, and no place to rest and recover. She set out to change that.

What began with donations kept in a shoebox grew into Arizona’s first medical respite center for people experiencing homelessness, which opened in 2012. Today, Circle the City’s network of care stretches across Maricopa County. We have two medical respite centers, with a third underway in Mesa and opening in 2026, plus two outpatient healthcare clinics, five mobile medical units, and five street medicine teams bringing care directly to people wherever they are.

Through it all, our mission has remained the same: to create and deliver innovative healthcare solutions that compassionately address the needs of all individuals facing homelessness in Maricopa County. From our exam rooms to the sidewalks of our city, we’re committed to bringing healing and compassion to those who need it most.

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

# LETTER FROM THE CEO

Dr. Kim Despres, DHN, RN | Chief Executive Officer

Dear Friends,

This past year has been a season of growth for Circle the City, not just in numbers, but in vision, space, reach, and our capacity to heal.

We broke ground on a transformative new project: our East Valley Medical Respite Center. This facility, the first of its kind in the East Valley, represents a bold step forward in addressing the growing needs of individuals facing homelessness in our community. With 85 beds, the new center will nearly double the capacity of each of our existing medical respite centers in Phoenix. When its doors open in 2026, it will offer more than just a safe place to heal. It will be a hub of compassionate, comprehensive care, providing 24/7 medical support, behavioral health services, physical therapy, freshly prepared meals, substance use intervention, and wraparound services that help our patients regain health and hope.

We've also taken major steps to ensure care is more accessible than ever before. This year, we launched our first in-house pharmacy, allowing us to provide critical medications directly to patients. By using our own pharmacy, we're lowering costs and ensuring patients receive the medications they need, without delays or barriers.

We've also opened a specialized memory clinic to better serve patients living with Alzheimer's and dementia, conditions that disproportionately impact our population and require a unique blend of medical and social care. Meanwhile, our wound care clinic is expanding its reach and impact, delivering expert treatment for injuries and chronic conditions that demand dedicated, compassionate care.

And each day, our street medicine teams are out in full force, expanding their routes, deepening their connections, and bringing lifesaving care to those without shelter. This year, we proudly launched our Street Medicine West team, bringing critical services to individuals in the West Valley. These teams reflect who we are at our core: meeting people where they are.

Circle the City has always been about more than medicine. It's about restoring dignity. It's about healing the whole person. And thanks to your support, building a healthier, more hopeful future for everyone.

With deep gratitude,

Kim Despres



## BOARD OF DIRECTORS

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**Marion Kelly**

**Mary Meyer**

**Nate Nathan**

**Olivia Fierro**

**Roy Pringle**

**Sister Kathy Stein, CSJ**

**Thomas Betlach**

# A YEAR OF HEALING

**59**  
media  
mentions  
with  
Circle the City

**35,000+**  
days  
all patients  
have spent  
in medical  
respite care

**8,000+**  
total number  
of individual  
patients  
seen by  
Circle the City

**56.6%**  
of patients  
who received  
behavioral  
health services

**66,000+**  
medical visits completed

**15,000+**  
behavioral health visits  
made by patients

**105,000+**  
meals served at respite

**61.5%**  
of medical respite  
patients who  
have received  
physical therapy

# OUR SERVICES:

## How we are changing lives



### Outpatient Care

At Circle the City, we operate two outpatient clinics offering primary, behavioral, and preventive healthcare. We welcome both walk-ins and scheduled visits, ensuring compassionate, accessible care for all.

### Medical Respite Center

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. Construction is underway on a third medical respite center set to open in Mesa in 2026.



### Street Medicine

Our five street medicine teams meet people where they are—bringing care to those who may not have access to traditional healthcare. From riverbeds and canals to alleys and community spaces, we deliver medical and behavioral health services directly to those who need them most.



### Mobile Medical Care

We operate five mobile medical units that bring healthcare directly to the community. Our teams travel throughout Maricopa County—to parks, housing sites, and service agencies—offering medical and behavioral health care wherever people need us.

### Pharmacy

This year, we opened our first in-house pharmacy, expanding access to essential medications across our respite centers, clinics, and outreach programs. By bringing pharmacy services under our roof, we're reducing barriers, lowering costs, and strengthening continuity of care—ensuring patients leave with the medications they need to support healing, stability, and hope.



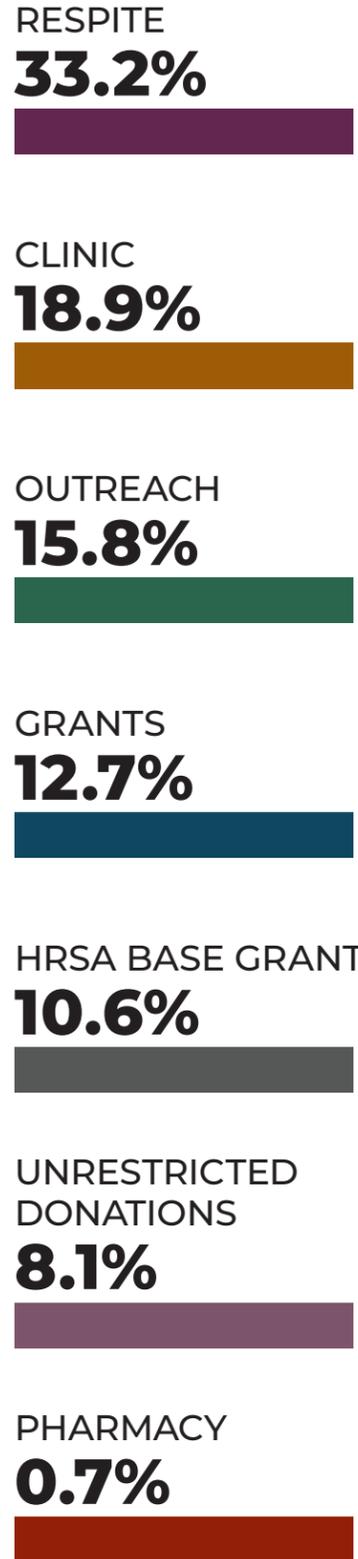
### Hospital Health Navigator Program

Through partnerships with hospital emergency departments across the Valley—including Banner University, Banner Thunderbird, HonorHealth North Mountain, Valley Wise Medical Center, St. Joseph's Hospital, and both Mercy Gilbert and Chandler Regional – our health navigators guide patients facing homelessness to the care they need. From linking individuals to outpatient treatment to securing a safe place in respite care, we ensure no patient leaves without support.



# FINANCIAL HIGHLIGHTS

## REVENUE BREAKDOWN



TOTAL REVENUE  
**\$37,910,550**

### REVENUE MIX



# HONORING OUR FOUNDER Vision and Legacy

## Sister Adele Receives the Nicole Hazen 4 Kindness Award

In May, our founder Sister Adele O’Sullivan, CSJ, MD, threw the ceremonial first pitch at the Arizona Diamondbacks’ Women’s Night at Chase Field—and was surprised with the Nicole Hazen 4 Kindness Award. Created to honor the late wife of Diamondbacks General Manager Mike Hazen, the award recognizes individuals who embody compassion, dignity, and service to others—values Sister Adele has exemplified throughout her lifetime of caring for people experiencing homelessness. By honoring Sister Adele, the Diamondbacks celebrated her extraordinary legacy of healing while sharing a broader message: kindness has the power to change lives and communities. We are deeply grateful for this meaningful recognition and for the Diamondbacks’ commitment to carrying forward Nicole Hazen’s legacy of compassion and hope.



## Making History

We are proud to share that Circle the City’s founder, Sister Adele O’Sullivan, CSJ, MD, has been named to the prestigious 2025 class of Arizona Historymakers—one of the state’s highest honors, reserved for leaders whose impact has shaped Arizona’s history and future. Sister Adele’s vision began nearly two decades ago, when she recognized the urgent need for a safe place where people experiencing homelessness could heal after illness or injury. Today, her pioneering model has expanded into a countywide network of care reaching thousands each year. This recognition affirms what we at Circle the City have always known: Sister Adele’s legacy of compassion, dignity, and healing will forever be part of Arizona’s story.

# Letter from our Founder

Sister Adele O'Sullivan, CSJ, MD



Dear Friends,

In all of the dimensions we use to measure impact, 2025 was a year of tremendous growth for Circle the City. Our service area widened as new needs were identified. More lives were touched, and an expanding array of services were offered. Neighborhood Partnerships extended Circle the City's services into the streets and camps of each geographic area of the Valley. The array of services offered through each of our Respite Centers, Family Health Centers and Street Teams grew, in order to creatively address the new needs of our time. An example of this is the addition of Memory Clinics, in response to the growing number of older adults in the homeless population.

In going where the changing needs of the dear neighbor beckon, Circle the City remains faithful to the tradition of the founders, the Sisters of St. Joseph. The Sisters came to Arizona in 1870, responding to a request for their services, although it necessitated a treacherous trip across the desert by covered wagon and on foot. Those pioneer Sisters and the Sisters succeeding them have companioned the people of Arizona from 1870 until the current day, responding to new needs as they are identified. Circle the City is the most recent of those works, founded in response to the need for health services for those experiencing homelessness in the Phoenix area. It is now the only work in Arizona that continues the legacy of those courageous pioneer Sisters who crossed the desert in 1870.

Those pioneer Sisters would be proud of us. I know I am. Every year Circle the City becomes stronger as more individuals, foundations, organizations and corporations join the effort. It is this fabric, woven of our diversity, that creates a strong safety net for so many who have nowhere else to turn for compassionate care.

Thank you for being part of this loving effort.

May God bless you for your generosity and kindness—

*Sister Adele*

Sister Adele

# A Walk Toward Healing



Circle the City's mission is fueled by compassion and connection. Whether it's through long-standing partnerships or spontaneous acts of care, all teams exercise the organization's core values daily. And for many of the patients, that means showing up with empathy, without judgment, and with a willingness to walk beside them...**literally**.

Recently, Care Coordinator RN, Christianna Reinhardt, met a patient exactly where he was, near the Downtown Family Health Center. When a partner at Andre House reached out about an individual in visible distress, Christianna didn't hesitate.

She walked over, listened to the patient's concerns, and offered a path forward based on their needs and comfort.

The patient, Rodney Richards, is 60 years old and began facing homelessness 5 years ago. Originally from Texas, he has faced many struggles in his life. Taking any work available, he always tried his best to stay afloat. Currently facing health issues, including cancer and a severe wound on his leg, which affected his ability to walk, the services at Andre House offered him the comfort he needed.

When Christianna arrived, Rodney was hesitant to receive care. Unwilling to give up, Christianna sat down and listened to his concerns with an open heart and a willingness to help. "She was a big help to me that day," stated Rodney.

With trust slowly built, she offered to walk Rodney to Circle the City's Downtown Clinic to be seen.

Today, Rodney's journey continues as a patient of Circle the City at our Midtown Medical Respite Center, where he is receiving proper care and on his way to recovery.

**"It's very helpful, cause if I were on the street, I wouldn't be doing these things, going to appointments, getting better," said Rodney.**

# The Power of Consistency



Last summer, Associate Medical Director Leslee Hamadeh, FNP-C, and her team were alerted that several individuals living in a riverbed were at risk of displacement. That's when they met Christi and Chuck. From that moment forward, consistency became key, and trust began to grow.

"When we showed up when we said we would, we noticed that they let their guard down and were happy to see us," Leslee said. Chuck began walking them out of the riverbed to ensure they reached their car safely. Even Christi's dog, Biscuit, stopped barking in warning and instead wagged her tail with excitement at each visit.

"Thank god for Leslee," Christi said during one of their weekly visits.

Accessing care while living in the riverbed was a daunting task for Christi, and walking long distances to a pharmacy was nearly impossible. Circle the City stepped in to bridge the gap by delivering medications, providing medical and mental health support, and offering meaningful items such as

clean sheets, dog treats for Biscuit, and heat relief supplies.

"Last year," Christi recalled, "I was literally trapped in the shade. I couldn't go out anyway; it was just too hot."

The impact went far beyond medicine and supplies. "Being treated with respect and dignity, as people and friends, helped them to develop trust and a sense that people do care," Leslee explained.

Today, Christi and Chuck connected with community partners on a housing waitlist and are continuing to take steps toward stability.



# International Collaboration & Pioneering Care



## Global Collaboration: Sharing Solutions Across Borders

In June, Circle the City welcomed Jon Swain, Homelessness Manager for the City of Sydney, Australia, and a 2025 Churchill Fellow. Jon joined our Street Medicine West team in the field and toured our Downtown Medical Respite Center and Health Center to see firsthand how we care for patients facing homelessness in the extreme Arizona heat. His visit sparked valuable conversations about challenges, successes, and strategies that transcend borders. The exchange continued in July and August, when Circle the City board member Connie Harmsen traveled to Sydney.

Connie shadowed Jon and his team, learning how Sydney addresses homelessness in an urban coastal environment and meeting with local officials to discuss their approach. This partnership highlights the power of international collaboration. By sharing ideas, challenges, and solutions across continents, we not only strengthen our own work here in Maricopa County but also contribute to a broader global dialogue on how communities can respond with compassion, innovation, and dignity to the needs of people experiencing homelessness.

**"Embracing the patient's process of addiction recovery is, in my opinion, the final step in closing the gaps in the care of Circle the City patients. All our patients are struggling, and we can help them with their struggles with homelessness, their struggles with managing complex medical and psychiatric conditions, and now also their struggles relating to their substance use. We're excited to start this new service, and the AMOR team will strive to provide care to addiction patients that is full of 'amor.'" – Dr. Matt Evans, MD**

## Expanding Addiction Medicine Services

We are proud to expand our addiction medicine services, providing compassionate care and support for patients navigating recovery. These services strengthen our ability to walk alongside patients through every stage of healing, whether that means providing medical care within treatment centers, connecting individuals to residential programs, or ensuring continuity of care when they return to Circle the City after treatment. With these expanded services, we are bringing compassionate healthcare directly to those experiencing homelessness—helping patients take the next step in recovery. Your support makes this possible, closing gaps in care and bringing healing with compassion.

# EVENTS

## 2025 Garden Tea



## East Valley Medical Respite Center Groundbreaking



# MEDIA MENTIONS



## NBC Nightly News

Published September 1, 2025

NBC Nightly News highlighted the growing crisis of seniors facing homelessness and offered a glimpse of the compassionate care Circle the City provides.



## The New York Times

Published August 13, 2025

In Phoenix's relentless summer heat, Circle the City's Street Medicine teams are a lifeline for people experiencing homelessness.



## PBS Newshour

Published July 4, 2025

Extreme heat is becoming a dangerous new normal, bringing with it numerous health risks.

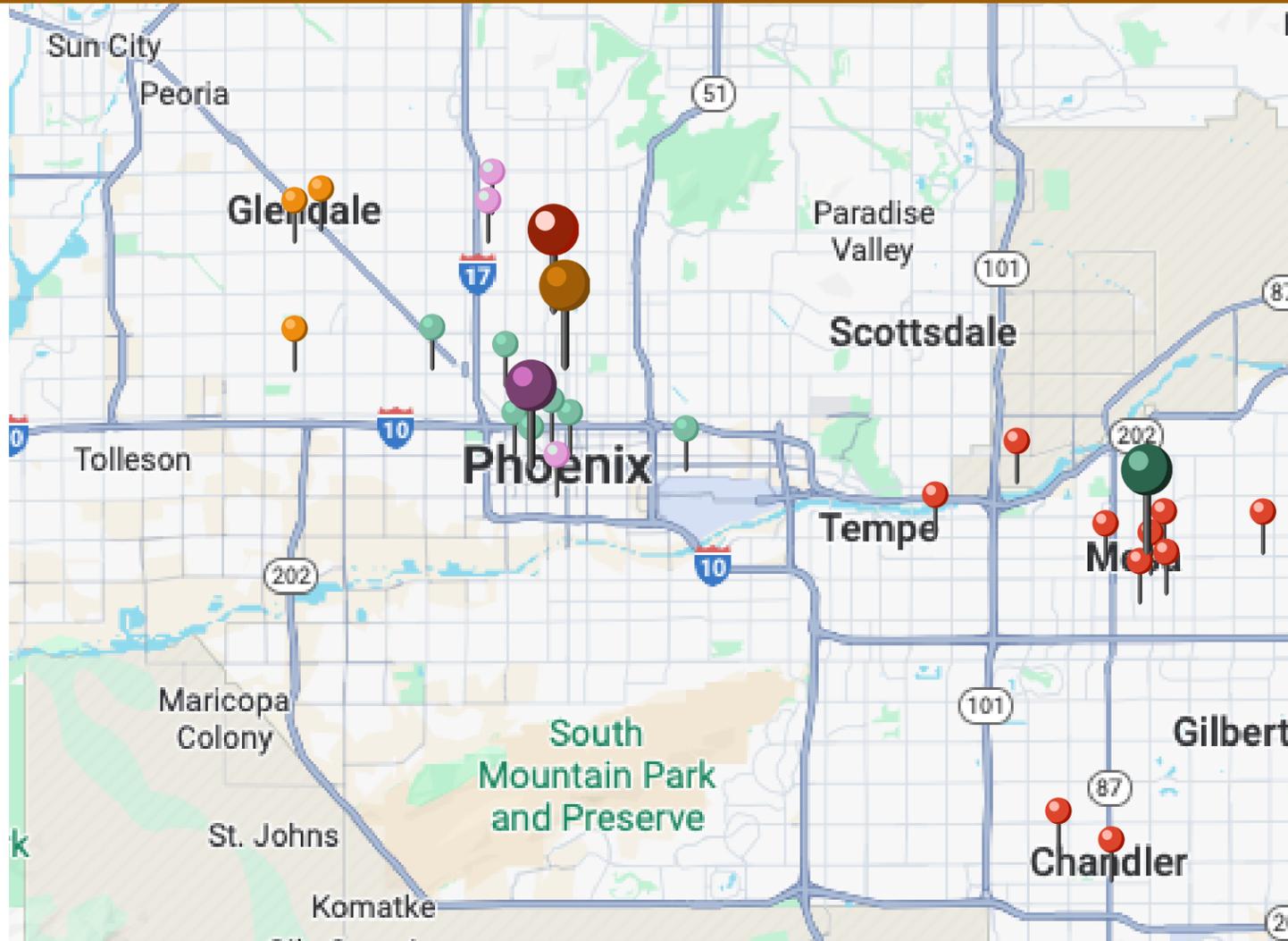


## PBS/WETA – WellBeings

Published March 21, 2025

WETA television traveled to Phoenix to go behind the scenes of Circle the City's medical respite center and the services being provided.

# WHERE WE SERVE



-  **Midtown Medical Respite Center**
-  **Parsons Family Health Center**
-  **Downtown Family Health Center & Downtown Medical Respite Center**
-  **COMING SOON: East Valley Medical Respite Center**
-  Central Valley Partnerships
-  North Valley Partnerships
-  East Valley Partnerships
-  West Valley Partnerships

# 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



**SHOEBOX**  
CIRCLE

## Become a Shoebox Circle Monthly Donor

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

## Volunteer your time

Help bring hope and friendship 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.

## Legacy Giving

Through planned giving, such as a gift from your IRA, a bequest in your will, or another method, you can create a lasting legacy of hope. It's a powerful way to reflect your values and make a lasting impact.



For questions, please contact a member of the Development Department, [development@circlethecity.org](mailto:development@circlethecity.org), or call 623-900-7671

# In Loving Memory of



## Linda Hunt

Circle the City's Board Vice Chairwoman, longtime supporter, and cherished friend.

Linda Hunt spent more than 50 years in healthcare, first as a nurse, and most recently as President and CEO of Dignity Health Southwest Division, and joined the Circle the City Board in 2019. She was a true leader, a passionate advocate, and a kind soul who believed deeply in our mission.

Her legacy is one of grace, compassion, and service, and her impact will continue to be felt in every life we touch. Her presence will be deeply missed, but her legacy will live on in the work we continue to do each day. Thank you, Linda, for all that you contributed to Circle the City and the community.





### **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

### **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:**

Margo Burdick, Chief Development Officer  
mburdick@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](https://circlethecity.org)

