



# 2010 ANNUAL REPORT

# TURNING POINTS

Heart to Heart International mobilizes and equips volunteers to create healthier communities across America and around the world. Volunteers were at the heart of our humanitarian story in 2010.

In a very real way, it was a year of turning points.

Throughout this 2010 annual report, you will read about unprecedented events – like the earthquake in Haiti – that have changed Heart to Heart and positioned us for future growth driven by volunteers, partners and supporters like you.

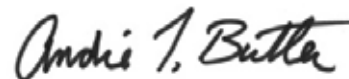
The dominant story of 2010 centered on our medical response in Haiti and the desire to establish a permanent presence in this tiny Caribbean country. Everything that is great about Heart to Heart was on display during our relief efforts there.

On the following pages, you'll see “the year in numbers.” We present these facts and figures to show you how your support made a positive impact in 2010.

2010 was a year for seismic shifts – not only around the world but also here at Heart to Heart where we underwent leadership changes.

We appreciate all you did in helping to create exciting turning points at Heart to Heart in 2010. We continue to need your support now and in the future, as demand for our humanitarian services has increased in the face of economic uncertainty locally and globally.

Join us in creating a healthier world and making Heart to Heart International your connection to giving hope to a world in need!



André T. Butler  
Chief Executive Officer



# PIVOTAL CHANGES

I had just returned from the disaster zone in Haiti, when I witnessed another seismic shock—this time inside Heart to Heart: Jon North, our long-time CEO, announced his resignation to pursue an opportunity with his alma mater.

For board members at many organizations, such a leadership transition can be cause for uncertainty. Thankfully, Heart to Heart International is not like most organizations. We already had our next leader in the wings, André Butler.

During much of his 12-year tenure with Heart to Heart, André led our fundraising, procurement and marketing efforts. He had recently been promoted to Executive Vice President and was there with Jon at the outset of the Haiti earthquake response. André had the trust and support of the staff, making the Board's decision an easy one.

In August 2010, André became the third CEO in Heart to Heart's history. He hit the road running and the organization didn't skip a beat in its performance:

- We mobilized more than 11,000 volunteers in meaningful service at home and abroad
- We impacted millions of lives in more than 50 countries, including hard-hit regions like Haiti, Chile, Guatemala and Pakistan
- We delivered \$73.5 million worth of humanitarian aid in more than 50 countries, including the United States
- We continued to inspire the trust of donors (like you), who made us one of the country's top nonprofits and helped us become the most efficient charity in America (according to Forbes.com)

On behalf of the Board of Directors, thank you for supporting our efforts in 2010 and helping to make our leadership transition one of many turning points in a historic year.



Jim Kerr, R.Ph.  
2011 Board Chair

## HEART TO HEART'S 2010 BOARD OF DIRECTORS

**Lonnie Cannon**  
Meritex Logistics

**Carla Duryee**  
Chair Consultant

**Arthur Fillmore**  
Levy & Craig PC

**Howard Fleischer**, Secretary  
Renaissance Financial

**Darrell Lynn Grace, D.O.**  
Practicing Physician

**Jim Kerr, R.Ph.**  
Chair-Elect, Founding Board Member

**Zandra Maffett**  
McNeil Consumer Products

**Gary B. Morsch, M.D., M.P.H.**  
President & Founder

**Bruce Ré**  
Ré & Associates

**Thomas Sommers, FACHE**  
Treasurer, Beatrice Community Hospital

**Jimmy Strickland**  
Past Chair, Windsor Pointe Investments

# GLOBAL IMPACT



In 2010, Heart to Heart distributed more than \$73.5 million worth of medical aid in 51 countries. Following is a list of those countries and the amount of aid distributed in each country.

Afghanistan	\$651,260.20	Ghana	\$941,839.89	Panama	\$27,187.14
Antigua & Barbuda	\$4,709.57	Guatemala	\$10,121,720.21	Papua New Guinea	\$3,016,032.45
Armenia	\$120,376.35	Guyana	\$1,888,511.54	Peru	\$353,651.05
Belize	\$864,994.49	Haiti	\$20,215,195.59	Philippines	\$634,180.22
Cambodia	\$557,771.99	Honduras	\$2,814,808.74	Romania	\$15,840.52
Cameroon	\$86,130.75	Jamaica	\$177,517.51	Senegal	\$12,033.53
Chile	\$743,152.78	Jordan	\$95,499.78	Sudan	\$1,569.90
China	\$63,241.43	Kenya	\$15,708.61	Swaziland	\$286,348.78
Costa Rica	\$1,569.90	Liberia	\$13,587.55	Tajikistan	\$1,201,329.44
Cote D'ivoire	\$3,919.39	Malawi	\$10,866.84	Tanzania	\$18,523.56
Dominican Republic	\$4,920,644.53	Marshall Island	\$6,431.13	Uganda	\$18,815.47
Ecuador	\$259,527.65	Mexico	\$5,909,995.09	Ukraine	\$65,572.86
Egypt	\$2,614.03	Moldova	\$3,454.68	United States	\$3,241,424.46
El Salvador	\$8,111,237.05	Nicaragua	\$13,599.85	Vietnam	\$210,630.65
Ethiopia	\$723.00	Nigeria	\$3,378,755.03	Yemen	\$19,596.36
Fiji	\$14,772.15	North Korea	\$9,645.34	Zambia	\$40,564.96
Georgia	\$277,938.46	Pakistan	\$766,225.73	Zimbabwe	\$1,318,226.22

**\$73,549,474**  
**IN AID**

**64,622**  
**CARE KITS**  
DISTRIBUTED IN 2010

**51** COUNTRIES  
RECIEVED  
MEDICAL  
AID

**148,000**  
PEOPLE HELPED VIA  
THE READY RELIEF BOX

# HAITI RESPONSE



## WHAT HEALTH & HOPE LOOKS LIKE IN HAITI

Early in the morning, long before the sun rises on Haiti, countless people start streaming toward a church building in the midst of a dusty, crowded and noisy district of Port-au-Prince called Bel-Aire. Young mothers and fathers walk for miles with their children. Family members assist grandparents up the stairs to the waiting area.

Many of them will not eat today, making the difficult choice between hunger and health. Such is the case of the poverty-stricken and disaster-affected in Haiti.

Most of them live in tents or in homes that were severely damaged by last year's earthquake. Despite the origin of their journey today, each of them is washed, groomed and dressed in freshly pressed clothing. Even the children wait patiently, sometimes for several hours, until it is their turn to be seen. Men and women of all ages come here knowing they will be able to see a doctor or nurse that will help them feel better.

An attendant checks them in to the clinic. A nurse takes vital signs and prioritizes patients based on age and severity of their condition.

Eventually, each patient is led to an examination area to see a physician. Nurses assist with wound care, immunizations and patient education. Laboratory tests are completed onsite while the patient waits. Before leaving the clinic, patients are given medications and instructions from the licensed pharmacist.



This may seem very familiar to most Americans, but for Haitians this is a whole new world.

It is a glimmer of hope for a healthier future for them and their children.

**67,981**

PATIENTS SERVED



**45,119**

VOLUNTEER HOURS



**323**

VOLUNTEERS

# HAITI REBUILD



## OUR CORE ACTIVITIES

Since the January 2010 earthquake, Heart to Heart has engaged in the following activities to create healthier communities in Haiti:

1. Mobilized more than 600 medical volunteers, who donated thousands of hours of technical expertise and saved lives during critical junctures of our operations by providing primary-care services.
2. Delivered more than \$36 million worth of medical aid and supplies.
3. Established three bases of operation in Haiti: Petionville, Leogane and Bleck.
4. Hired three expatriate employees to lead our efforts in Haiti: Steve Weber, country director; Linda Weber, HR director; and Josh Jakobitz, volunteer manager.
5. Treated more than 66,000 patients in 2010 and have now surpassed the milestone of treating more than 100,000 patients since the earthquake.
6. Currently operating two community clinics: Bel-Aire (in the Port-au-Prince region) and Nan-Timo (in the Leogane region). Both clinics are seeing 1,500-2,000 patients per month. Both are striving toward self-sufficiency.
7. Currently supporting two partner clinics with supplemental workforce on a monthly basis in Fondwa and Bleck (Southeast Haiti).
8. Currently running seven (7) auxiliary clinics with primary-care providers on a monthly basis in Place d'Or, Bouton, Duford and Corridor in the Leogane region; and Cascade Pichon, Bel-Anse and Foret des Pins in Southeast Haiti.
9. More than 500,000 people now look to Heart to Heart for their basic health services (35,000-45,000 in the Bel-Aire neighborhood; 200,000-225,000 in the Leogane region; and 200,000-225,000 in Southeast Haiti).
10. Currently employing 51 Haitians—30 full-time employees and 21 part-time or temporary employees—who serve as program management staff, medical staff or support staff.
11. Currently assisting in the containment of a cholera outbreak in Southeast Haiti. We are applying lessons learned from our response to the cholera outbreak that struck heavily populated regions in other parts of Haiti in October-December 2010. During that time, we launched cholera screening centers, treated hundreds of patients with early-stage symptoms of cholera, and provided patient education on ways to prevent the spread of cholera.
12. Partnering to rebuild the St Antoine School in Fondwa, where one of our partner clinics is located.
13. Making road improvements for greater access to our clinic sites.
14. Currently engaged in several community-empowerment projects in the Bel-Aire neighborhood, including garbage removal and youth development programs.
15. Planning community-empowerment projects in Southeast Haiti in partnership with SEKONAPA, a national group that focuses on rural community development.
16. Preparing for a busy hurricane season in 2011.



“We’ve been caring for people in Haiti since a few days after the earthquake... They’re coming from the mountains and hills around here to receive care, because they know that our doctors and nurses are here to help.”

-Dr. Gary Morsch

# GUATEMALA



## HEART TO HEART'S COMMUNITY HEALTH & EDUCATION CENTER

Heart to Heart's medical clinic in Patanatic provides medical training and health education to the community of nearly 900 families, who all contributed in building it from the ground up.

But the clinic's cornerstone is built on two dreams.

The first dream came from Patanatic's mayor, who always wished his community had a medical facility so his people didn't have to travel 30-45 minutes over treacherous roads and sharp turns to see a doctor — who might or might not be there when they needed him. He watched Heart to Heart International move in and out of his community with teams of volunteers over the span of two years and finally asked Heart to Heart's program

officer, Jorge Coromac, if Heart to Heart would ever consider building a permanent clinic there. Patanatic's mayor said if Heart to Heart could come up with the money, he would find the volunteer labor.

The second dream came from two MidAmerica Nazarene University (MNU) nursing students who heard about the mayor's dream for his community and wondered if their campus community could help raise the funds. From that dream, the "IF" campaign emerged, and the MNU students, staff, faculty, administration and alumni all contributed to the effort over the span of the 2009-2010 school year. In May 2010, MNU presented Heart to Heart executives with a check for more than \$50,000 — more than enough to build the clinic.



**5,541**  
VOLUNTEER HOURS

**55**  
VOLUNTEERS

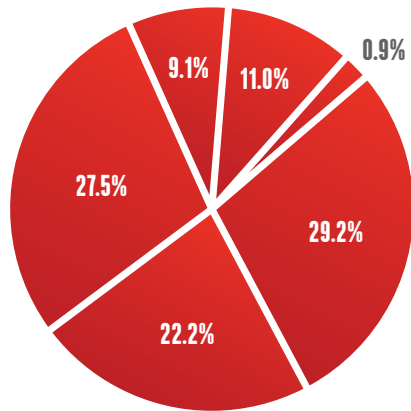
**17,514**  
PEOPLE SERVED

**2,919**  
WATER FILTERS



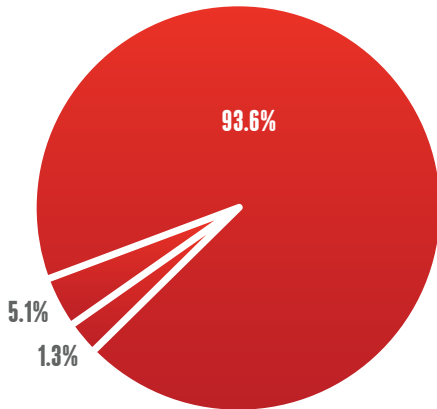


# FINANCIALS



## SUPPORT & REVENUE

Individual Contributions	29.2%
Foundations & Grants	22.2%
Corporate Gifts	27.5%
Clubs & Organizations	9.1%
Program Revenue	11.0%
Other Revenue	0.9%



## EXPENSES

Overseas Programs & Services	93.6%
U.S. Programs & Services	5.1%
Administration & Fundraising	1.3%

#1 RATED CHARITY  
IN DONOR  
EFFICIENCY

\$1,724,367  
VALUE OF  
VOLUNTEER SERVICE

## SUPPORT & REVENUE

Gifts In Kind	78,017,850
Pharmaceuticals	
Medical Supplies	
Medical Instruments	
Nutritional Products	
Personal Hygiene Products	
Paper Products & Supplies	
Donated Shipping	1,484,569
Non-Cash Gifts Subtotal	79,502,419

Individual Contributions	1,384,246
Foundations & Grants	1,053,887
Corporate Gifts	1,303,735
Clubs & Organizations	428,947
Program Revenue	522,517
Other Revenue	44,455
Cash Revenue Subtotal	4,737,787

**Total Support & Revenue 84,240,206**

## EXPENSES

Overseas Programs & Services	77,372,980
U.S. Programs & Services	4,179,090
General & Administrative	433,465
Fundraising & Public Relations	651,102

**Total Expenses 82,636,637**

Net Increase in Net Assets	1,603,569
Net Assets at the Beginning of the Year	24,111,557
<b>Net Assets at the End of the Year</b>	<b>25,715,126</b>

# THANK YOU PARTNERS

## GIFTS IN KIND

### \$10 Million and Above

Teva Pharmaceuticals  
Mylan Pharmaceuticals, Inc.  
Sanofi-Aventis

### \$1 Million-\$9,999,999

FedEx  
Ortho-McNeil Pharmaceuticals  
Abbott Laboratories  
Dey Pharma, L.P.  
Johnson & Johnson Company  
Becton Dickinson  
Welch Allyn, Inc.  
Pfizer, Inc.

### \$100,000-\$999,999

Anonymous  
Product Drive  
LifeScan, Inc.  
DePuy Orthopaedics, Inc.  
Alcon Laboratories  
Henry Schein  
Sexy Hair Concepts

## FINANCIAL SUPPORT

### \$100,000 and Above

Becton, Dickinson and Co.  
DEMDACO  
FedEx Services  
U.S. Department of State/NIS  
The American Jewish Joint Distribution Committee

### \$50,000 - \$99,999

Anonymous  
Johnson & Johnson  
Green Lantern, Inc.  
Premier Studios  
REACH Healthcare Foundation

### \$25,000 - \$49,999

Ad Astra Information Systems  
Blue Beacon International, Inc.  
Children's Mercy - Family Health Partners  
Health Care Foundation of Greater Kansas City  
Johnson & Johnson Family of Companies Matching Gifts Program  
LifePoint Community Foundation  
MidAmerica Nazarene University  
Muriel McBrien Kauffman Foundation  
Sands Foundation  
TouchNet Information Systems, Inc

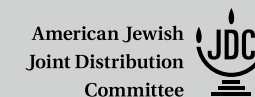
# SPOTLIGHT



FedEx made a significant investment in our disaster readiness and response capabilities by helping us create a Forward Response Center (FRC) at their international hub at Charles De Gaulle Airport in Paris, France. We will be storing relief supplies at this FRC, so we will be ready to respond to natural disasters in Europe, Western Asia and Africa in a timely fashion.



BD selected Heart to Heart for its Volunteer Service Trip. The company used 2010 to screen employee candidates for a three-week service adventure with us in Haiti. These volunteers will help to advance our humanitarian operations in 2011 through specific tasks, such as laboratory development, patient education and construction projects.



**The American Jewish Joint Distribution Committee** (JDC) supported our relief efforts in Haiti and became more involved in our global work as the year progressed. Not only did they support our volunteer movement, but they also made it possible to move our volunteers by helping us purchase several vehicles. They are major partner in a community-empowerment project in rural Haiti that will create jobs and improve primary education. The JDC also made it possible for us to respond quickly and effectively with medical aid to millions of people displaced by flooding in Pakistan.

# Thanks for Connecting

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Heart to Heart   
INTERNATIONAL