

A newborn baby is lying down, wrapped in a white cloth with a colorful patterned headband. A healthcare worker's hands are visible, one holding the baby's hand and the other using a stethoscope to listen to the baby's chest. In the background, another person's hands are seen writing on a clipboard on a table.

Heart to Heart

INTERNATIONAL

ANNUAL REPORT 2016

ACCREDITATION



Heart to Heart International is an accredited charity with the Better Business Bureau, a member of Interaction and National-VOAD, and is a founding member of PQMD.



BUILD YOUR TEAM. BUILD A KIT. CHANGE A LIFE.



Heart to Heart International launched a new initiative, **PowrServ** in 2016, providing users an innovative way to help others who are suffering from a disaster or a loss of dignity.

Built for churches, schools, businesses, organizations, and individual volunteers, PowrServ brings humanitarian service to you in a compact event. PowrServ allows you to serve others who are in need.

Connect On Social Media



Facebook: /PowrServ



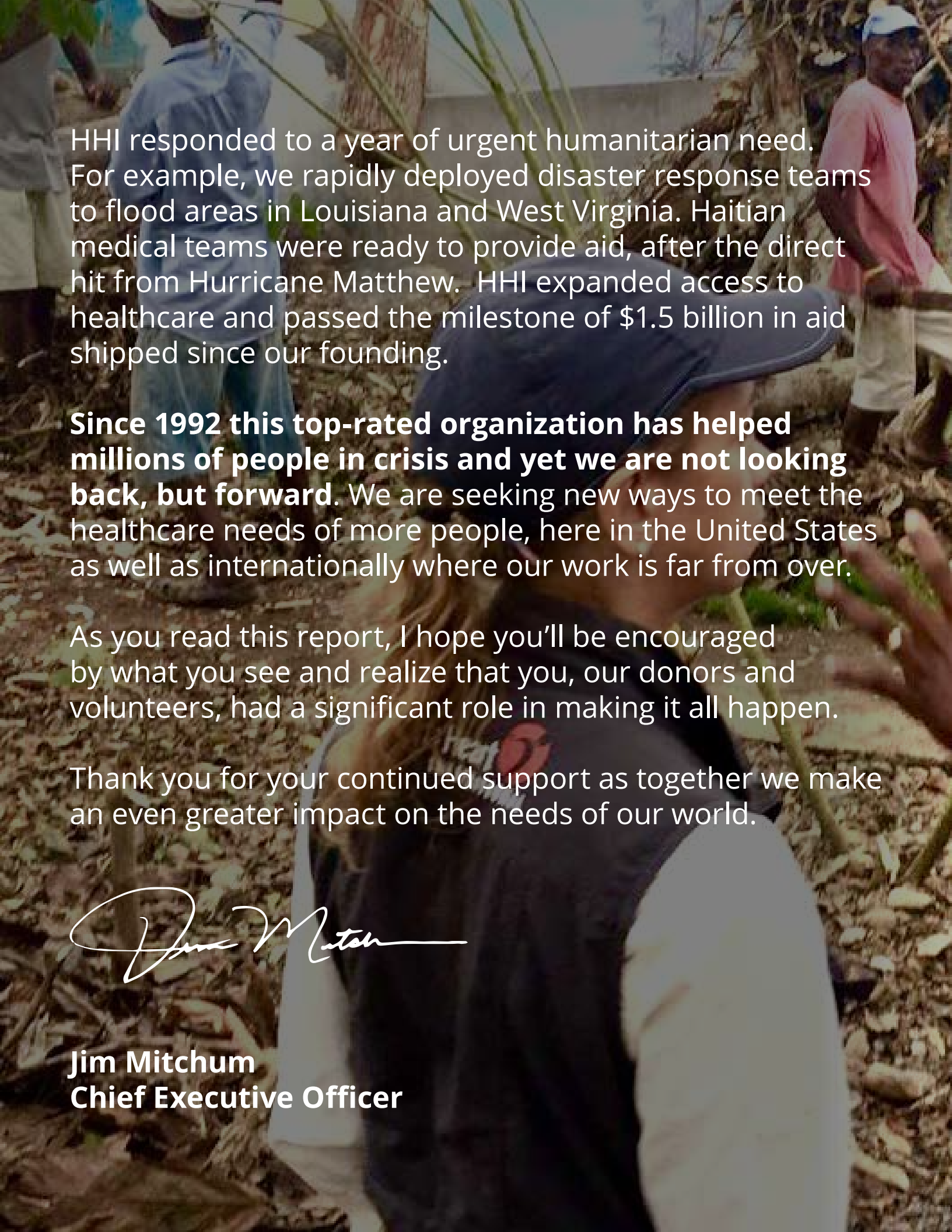
Website: PowrServ.org



Twitter: @PowrServ



LinkedIn cr.linkedin.com/company/powrserv



HHI responded to a year of urgent humanitarian need. For example, we rapidly deployed disaster response teams to flood areas in Louisiana and West Virginia. Haitian medical teams were ready to provide aid, after the direct hit from Hurricane Matthew. HHI expanded access to healthcare and passed the milestone of \$1.5 billion in aid shipped since our founding.

Since 1992 this top-rated organization has helped millions of people in crisis and yet we are not looking back, but forward. We are seeking new ways to meet the healthcare needs of more people, here in the United States as well as internationally where our work is far from over.

As you read this report, I hope you'll be encouraged by what you see and realize that you, our donors and volunteers, had a significant role in making it all happen.

Thank you for your continued support as together we make an even greater impact on the needs of our world.



Jim Mitchum
Chief Executive Officer





OUR MISSION

Heart to Heart International strengthens communities through improving health access, providing humanitarian development and administering crisis relief worldwide.

We engage volunteers, collaborate with partners and deploy resources to achieve this mission.



VALUES

Passion

We are passionate about creating a healthier world. We vigorously mobilize as many volunteers, partners and donors as possible to make healthcare more accessible for all people. We will work relentlessly until everyone has access to a healthy life.

Enterprising

We are at our best when the need is at its greatest. We overcome challenges and obstacles by mobilizing our global network to find innovative solutions and efficiently deliver humanitarian services to a world in need. We make things happen.

Partnerships

We know that we are stronger, more efficient and more effective when we work with others locally and globally to deliver on our vision of a healthier world. We leverage partnerships for greater results.

Inclusion

We will work with any individual or group who shares our vision of creating a healthier world for all people. We invite all to join us in improving the health of all people.

Sustainability

Success is found in empowering communities to develop and maintain self-sufficient healthcare systems. We focus on helping communities move from the point of survival to the path of sustainability.

BOARD OF DIRECTORS

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2016 HIGHLIGHTS



Hurricane Matthew

An international medical team from HHI assisted with emergency care for two weeks following the hurricane. After that, our Haitian medical teams assumed full responsibility. Contaminated drinking water is the number one health concern. Cholera and other acute diarrheal diseases are the biggest threat post-disaster, putting the lives of thousands of children and the elderly in danger.



Health in the Heartland

The event kicked off Thursday, September 15th, 2016 at Lighthouse Church in Dexter, Missouri. HHI visited nine communities total: East Prairie, Wyatt, Charleston, Lilbourn, Morehouse, Holcomb, Senath, Wardell and Hayti from September 16-24th. This effort mobilizes local and out-of-state volunteer doctors, medical providers and community service agencies to work together in under served areas of the lower Mississippi valley.



Cuban Children's Hospital

A second shipment of medicines and supplies are in Cuba, ready to be used by medical staff at a children's hospital in Havana. \$530,000 wholesale value of medicines and medical supplies was sent in early December 2016 and arrived early in January 2017. Nearly \$350,000 of medical aid was sent in December 2015.



Syrian Refugee Crisis

HHI sponsored an event on Sunday, June 26, in conjunction with the Multi Faith Alliance for Syrian Refugees and American Jewish Distribution Committee. This event brought together over 900 volunteers who assembled hygiene kits. These kits were shipped to Turkey and distributed to refugees by Orient for Human Relief. A full container of these kits and medical supplies arrived in Turkey in October 2016.



Louisiana Floods

In 2016 HHI shipped essential product and supplies to Louisiana, including 12,000 Hygiene Kits. Torrential downpours across the state displaced 12,000 men, woman and children. This is the largest disaster in 100 years for the state of Louisiana.



Tennessee Fires

Heart to Heart International responded to the devastating fires in Eastern Tennessee. Medical supplies and Johnson & Johnson sponsored hygiene kits/blankets shipped to help with basic necessities to those impacted, along with providing medical supplies to first responders.



West Virginia Flood

HHI deployed it's mobile medical unit (sponsored by the AbbVie Foundation) and partnered with West Virginia Health RightClinic (Charleston, WV) to provide medical support in response to the West Virginia flooding. The team consisted of doctors, nurses, pharmacists and provided medicines, and medical supplies, including tetanus shots, to more than 175 residents and relief workers.



U.S. Safety Net Clinic Labs

We've developed a Point of Care test menu for safety-net clinics in the US and can provide a full Clinic Package to provide laboratory testing with timely results – allowing a physician to diagnose and treat patients on-site. We are honored to partner with Abbott Point of Care (POC) for the state of the art diagnostic equipment and supplies for this program.



HURRICANE MATTHEW

In mid-October, just days following Hurricane Matthew, HHI was holding emergency response clinics in Jeremie (at epicenter of the class 4 hurricane) about 200 miles west of Port-Au-Prince in the Grand'Anse area. Knowing our experience with Cholera, the ministry of health asked us to move about 45 minutes outside of Jeremie to a commune called Marfranc where Cholera cases were appearing.





AFTER THE STORM

Over 19,370 patients have been treated for injury, sickness, and other medical needs in Grand'Anse. An international medical team from HHI assisted with emergency care for two weeks following the hurricane. After that, our Haitian medical teams assumed full responsibility. Contaminated drinking water is the number one health concern. Cholera and other acute diarrheal diseases are the biggest threat post-disaster, putting the lives of thousands of children and the elderly in danger. The only building left in Marfranc was the police station that was recently constructed. It had been converted into a medical clinic and we have been treating patients for the first 3 weeks at over 100+ patients a day. Also, HHI launched mobile clinical teams to provide care to outlying villages. The Cholera Treatment Unit was damaged in the storm. The HHI Haiti team has done an excellent job of getting the CTU repaired and operational. HHI hired local doctors and nurses to operate the CTU. Since it reopened on Oct 27th and through Feb 25, 2017, HHI has seen over 274 patients at the CTU center.

The Marfranc Primary Care Clinic lost its roof and equipment was damaged in the hurricane. Repairs were completed and the facility reopened. Beginning in January, HHI was also asked to rehabilitate the CTU and PHC in the town of Bonbon. Health clinics began there immediately even as the repairs were being done. Repairs were completed by the end of February.

BATTLING CHOLERA IN HAITI

We took on all of that: repairing the damaged CTU; sending in fixed and mobile medical teams (Haitians only); providing huge quantities of medicines (thank you FedEx!); hiring a contractor to repair the CTU and health center and cleaning up the water supply. Today we are finished working on the repairs to the health center, but then the primary care team was working in an adjacent school building until it is completed. We have a mobile primary care team that goes out to remote areas of the commune five days a week, bringing medical care to people who many times had no care at all.

The water for the CTU (which is also available to the residents of Marfranc) is now free of contamination and safe to drink thanks to Water Mission. The well has a solar-powered pump (replacing a pre-existing hand pump) and WM's novel filtration system that allows us to keep our patients healthy.

Another exciting addition to Marfranc was their first ever laboratory...a portable lab donated by Abbott was hand delivered by Cynthia Kelley, one of our most experienced laboratorians. She trained the new staff on lab procedures and tests for the Cholera unit. Cynthia will return in January for follow-up training and to deliver a second machine to a hospital in nearby Jeremie, where she will also conduct training.

DELIVERING AID

Gift in kind & purchased medical supplies shipped to Haiti in September 2016 – March 2016

+14,000
PATIENTS

6
MEDICAL TEAMS

30
PALLET OF SUPPLIES

3
CHOLERA TREATMENT CENTERS



LOUISIANA FLOODS

On Friday, August 12, rain began falling in Louisiana. In some of the hardest-hit areas, it rained for days. Rivers ran backwards, levies overflowed and the water kept rising. Nearly one third of Louisiana's parishes (similar to counties) were underwater. Lingering effects associated with the flood will be felt for a prolonged period of time as residents start the process of sifting through the destruction, cleaning mold and repairing water damage.

The HHI Disaster Response Team (DRT) deployed to Louisiana to assess the flooding needs and coordinate kit and product distribution with partner organizations in Louisiana. Because of HHI's partnership with Airlink, the flights for the DRT were donated. The DRT established contact with our partners in Louisiana to help distribute essential medical product to several locations around Baton Rouge, inspect neighborhoods and help coordinate logistics.

Due to the large-scale flooding, the challenge of finding locations to unload trucks for distribution increased. Through HHI's membership with the National Voluntary Organizations Active in Disaster (National VOAD) efforts to coordinate relief, placing shipments exactly where product is needed the most, were made possible.

242 volunteers, along with partner businesses helped build care-kits over 464 hours. In total 2,700 kits were made over two weeks to send directly to Louisiana.

Personal Stories

The Heart to Heart DRT met Laura and Dale while delivering cleaning supplies, water and HHI provided Hygiene Kits to them and other countless families like them throughout Louisiana.



The Hygiene Kits provide much needed personal care items, including toothbrushes, washcloths and soap to those affected by the floods. With bathtubs, sinks, and the entirety of people's daily essentials ruined by the flood waters, the hygiene kits are a comfort and greatly appreciated. Having the ability to clean themselves allows people a sense of normalcy and optimism in the midst of cleaning up the devastation of their homes and putting their lives back together.

Meet Alice, a strong willed woman who made it out of the LA floods, but her home did not. Pictures show her neighborhood and what they have lost as a community in central Louisiana. The dirt on the car shows the stark reality of how deep the water was in her neighborhood.



10,000

Hygiene Kits
Distributed

12,000

J&J bottles of
sunscreen

109,398

Coloring books &
Crayons

25,636

Blankets

A value of over \$150,000 medicines & medical supplies were shipped.

VOLUNTEER STATISTICS

USA & INTERNATIONAL

6,292 **33,940**
INDIVIDUALS HOURS SERVED

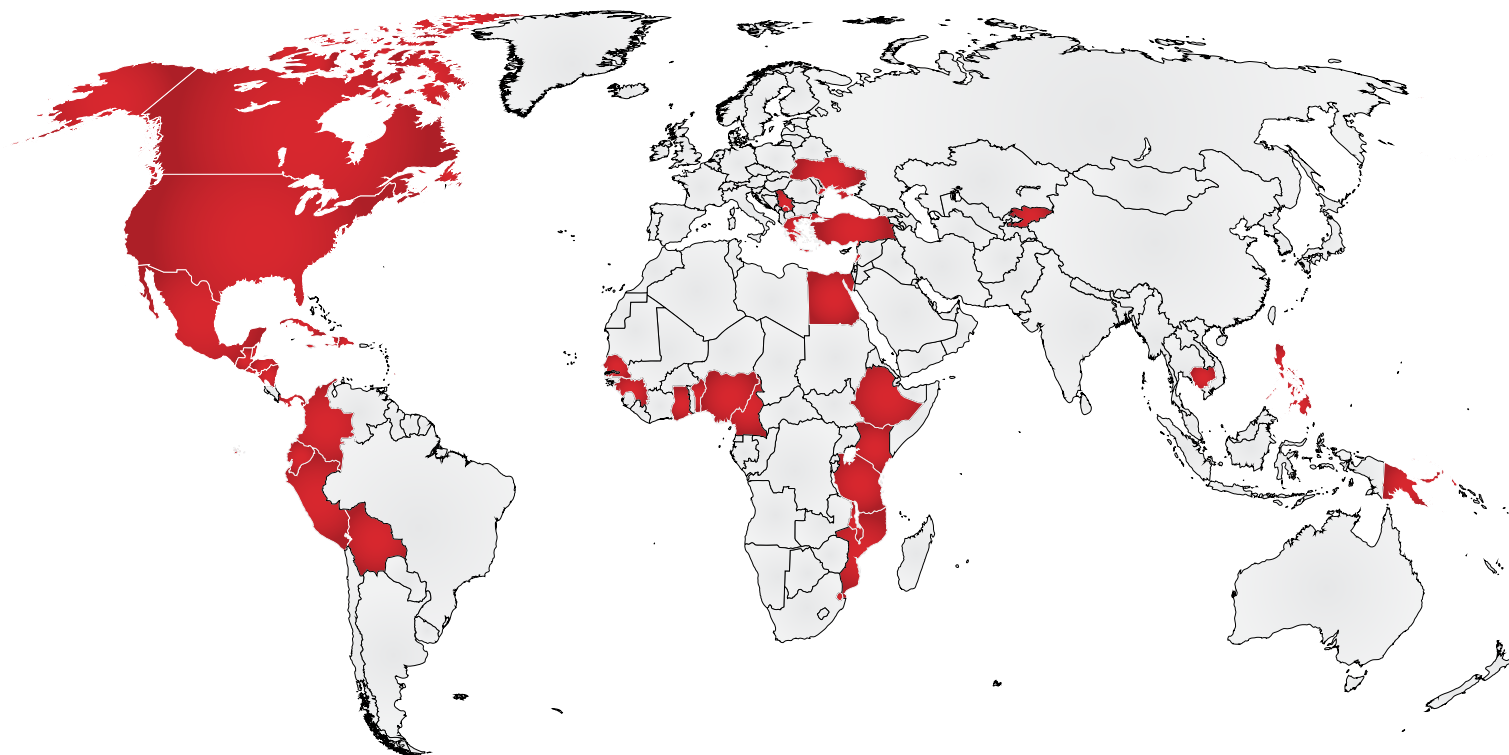
Volunteers stepped up in 2016 to help a world in need – from those who joined our Haiti medical teams to provide care for patients to groups providing specialized lab and health training in Haiti, from individuals building Care Kits to those who worked at U.S. health events, and to those who helped in so many other ways. Volunteers continue to expand our capacity to make a real difference in the health of people around the globe.

Find an opportunity for you - hearttoheart.org/volunteer

In times of crisis, access to better health is the first step toward hope. Hope for recovery. Hope for a better future. Together, we help people and communities take that first step. Thank you. Your care and support are bringing better futures to people—both down the street and around the globe.

2016 has been a year of urgent humanitarian need. You are helping those in under served communities, crisis response and help families and children in desperate need. We distribute to missions, clinics, hospitals, shelters and labs. Your ongoing support allows us to meet needs and deliver hope every day.

HHI AID MAP 2016



 COUNTRIES RECEIVING MEDICAL AID & SUPPLIES IN 2016

\$70M
IN VALUE

40
COUNTRIES

772
SHIPMENTS

775,384
POUNDS OF MEDICAL SUPPLIES

2016 FINANCIALS

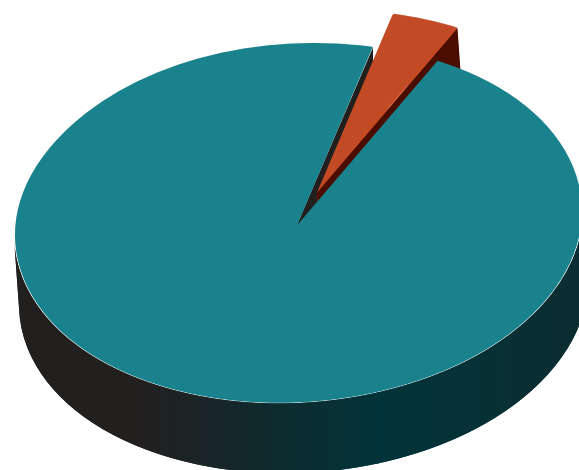
SUPPORT & REVENUE

Gift in Kind \$70,504,302

Pharmaceuticals
Medical Supplies
Medical Instruments
Nutritional Products
Personal Hygiene Products
Paper Products and Supplies

Contributions	2,666,256
Donated Shipping	1,955,218
Governmental / Corporate Grants	986,394
Program Revenue	952,958
Investment Income	4,300
Gain on currency conversion	20,531
Other Income	5,795
Net assets released from restrictions	1,159,836

Total Support & Revenue \$78,255,590



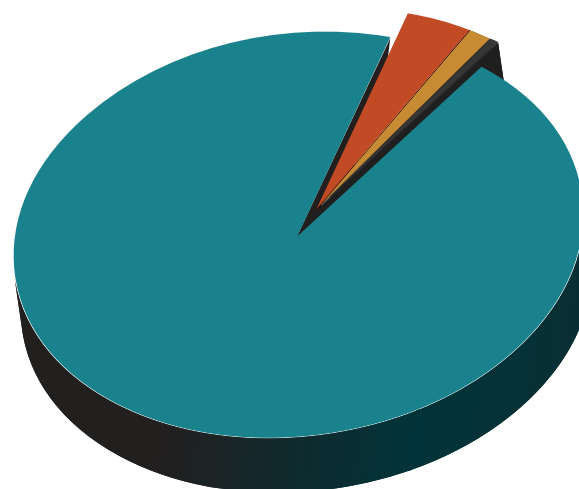
■ Gifts in Kind
■ Cash Gifts

EXPENSES

International Health Initiatives	\$73,360,695
U.S. Projects	3,144,564
General & Administration	998,377
Fundraising & Public Relations	400,458

Total Expenses \$77,904,094

Increase (Decrease) In Net Assets	(1,117,454)
Net Assets At Beginning Of Year	9,898,335
Net Assets At End Of Year	\$8,780,881



■ International Health Initiatives
■ U.S. Projects
■ General & Administration
■ Fundraising & Public Relations

BUSINESS/ORGANIZATION PARTNERS





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