

2020

Heart to Heart International Annual Report



Hallie Thompson, RN

Hallie Thompson began volunteering with Heart to Heart International at the start of the COVID-19 pandemic. In 2020, she dedicated countless hours of her time providing medical care for homeless populations and deploying to Honduras to help people in need after hurricanes Eta and Iota.

Letter from the CEO



Dear Friend,

2020 has been a year unlike any other, and we have been inspired by the commitment and generosity of donors. You never wavered in your determination to help the **record number of people in need** throughout the world this year!

We cannot deny the effects of COVID-19. The devastation caused by the pandemic has highlighted the importance of healthcare access for people across the United States and around the world. We recognized this and committed our expertise and resources to helping prevent the spread of the disease in the most vulnerable communities, including homeless populations, nursing homes, healthcare facilities, schools and child care centers.

To **protect frontline healthcare workers**, we delivered 1.8 million pieces of PPE items to hospitals, healthcare clinics, pharmacies, and more. Because infection prevention and good hygiene were critical, especially in vulnerable communities, we distributed **144,000 hygiene kits** through partnerships with food banks, public safety organizations, homeless assistance groups and other nonprofit organizations. We provided free COVID-19 tests, leveraging the trust of community partners **to reach vulnerable populations** who were otherwise unable or unwilling to access testing. We also responded to multiple disasters in the United States and the world, including tornadoes, hurricanes and wildfires. Our **medical teams treated more than 2,700 patients** after disasters and crises this year alone.

Thanks to you, we continue to improve access to healthcare after disasters and all year round. Together, we are working toward *a vision of a world in which every person has access to a healthy life and every community has the capacity to make that access a reality*. On behalf of those we serve, thank you for making Heart to Heart International your connection to a world in need.

With heartfelt gratitude,

A handwritten signature in black ink that reads "Kim Carroll".

Kim Carroll
President and CEO, Heart to Heart International

Here are Some of the People You Helped

by supporting Heart to Heart International

Remote Treatment After Hurricanes

A Heart to Heart International medical team deployed to remote communities in Honduras after hurricanes Eta and Iota. The storms had dumped feet of rain in the region and caused massive flooding. One man's home was washed out and he had to use a boat to get from place to place. The boat got stuck and when he jumped out to free it, **the man sliced his finger open on some unseen barbed wire below the water line.** The cut was badly infected by the time he reached the HHI medical team. The doctors and nurses cleaned the wound and treated it to ensure the infection would not spread. **Injuries like these are common in the aftermath of storms** and are one of the reasons HHI works so hard to bring healthcare to remote communities after disasters.



Honduras

A Brighter Future

After being evicted from their home, Igor and his wife began living in a makeshift campground. This meant the couple, who are both in their 70s, were left exposed to the heat in summer and the rain in spring. On cold fall and winter mornings, their only source of heat was a campfire.

Igor began experiencing tremendous pain and had trouble even walking. On one freezing day, despite being in immense pain, Igor made his way to see our Heart to Heart International medical team, which had been providing medical care for the homeless community since the start of the COVID-19 pandemic.

The team discovered a massive hernia and **arranged for Igor to be transported immediately to a hospital for surgery.** Later in the week, Igor was released and returned to the clinic determined to share his message of thanks.

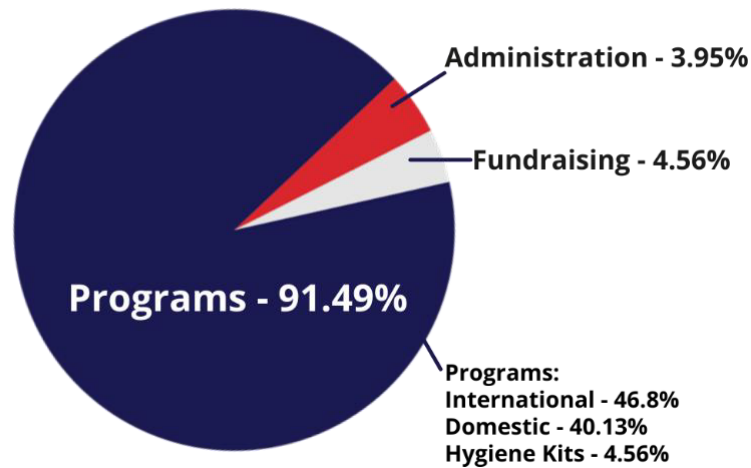
"Before, I was hurting so much. I felt hopeless - like I had no future. Now, because of you, I am feeling so much better. I know there is a future for me. Thank you."



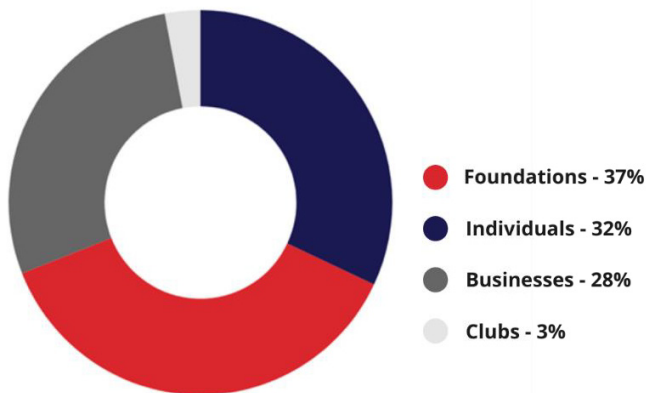
Kansas City, MO

2020 Financials

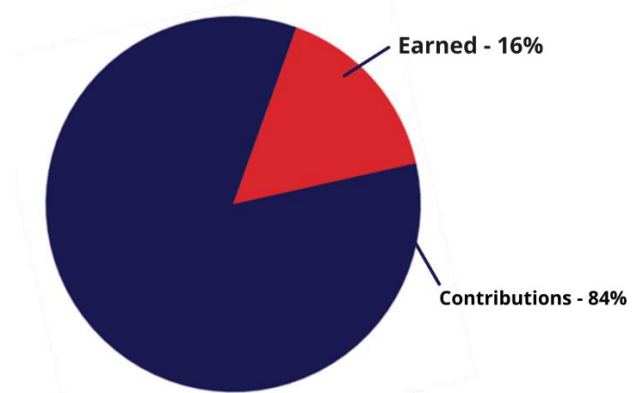
2020 Expense Distribution without GIK



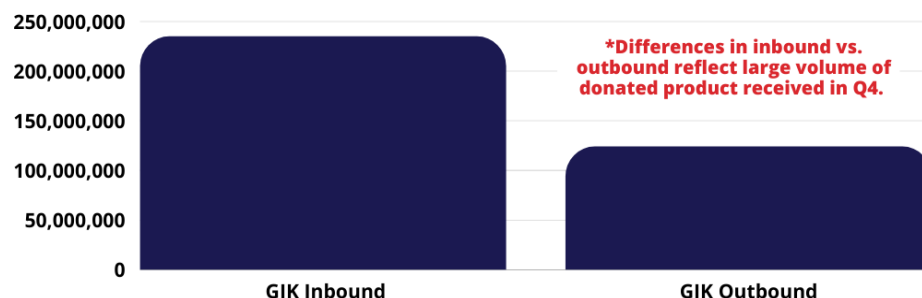
2020 Contribution Sources



2020 Revenue Source excluding GIK



2020 Gift In Kind Inbound vs Outbound



Impact by the Numbers



Aid to 28 Countries

Distributed medical aid to nonprofit organizations working throughout the world.



1.8 Million Pieces of PPE

Distributed critical Personal Protective Equipment to frontline workers and first responders.



Aid to All 50 States

Sent aid to all 50 states and Puerto Rico for COVID-19 and other disaster responses.



16 Disasters

Responded to 16 disasters — hurricanes, fires, floods, tornadoes, earthquakes, and explosions — a 23% increase from 2019 and all during a global pandemic.



100% Committed

We are 100% committed to understanding, appreciating and serving diverse cultures and creating an inclusive workplace.



18 Laboratories

Clinics with laboratories supported by Heart to Heart International provided care for more than 13,000 patients in low-resource communities.



-80° Celsius

Installed cold storage units in preparation for the COVID-19 vaccine as well as other critical medicines.



16K Volunteers

Volunteers participated in every aspect of HHI's work: disaster response, medical care, training, warehouse, and administration.



200% Increase

Sent PPE and medical supplies to 3 times more healthcare and nonprofit organizations than in 2019.



\$130K Savings

Managed an urban health clinic and prevented \$130,000 in costs of uninsured patients using local emergency rooms.



2,724 Patients

Provided direct medical care and medical services to vulnerable communities in crisis and after disasters.



14K COVID-19 Tests

Tested 14,062 individuals for COVID-19.



1.2 Million People

Positively impacted individuals and communities through customized COVID-19 infection prevention and control trainings.



\$234M in Donated Aid

Received \$234 million in donated medicines and medical supplies to be distributed to people in need throughout the world.



144,000 Hygiene Kits

Distributed hygiene items to thousands of vulnerable individuals and essential workers.



Mission Statement

Heart to Heart International improves healthcare access in the U.S. and around the world. We achieve this mission by distributing resources, conducting training, engaging volunteers and responding to disasters.

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.

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.

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.

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.

Vision

We imagine a world in which every person has access to a healthy life and every community has the capacity to make that access a reality. We believe that sustained access to health sets the foundation for individual and community development. In everything we do, we work to broaden access to healthcare services and build capacity for health. It's a lofty vision, but we take a step closer to it every day through support from people like you. Invest in our efforts to create a healthier world today.

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