



Together we're building a healthier Arizona

**40th Anniversary
Community Impact Report
Special Edition**

mercycaarez.org

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Through our community reinvestment initiative, Mercy C.A.R.E.S., we have invested nearly

\$40 million in
40 years in programs

that address housing security, food insecurity, mental health, chronic conditions, and substance use recovery—because we believe that everyone deserves the opportunity to live a healthier life and reach their full potential.

”



To our community partners, providers, colleagues, neighbors and friends,

As we mark the 40th anniversary of Mercy Care, we are filled with deep gratitude and pride. This milestone is not only a celebration of our history, but also a tribute to the enduring partnerships and shared purpose that have shaped our journey.

With humble beginnings in a small office at St. Joseph’s Hospital in Phoenix, to our evolution as a leading statewide Medicaid health plan, we are honored to continue our mission of caring for underserved people in Arizona. We are a testament to the power of collaboration and community. Together, we have built a system of care that extends far beyond clinical walls and into the heart of our communities.

Over the past four decades, we have remained steadfast in our mission: to address and advocate for the comprehensive health of our members and their families, especially those with complex needs. We continue to be the highest-ranking health plan for claims processing, quality measures and provider satisfaction. **Through our community reinvestment initiative, Mercy C.A.R.E.S., we have invested over \$40 million in 40 years in programs that address housing security, food insecurity, mental health, chronic conditions, and substance use recovery—because we believe that everyone deserves the opportunity to live a healthier life and achieve their full potential.**

As we look ahead, we remain guided by our core values: compassion, innovation, collaboration, and advocacy. Thank you for walking alongside us. Here’s to 40 years of meaningful progress and to the many milestones still to come. Together we’re building a healthier Arizona!



Tad Gary
Chief Executive Officer



Debbie Hillman
Chief Administrative Officer

Mercy Care Through the Years

1985

Mercy Care Plan license begins




1991



Expands to serve individuals eligible for benefits with the Division of Developmental Disabilities

1994

Expands to Serve Small Employer Group & Self-Employed Individuals



2000



Expands to Serve Individuals eligible for Arizona Long Term Care System-Elderly and/or Physically Disabled (ALTCS-EPD)

2002

Schaller Anderson begins administration of Mercy Care Plan




2006




Mercy Care Advantage begins, a health plan for people with special needs who qualify for both AHCCCS and Medicare

2007

Aetna acquires Schaller Anderson and begins administration of Mercy Care Plan




2011



Expands to serve individuals in Pima County eligible for ALTCS-EPD

2013


Mercy Maricopa Integrated Care is formed and is awarded the Maricopa County Regional Behavioral Health Authority contract, becoming the first health plan to offer integrated benefits to individuals living with a Serious Mental Illness

2025

Mercy Care celebrates 40 years, Together we're building a healthier Arizona



2025



AHCCCS extends Mercy Care's contract to serve ALTCS-EPD members in Maricopa, Pima, Pinal and Gila counties

2021

Mercy Care is awarded the ACC-Regional Behavioral Health Agreement (RBHA) Competitive Contract Expansion (CCE) for the Central Region. The new contract expands the current service area to a total of three counties: Maricopa, Pinal and Gila.

2020

Mercy Care is awarded a statewide contract to deliver medical, dental and behavioral health services to children in the foster care system



2019



Mercy Care is awarded a statewide contract to become an integrated DDD Health Plan

2018

Mercy Care Plan & Mercy Maricopa merge into one organization and become Mercy Care. Mercy Care is awarded ACC contract for integrated services in Maricopa, Pinal and Gila Counties.



2017



Mercy Care Plan is awarded ALTCS contract for Maricopa, Pima, Pinal and Gila counties

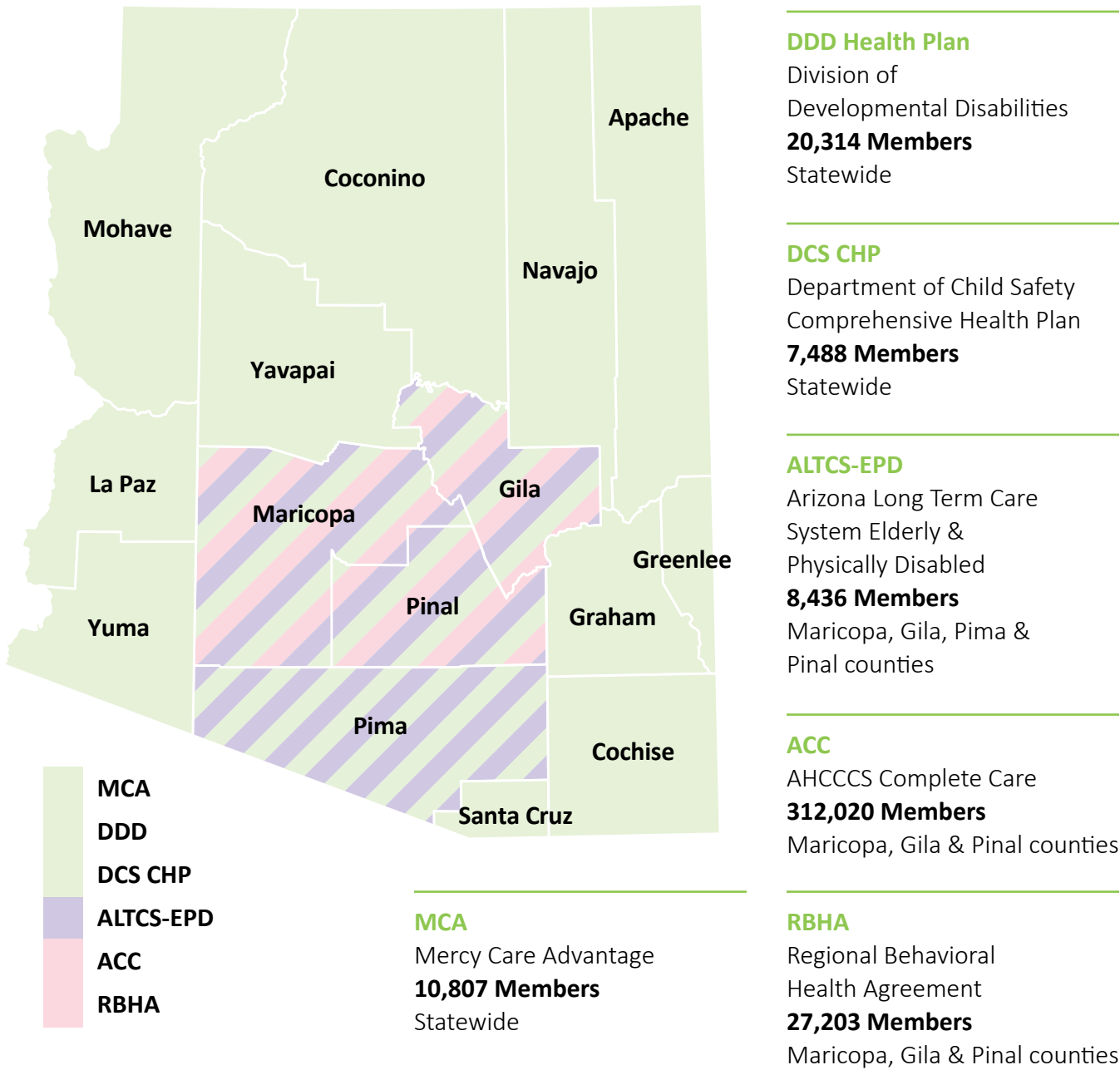
2015

Mercy Care Plan celebrates 30 Years of Health and Hope for Arizonans




Mercy Care Proudly Serves Nearly 400,000 Arizonans

Programs and Populations We Serve by County



Achievements That Define Us

“Special Olympics Arizona proudly recognizes Mercy Care for their outstanding commitment—both in generous financial support and hands-on volunteerism – as the recipient of the 2025 Golisano Health Leadership Award. For years, Mercy Care has been instrumental in creating lasting change and opportunities for Special Olympics athletes across Arizona.”

— *Jamie Heckerman*
President and CEO,
Special Olympics Arizona

The Golisano Health Leadership Award
Special Olympics Arizona honored Mercy Care with The Golisano Health Leadership Award which recognizes exceptional leaders and organizations who are true champions of inclusive health. These individuals and groups have made a profound impact in advancing equitable access to health, fitness, and wellness for people with intellectual disabilities. This prestigious award also shines a light on the remarkable progress and unwavering dedication shown toward achieving the mission and values of Special Olympics Health. **Mercy Care is proud to receive this honor and deeply values its enduring partnership with Special Olympics Arizona.**



Fair Chance Champion
Arouet honored Mercy Care with the Fair Chance Champion Recognition for its commitment to justice-impacted individuals. By integrating fair chance hiring with comprehensive healthcare support, Mercy Care has opened pathways to dignity, opportunity, and community well-being. Through compassionate care and wraparound services, Mercy Care helps individuals heal, rebuild, and reintegrate—ultimately saving lives and strengthening Arizona communities. This recognition reflects Mercy Care’s belief that when barriers to care and opportunity are removed, everyone benefits. **Mercy Care is proud to partner with Arouet in advancing fair chance practices and creating a future where justice-impacted individuals have the support they need to thrive.**

“Mercy Care understands that access to quality healthcare is essential for successful reentry and long-term stability.”

— *Alison Rapping, Chief Executive Officer, Arouet*

Community involvement is a hallmark of Mercy Care’s culture. We believe that strong partnerships and direct engagement with providers and community partners are essential to improving health outcomes. Each year, **Mercy Care engages in more than 200 community activities**, including education, prevention and screening events, as well as volunteer initiatives that bring our teams closer to the people we serve. These efforts reflect our commitment to building healthier, more inclusive communities and ensuring that care extends beyond clinical settings.

Mercy Care partners with stakeholders to improve health outcomes through targeted interventions that address health-related social needs.



We are proud to showcase the incredible organizations that share our mission to strengthen Arizona communities. From local nonprofits to statewide coalitions, more than **144 partners help amplify our reach and deepen our impact**, ensuring that care and resources extend to every corner of our state.

Equally inspiring is the dedication of our colleagues. With over **1,200 Arizona-based team members**, Mercy Care’s commitment to service shines through volunteer projects and engagement activities that bring our values to life. From hands-on community events to creative initiatives like water drives, our colleagues show that caring is not just what we do—it’s who we are.

Our work this year has been powered by strong partnerships and innovative programs that address critical community needs. Through strategic grants, we’ve supported initiatives that expand access to behavioral health services, strengthen housing stability, and promote wellness for vulnerable populations. These grants represent more than funding—they are investments in hope and opportunity.



Trisha Stuart
Director of Community Impact

Learn more about
Trisha Stuart here

Building lasting partnerships through compassion and strategy



Mercy Care’s Trisha Stuart shares how her compassionate upbringing shaped a career dedicated to building meaningful community partnerships and improving lives across Arizona

40,000 bottles for 40 years: Mercy Care’s mission to beat the heat

A 40th anniversary goal turned into a full-scale community effort, as Mercy Care collected water to help combat summer heat in the Valley.

What began as a milestone moment quickly turned into a movement.

As part of its 40th anniversary celebration, Mercy Care launched a bold summer initiative to support heat relief efforts across the Valley, setting a goal to collect 40,000 bottles of water for vulnerable community members.

The effort served as a powerful example of what happens when a mission-driven organization mobilizes its people to make an immediate impact. Mercy Care’s frontline employees, many of whom are culturally embedded ambassadors in the community, led the charge.

“This is Mercy Care’s 40th anniversary, and we thought, what better way to celebrate than by collecting 40,000 bottles?” said Trisha Stuart, director of community relations. “And the way it’s going, it looks like maybe 40,000 cases. It’s a way for Mercy Care to give back [and] one more way to help with heat relief.”

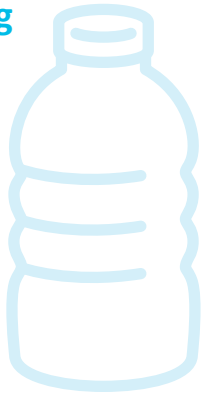
The effort was backed by an enthusiastic response from employees, many of whom donated time, energy, and carloads of bottled water.

“The energy has just been snowballing,” said DeMario Vaughn, community relations manager. “Our colleagues and friends are donating in person and online. **It’s exciting to be doing something that supports our community in such a direct way.**”

The collected water was distributed through a partnership with St. Mary’s Food Bank, which supplies hydration to shelters, soup kitchens, and tribal communities.

“Last year, from June to August, St. Mary’s handed out over a million bottles of water,” Stuart said. “We’re proud to be part of helping meet that need.”

“Our colleagues and friends are donating in person and online. **It’s exciting to be doing something that supports our community in such a direct way.**”



For Mercy Care’s leadership and staff, the drive wasn’t just about bottles. It was about values.

“To be able to give back to a community that I love and grew up in ... there’s no better feeling,” Vaughn added.

Read the article and watch the video here

COMMUNITY
IMPACT
STORIES

WATER DRIVE

IT HAPPENS
STN



M
mercy care



Together We're Building A Healthier Arizona

Celebrating Partnership That Empower Change

Activate Food Arizona

Feeding Arizona with Compassion

We know food is medicine, and that nourishing communities starts with reliable access to fresh, affordable produce. Through our partnership with **Activate Food Arizona**, Mercy Care supports two mobile Farm Express buses that bring healthy food directly to neighborhoods that need it most — at dozens of locations in Phoenix, Tempe, and Mesa — four days a week. To date, **more than 100,000 Arizona residents** have been able to make healthy food choices for themselves and their families.

Learn more about Activate Food Arizona at www.activatefoodaz.org.

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“I don’t always make it through the month with the amount of food stamps I have. That five dollars a week is a godsend. There are some meals I can’t make unless I have a certain vegetable.”

— Farm Express shopper



Photo Credit: Courtesy of Activate Food Arizona



Photo Credit: Courtesy of AFFCF

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“I have heartfelt gratitude and profound appreciation for the remarkable support I received from the Keys to Success program during one of the most challenging periods of my life. When I found myself facing the harsh realities of homelessness, it was this incredible organization that extended a hand of compassion and hope, offering me a lifeline when I needed it the most. They provided not just shelter, but a sense of comfort and stability that became the foundation for my journey toward personal development and growth.”

— David, Keys to Success participant

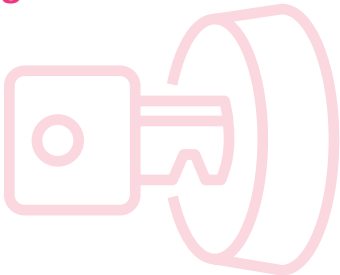
Arizona Friends of Foster Children Foundation

Navigating the Leap: Supporting Youth in the Transition to Adulthood

In partnership with The Arizona Friends of Foster Children Foundation, Mercy Care helped to address gaps by funding the Resource and Housing component of their Keys to Success program for youth ages 16-26, who are aging out of foster care. The impact is clear. Last year, **473 young adults received services through Keys to Success, with 87% retaining employment for 30 days or longer.**

Learn more at www.affcf.org.

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“My wife and I have been talking about doing our advance directives for a while. We have kids and know this is so important to do. Thank you for being here today to help me finally do this. I’m taking this information also for my wife and in-laws.”

— Choose Your Person event participant



Photo Credit: Courtesy of Hospice of the Valley

Thanks to this effort, 57 Community Assistors were trained to guide residents through the advance care planning process — reaching 15,897 underserved adults across Maricopa County and resulting in **472 completed advance care planning documents**.



Contexture and Hospice of the Valley

Honoring Choices and Empowering End-of Life Decisions

Mercy Care partnered with **Contexture and Hospice of the Valley** to launch the Choose Your Person campaign — an initiative designed to empower Arizonans to take control of their healthcare decisions. The program focused on educating underserved communities to complete an advance directive, name a Healthcare Power of Attorney, and register with the Arizona Healthcare Directives Registry.

Thanks to this effort, 57 Community Assistors were trained to guide residents through the advance care planning process — reaching 15,897 underserved adults across Maricopa County and resulting in **472 completed advance care planning documents**.

Learn more about Contexture at www.contexture.org and Hospice of the Valley at www.hov.org.

Cloud Covered Streets

Changing the Narrative on Homelessness

In partnership with Mercy Care, the **Cloud Covered Streets** mobile shower and laundry trailer, which is wheelchair accessible, operates three days a week at churches and health providers throughout Maricopa County.

Since receiving its first grant, **Cloud Covered Streets has served over 30,000 people**, delivering not just hygiene and resources — but love, dignity, and a renewed sense of possibility.

Learn more at cloudcoveredstreets.org.

Since receiving its first grant, **Cloud Covered Streets has served over 30,000 people**, delivering not just hygiene and resources — but love, dignity, and a renewed sense of possibility.



Photo credit: Courtesy of Cloud Covered Streets

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"Cloud Covered Streets has saved my life. I was homeless for years and addicted to drugs. I met Robert while walking by his house three years ago. He offered me a cold bottle of water and each time I saw him, he would have a genuine conversation with me. He would tell me that he cared about me and believed in me. I am now nine months sober, staying in a sober living house, and I have been working for CCS for four months. I saved up my paychecks and bought a car, I have not owned a car in over five years. My life has gotten so much better because of Cloud Covered Streets."

— Jess, Cloud Covered Streets former client and current employee

Fundamental Needs

Delivering Water, Driving Change Across the Navajo Nation

Through an innovative partnership between Mercy Care and **Fundamental Needs**, families in Rock Point, Red Mesa, Sweetwater, Mexican Water, and Dennehotso gained something many of us take for granted — running water. Instead of relying on water delivery pickups, **homes are now equipped with water tanks, solar-powered pumps, heaters, and greywater gardens.** This sustainable solution helps residents reclaim their autonomy and sense of empowerment.

The impact extends beyond access. Local high school students, ages 14–18, are installing these off-grid systems, earning hands-on experience and the opportunity to achieve a Solar PV Associate Certificate. These career-ready skills open doors to high-demand fields like solar energy, plumbing, and electrical work — creating pathways out of poverty.

Learn more at www.fundamentalneeds.net.

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“Having clean water has restored my dignity and independence. I can focus on enjoying my life instead of worrying about my next water delivery.”

— Alice, water system recipient



Photo credit: Courtesy of Fundamental Needs

Instead of relying on water delivery pickups, **homes are now equipped with water tanks, solar-powered pumps, heaters, and greywater gardens.**



Northern Arizona Healthcare

Inspiring Hope for Healthier Futures

Obesity in children is linked to long-term health risks like high blood pressure, high cholesterol and type 2 diabetes. To help address this challenge, Mercy Care partnered with Northern Arizona Healthcare to support the Inspire program, a health and wellness initiative for youth ages 2 to 21.

With personalized support and a compassionate approach, Inspire is helping young people take control of their health. In fact, **95.6% of participants showed measurable improvements in body composition**, surpassing program goals.

Learn more at www.nahealth.com/inspire.

95.6% of participants showed measurable improvements in body composition, surpassing program goals.



Photo credit: Courtesy of Northern Arizona Healthcare

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“I think the most important thing is to surround yourself with people that care about you and believe in you. When I was really heavy, I didn’t think there was any way I could ever make myself better. The fact is that I could change with the help of my family and the Inspire program. Because the Inspire program believed in me, because my grandma and grandpa believed in me, because people were expecting me to do these things, they helped me get through that really hard time in my life. And now, I want to have the best life and live it the best way I can.”

— Jordan, Inspire graduate



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“I have established good friendships and connections through the caregiver groups. I am thankful and grateful to share the difficulties of going through this painful journey. It has also connected me with essential resources and guidance with locating a perfect space for my husband.”

— *Dementia Hub caregiver*



Photo credit: Courtesy of Oakwood Creative Care

82% of participants experienced stable or improved mood, and 100% of caregivers reported feeling less stressed and more confident in managing care challenges at home.



Oakwood Creative Care

Empowering Families, Enriching Lives

Recognizing a need, **Oakwood Creative Care** and Mercy Care launched the Dementia Hub, a groundbreaking initiative designed to transform the caregiving experience and enhance quality of life. Serving 150 individuals, the Hub helps people with dementia remain at home longer, surrounded by comfort and familiarity. Through evidence-based coaching, caregivers learn practical strategies to manage behavioral changes, reducing stress and building confidence. The Hub also offers memory cafés and educational classes, creating a vibrant community where families connect, share, and thrive together.

The impact is remarkable: **82% of participants experienced stable or improved mood, and 100% of caregivers reported feeling less stressed** and more confident in managing care challenges at home. By preventing avoidable hospital visits and supporting independence, the Dementia Hub is not just easing the burden — it’s enriching lives.

Learn more at **www.oakwoodcreativecare.org**.

Solari, Inc.

Transforming Reentry Through Care and Connection

Through a unique partnership with **Solari, Inc.** and Mercy Care, the Coordinated Release Project delivered critical support at the point of release. Working alongside Corrections Health Services, Solari deployed a mobile unit on-site, staffed by Care Coordinators trained in Mental Health First Aid and Trauma-Informed Care.

This program provided real-time care coordination for 540 individuals, guiding them toward stability rather than uncertainty. Of those served, 101 were successfully connected to Managed Care Organization services, giving them access to ongoing healthcare, while **91 received referrals to Medication-Assisted Treatment clinics** — critical support for those battling substance use disorders.

Learn more at **www.crisis.solari-inc.org**.

Of those served, 101 were successfully connected to Managed Care Organization services, giving them access to ongoing healthcare, while **91 received referrals to Medication-Assisted Treatment clinics** — critical support for those battling substance use disorders.



Photo credit: Courtesy of Solari, Inc.

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“What stood out to me was how much impact it had just to be present at that moment of release. Instead of leaving with no plan, people had someone ready to walk them through the next steps. It wasn’t complicated, but it gave them a real chance at moving forward instead of ending up back behind bars.”

— *Coordinated Release program supervisor*



University of
Arizona Foundation

Helping Arizona Students
Breathe Easier

The **University of Arizona Foundation** and Mercy Care partnered with the Arizona Asthma Coalition to expand the Stock Inhaler for Schools Program. This statewide initiative helped schools provide immediate, life-saving support to students when they needed it most.

For the 2024–2025 school year, more than **825 K–12 schools participated, including 53 new schools in rural, medically underserved, and tribal communities.** Each school received albuterol inhalers, disposable valved-holding chambers, training materials, and ongoing support for staff—ensuring that help was available when a child was struggling to breathe. For rural schools, where immediate medical care is not always available, the Stock Inhaler for Schools Program is essential to ensure timely treatment for students experiencing asthma emergencies.

Learn more at
www.azasthma.org.

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“The Stock Inhaler for Schools Program absolutely helps us. Our school is rural. If a student forgets their personal inhaler at home, the parent can’t easily drop it off, since many students live more than a 45-minute drive from school.”

— Tamra, Front office manager, Concho School



Photo credit: Courtesy of University of Arizona Foundation

For the 2024–2025 school year, more than **825 K–12 schools participated, including 53 new schools in rural, medically underserved, and tribal communities.**



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“A member facing repeated hospitalizations refused care because she couldn’t leave her dog. Mercy Paws stepped in, placing her pet with a loving foster family. That simple act of compassion changed everything. Without Mercy Paws, she might have delayed critical treatment, but knowing her dog was safe gave her the strength to focus on her own recovery. She said the program didn’t just care for her dog—it gave her the freedom to care for herself.”

— Mercy Paws case manager

83% of participants say they feel less alone and more emotionally supported because of Mercy PAWS.



mercy paws
presented by Mercy Care

Phoenix Animal
Care Coalition
(PACC911)

Healing Begins with Peace
of Mind

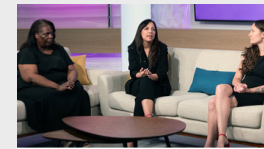
Through our partnership with **Phoenix Animal Care Coalition (PACC911)**, Mercy Paws ensures that no pet is left behind. Mercy Paws provides safe housing, warm meals, and veterinary care so every furry friend stays healthy and loved while their owner is away. Since the program began, 45 pets have been cared for, each receiving full check-ups and vaccinations. And because of this commitment, not a single pet has been abandoned during a hospital stay.

For members, this isn’t just a service, it’s peace of mind. It’s knowing that the bond they cherish most is protected. In fact, **83% of participants say they feel less alone and more emotionally supported because of Mercy Paws.**

Learn more at
<https://pacc911.org/>.



Read more stories here



The urgent need for change in maternal healthcare

March 17, 2025



Healthy families start with strong partnerships

July 15, 2025



Access, innovation drive improvement in health outcomes

April 18, 2025



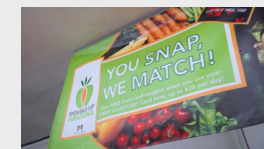
Panel unpacks the root causes of food insecurity in Arizona

September 12, 2025



Arizona leaders unite to tackle postpartum mental health crisis

May 8, 2025



Double Up Food Bucks helps families stretch SNAP benefits

STN



The
Wellness
Collective

We are proud to partner with STN, The Social Television Network, to foster deeper community connections. Central to this effort is our segment, The Wellness Collective, which brings together resources, programs, and partnerships dedicated to improving well-being across our community. We are creating meaningful opportunities for dialogue, support, and shared growth—empowering individuals and communities to thrive.

Thank you to all our partners who are leading the way in our state and tackling important issues: State of Black Arizona, Children's Action Alliance, March of Dimes, The Joy Bus Diner, Activate Food Arizona, Pinnacle Prevention, Farm Express, Central Phoenix OB/GYN, Hushabye Nursery, Arizona Alliance for Community Health Centers, AHCCCS, Adelante Healthcare, AZ Perinatal Psychiatry Access Line, Women's Health Innovations

Check out of episodes at STN visit <https://stntv.com/>.





mercy care



mercy care
advantage
HMO SNP

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