IMPACT REPORT
MAKING A DIFFERENCE IN 2019

Heart to Heart INTERNATIONAL
Letter from the C.E.O.

With your help in 2019, we continued to improve health access locally, across the U.S. and around the globe. Because of you, people in need received medical aid not only after disasters, but throughout the year.

Your support enabled us to respond to the U.S. southern border, wildfires in California, Hurricane Dorian in the Bahamas, and more. Our disaster response medical teams performed more than 2,600 patient consultations, and we still have an active team in the Bahamas providing much-needed medical care to people still struggling in the aftermath of the hurricane.

We shipped medications, medical supplies and humanitarian aid to 167 nonprofit partners in 42 countries, including the U.S., and we have installed improved laboratories in clinics dedicated to serving the underserved and vulnerable populations.

In March of 2019, we moved into a new facility with triple the warehouse storage space. This drastically increased our warehouse capabilities, increasing the amount of aid sent to organizations globally and across the U.S. The result: more people in need receiving life-changing medicines, medical supplies, and humanitarian products.

We launched our “Empowered to Serve” campaign and are continuing to work toward its goal of securing capital, enduring and operational gifts to fulfill and expand our mission of serving those most in need around the world.

Heart to Heart International is changing and growing, but we remain as dedicated as ever to improving health access and strengthening communities through the power of volunteerism.

Heart to Heart International – Same Heart. New Beat.

Thank you for coming with us on this journey. We cannot wait to see where 2020 takes us.

Kim Carroll
CEO, Heart to Heart International

Disaster Response

Hurricane Dorian

When Hurricane Dorian crashed into the Bahamas as a Category 5 hurricane, it made history as the strongest storm to ever make Atlantic landfall. It crawled at a pace of 1 mph, decimating islands and drenching the nation with more than 2 feet of rain. The Heart to Heart International (HHI) disaster response team was one of the very first medical teams in Nassau on Tuesday, September 3, and was treating patients at Treasure Cay the next day. The team hand-carried supplies and medications by boat and helicopter to the hardest-hit islands, reaching communities no one else had reached.

“These communities have been destroyed; lives upended,” Dr. Rick Randolph, HHI Chief Medical Officer, said. “If we can bring even the smallest comfort and hope to people in the middle of this tragedy, that is what we will do. Whether it is providing antibiotics, coordinating a medical airlift or simply listening to stories of their heartbreak, we are there. And we will continue to be there as long as we are needed.”

Working at the request of the Ministry of Health, HHI began treating patients on Abaco Island at both stationary and mobile clinics. Teams encountered patients with lacerations, abrasions, infections, lost prescriptions, and upper respiratory issues. HHI also deployed mental health resources to help residents cope with trauma.

From September through the end of December of 2019, HHI volunteers logged more than 7,200 hours, treated more than 2,400 patients and, with staff and partners, delivered more than 14,800 hygiene kits.

As quoted ...

Dr. Rick Randolph, a chief medical officer for Heart to Heart working in the Bahamas, tells TIME the clinic has been seeing about 30 to 40 patients a day; many of them are low-income. “Disasters are the diseases of the poor,” he says.

“A lot of the injuries we’ve seen are puncture wounds,” — caused by somebody stepping on and being cut by debris from the storm, Dan Neal, VP of operations at the medical humanitarian non profit, tells TIME. “You can’t move around piles of stuff like that and not get cut.”

- TIME, September 12, 2019

New Home

Lenexa, Kansas, Mayor Mike Boehm presided over an official ribbon cutting for Heart to Heart International’s new building in September. A multi-faith blessing and public open house were also held to celebrate the new facility.
Border Relief
In July 2019, an HHI assessment team visited transit centers in southern New Mexico and Texas to meet with partners, including Save the Children and Catholic Charities, and determine how to best help the record number of asylum seekers reaching the U.S. southern border. These organizations were working in temporary shelters established as transition points between Customs and Border Patrol and the asylum seekers’ U.S. sponsors. HHI shipped more than 7,000 hygiene kits, 500 blanket kits, medicines, medical supplies and other humanitarian aid. HHI continues working with partners active in the response.

Midwest Flooding
Massive flooding wreaked havoc on areas of the Midwest in the spring. To assist people affected by the flooding, HHI delivered more than 5,000 hygiene kits to partners and distribution centers in Mound City and Holt County, Missouri.

California Wildfires
Hurricane-force winds and dry conditions caused wildfires in Northern and Southern California to spread rapidly. More than 200,000 people were evacuated in Northern California alone. HHI sent over 4,000 hygiene kits and 3,000 children’s blanket kits to people impacted by the fires.

Tornadoes
In May, HHI responded immediately after a mile-wide tornado destroyed homes and buildings in Linwood, Basehor and Lawrence, Kansas. HHI’s disaster response team saw almost 200 patients, administered 175 tetanus vaccines, and distributed hygiene kits, masks, water and clean-up supplies. HHI also delivered hygiene kits to people affected by tornadoes in Joplin and Jefferson City, Missouri.

Programs

Labs
Working with BD and National Association of Free & Charitable Clinics (NAFC), HHI installed six point of care laboratories in the 2019 grant year. These laboratories allow clinics to deliver real-time lab testing, ensuring patients receive results during their initial visit, eliminating the need for follow-up and improving patient outcomes. The clinic director for one of the clinics, Free Clinic of Meridian in Meridian, Mississippi, in September, said, “We’re helping the patients who essentially fall through the cracks.”

- Center for Healing & Hope – Goshen, IN
- Clarkston Community Health Center Inc. (CCHC) – Clarkston, GA
- Community Free Clinic, Inc. – Hagerstown, MD
- St. Mary’s Health Wagon – Wise, VA
- The Health Hut – Ruston, LA
- Free Clinic of Meridian – Meridian, MS

One day after the installation of the laboratory in Center for Healing & Hope, a 27-year-old man came in feeling weak, fatigued and thirsty. Results from the clinic’s new laboratory equipment showed life-threateningly high levels of blood glucose, and he was sent immediately to the emergency room. The clinic’s director, Erin Castro, said, “We saved his life. We cannot thank you enough for this gift of being able to test, educate and treat before the patient leaves our clinic. This is why we do what we do.”

Another round of six grantees will be chosen and installed in 2020.

Puerto Rico
HHI continues to support local organizations in Puerto Rico more than two years after Hurricane Maria hit the island. Working together, HHI has helped transform a damaged building into a health clinic, hired and trained community health workers, and pre-positioned hygiene kits around the island to be distributed after another disaster.

Community Partners in Puerto Rico
- COSSAO
- TLC
- Medical Reserves Corps of Puerto Rico
- Ponce Health Sciences University
2019 Global Impact

Map Key
- PowrServ Events
- Laboratory Installations
- Disaster Response
- Aid Shipments

155 Medical & Humanitarian Aid Shipments

6 Lab Installations
14 Disaster Responses
116 PowrServ Events
2019 Domestic Impact

Map Key
- PowrServ Events
- Laboratory Installations
- Disaster Response
- Aid Shipments

- 112 PowrServ Events
- 114 Medical & Humanitarian Aid Shipments
- 11 Disaster Responses
- 6 Lab Installations
Lifetime $10+ Million Dollar Partners

In November, HHI reached the milestone of $2 billion in lifetime aid shipped since 1992. Thank you to all of HHI’s partners whose donations made this possible and HHI volunteers who helped process these critical medicines and humanitarian aid.

Who do these aid shipments help?

In 2019, a man in Syria received a wheelchair from HHI after he lost his legs in a bombing. The wheelchair helps him get around the rocky and uneven terrain of the refugee camp where he now lives.

“By collaborating with Heart to Heart International, the American Cancer Society, the German Breast Cancer Society, the Canadian Cancer Society, and The McGrath Foundation, we have the ability to positively impact patients undergoing difficult cancer treatments around the world and, in doing so, ‘help health happen’ together,”

- Statement from Stanley M. Bergman, Chairman of the Board and Chief Executive Officer of Henry Schein

2019 PowrServ Impact

- 116 Events
- 114,070 Kits Built
- 8,958 Volunteers
- 16,951 Volunteer Hours

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In March 2019, PowrServ introduced its new Homeless Hygiene Kit, which includes such items as socks, foot powder and deodorant. These kits will be distributed within local communities. One version of this kit also includes a resource card for homeless veterans. The first assembly event for the Homeless Veterans kit was sponsored by BD and held in honor of Veterans Day at the VFW National Headquarters in Kansas City, Missouri.

The Homeless Hygiene Kit was designed after months of planning and input from organizations dedicated to helping people in housing-insecure situations. We are proud to launch this kit as a way for our partners to give back to their own communities.

- Brian Sink, Vice President of PowrServ

In 2019, the PowrServ program partnered with Henry Schein to assemble Cancer Comfort Kits in the U.S., Canada, Germany, and Australia. These kits were then distributed to organizations helping people receiving cancer treatment. In the U.S., kits were delivered to Hope House, a program of American Cancer Society that allows people receiving treatment to stay close to hospitals.

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2019 Volunteer Statistics

10,845 Volunteers
39,320 Hours Worked

In disaster response and warehouse work

Including 2,037 Volunteers who worked a total of 27,060 hours.

2019 Humanitarian Aid Statistics

$288,800,000 in medical and humanitarian aid shipped

TO

167 Partners
42 Countries
36 States
1 U.S. Territory

167 Partners

168 Countries

168 States

168 U.S. Territory

42 Countries

36 States

1 U.S. Territory

42 Countries

36 States

1 U.S. Territory

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36 States

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