



Annual report

Report on the work of Non-Profit Charitable Organization Health & Help* for 2021

*officially registered as a nonprofit in Guatemala, Nicaragua and the USA (501(c)3 tax-exempt organization)

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he-he.org

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A Letter From Elena Zelenevskaya



Director of Strategy and Analytics
at Health & Help

Dear Friends!

The year 2021 has seen many changes that have affected the work of the project. But one thing remained the same. Despite the crises, lack of funding and increased bureaucratic control, we continue to treat people, handle emergencies 24/7, provide patients with free medications, and help them take better care of their health.

All of this is made possible by the financial support of our regular and new donors. After all, every donation, even a small one, is a significant contribution to our patients' health.

And our volunteers, of course, have a special place in my heart. They are incredible professionals who successfully combine their main job with work at Health & Help. Some of them have been cooperating with us since the project was founded. The experience gained here has helped some get promoted at their full-time job. Several volunteers took a break and over the past year returned to the project in a new position.

I know exactly what team trust is. It means that despite all the difficulties and limitations, we continue to work effectively, changing the world and making it a better place.

Thank you for believing in us and supporting our work! ■



Project Goals and Mission

Health & Help assists people in places where it is difficult or impossible to access basic medical care.

We do this through the efforts and resources of our dedicated volunteers and generous donors.

We improve by helping others.

What do we do?

- Provide access to basic medical services and medicine in places with limited resources.
- Hold educational lectures or our patients about healthcare and methods of preventing future illnesses.
- Develop and implement new medical treatment programs.
- Provide medical students and doctors in training with the opportunity to get hands-on experience under the guidance of skilled doctors.
- Prepare volunteers for work in the clinics, as well as help all team members learn and develop themselves.

For whom?

- For socially vulnerable groups within the population. For people who cannot pay for treatment or buy medications because they are too expensive or simply unavailable.
- For socially responsible, generous patrons, both private and corporate.
- For dedicated and purpose-driven volunteers who keep growing the project through their knowledge and experience.

How?

- In our clinics, doctors and other specialists from different countries work 24/7. Dozens of volunteers from all over the world help the project online.
- We openly talk about life in the clinics and share our experience of working for a nonprofit organization.

Where?

- In regions with limited resources and developing infrastructure where people do not get medical help due to lack of personnel, equipment, or medications.





Clinics

The Clinic in Guatemala

In 2021 the clinic continued treating patients while adhering to COVID protocols.

We also resumed our educational talks for children and adults, which had been paused due to the pandemic. New volunteers from different countries arrived to work at the clinic, and the project now has a Country Director — **Hanna Plotnitskaya**, who has improved living and working conditions for the volunteers. We are increasing our collaboration with local NGOs, recruiting local volunteers and donors — both private and corporate — and exploring joint projects with the ministry of health.

Our next major goal is to renovate the clinic. The building is now more than five years old and is in need of repair.

1,132

patients diagnosed with high blood pressure received treatment at the clinic

917

patients diagnosed with type II diabetes received instructions and medication

This is 13% more than in 2020.

52

women received consultations on family planning and contraception

44

underweight children under the age of 17 were examined and received advice on proper nutrition



At the Health & Help clinic, everyone can count on medical treatment, regardless of race, ethnicity, religious belief, or social status. We ask our patients for an optional donation; if they do not have money, they still receive the necessary treatment and medication. No one is ever denied help.

The Guatemalan health care system suffers from a shortage of medical professionals. Doctors are overworked and underpaid.

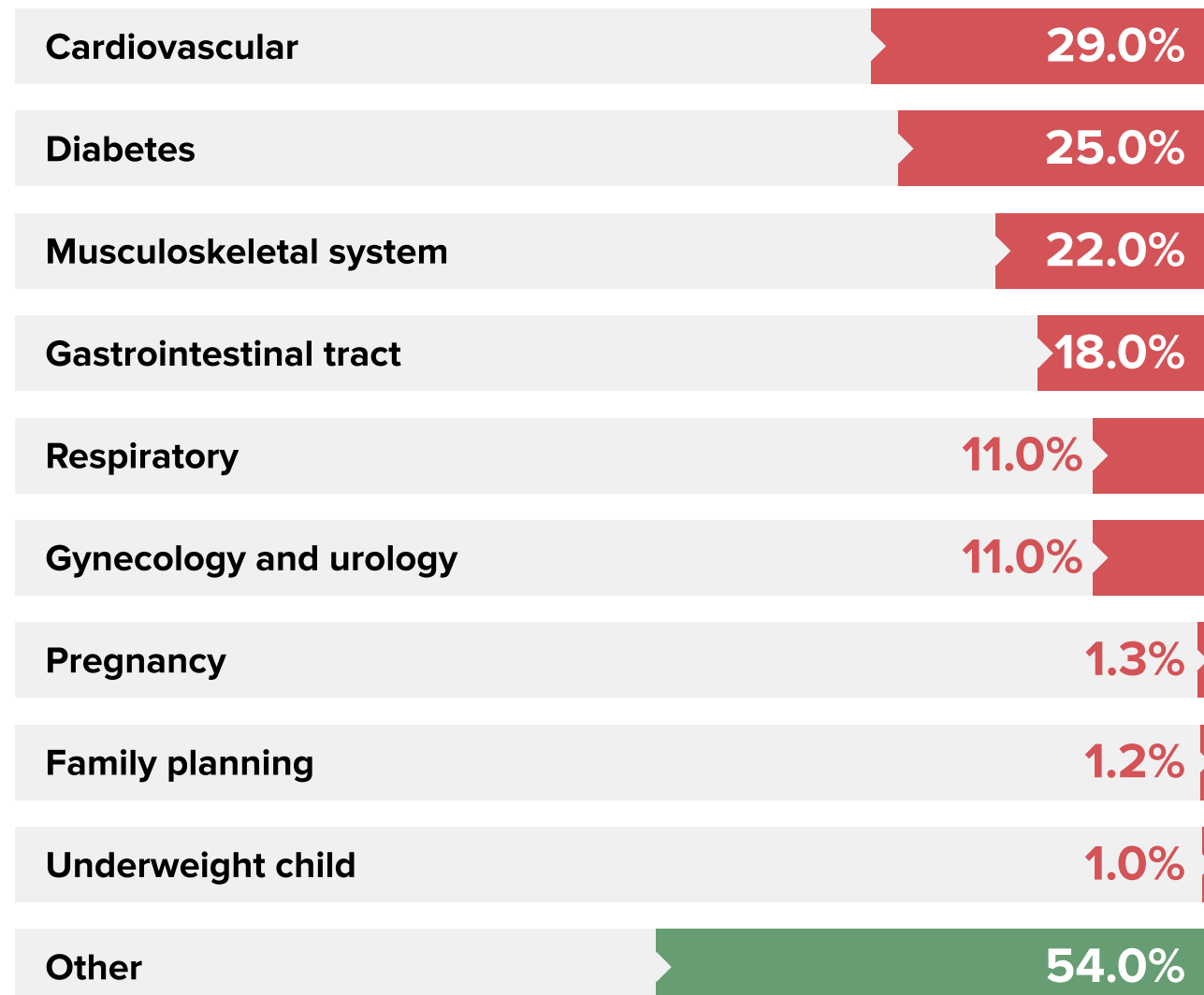
Meanwhile, medicine is expensive and inaccessible. The system does not have enough resources to provide patients the help they need. This leads to the discrimination of various minority groups — those who do not speak Spanish and cannot defend their rights.



Marco Antonio Sanchez Muller
Volunteer-doctor from Guatemala

Statistics on Illnesses and Conditions in Guatemala

One patient may have several conditions



According to the [International Diabetes Federation \(IDF\)](#), 10% of Guatemala's population between the ages of 20 and 79 suffer from diabetes. 42% of cases in Central and South America go undiagnosed, which means people do not receive proper treatment.

Currently, 100 patients with diabetes get regular checkups and medication at the clinic.

This year, we hosted a diabetes awareness week: every day, a nutritionist spoke to patients about the importance of lifestyle changes, including nutrition. Participants looked at a special menu for diabetes patients and got to try some of the foods. In the future, we plan to open a diabetes school for 20 people. The curriculum is currently in development.

4,238
patients

came to the clinic
in 2021

1.5
times greater
than in 2020

We are slowly returning
to our usual flow of
patients prior to the
pandemic. In 2019, we
saw 6,876 people.

2,172
patients

were new to the clinic



**Hanna
Plotnitskaya**

Country Director
in Guatemala

Renovation of the clinic in Guatemala

1 Tables for the staff room

2 Curtain rod replacement

3 Walls and front

The clinic walls and building front need to be repainted.

4 Lighting in the dorm and in the kitchen

Daylight hours in Guatemala are short, so the need to install enhanced lighting in the living area is critically important.

5 Roof mat

The clinic is located near the woods so rodents are frequent guests at the facility. Despite our best attempts to deter them, they have damaged the roof mat, and it must be repaired.

6 Chairs for medical staff and patients

Volunteers are working almost around the clock so they need this basic equipment to improve patient treatment and comfort.

7 Engineering in bathroom for patients

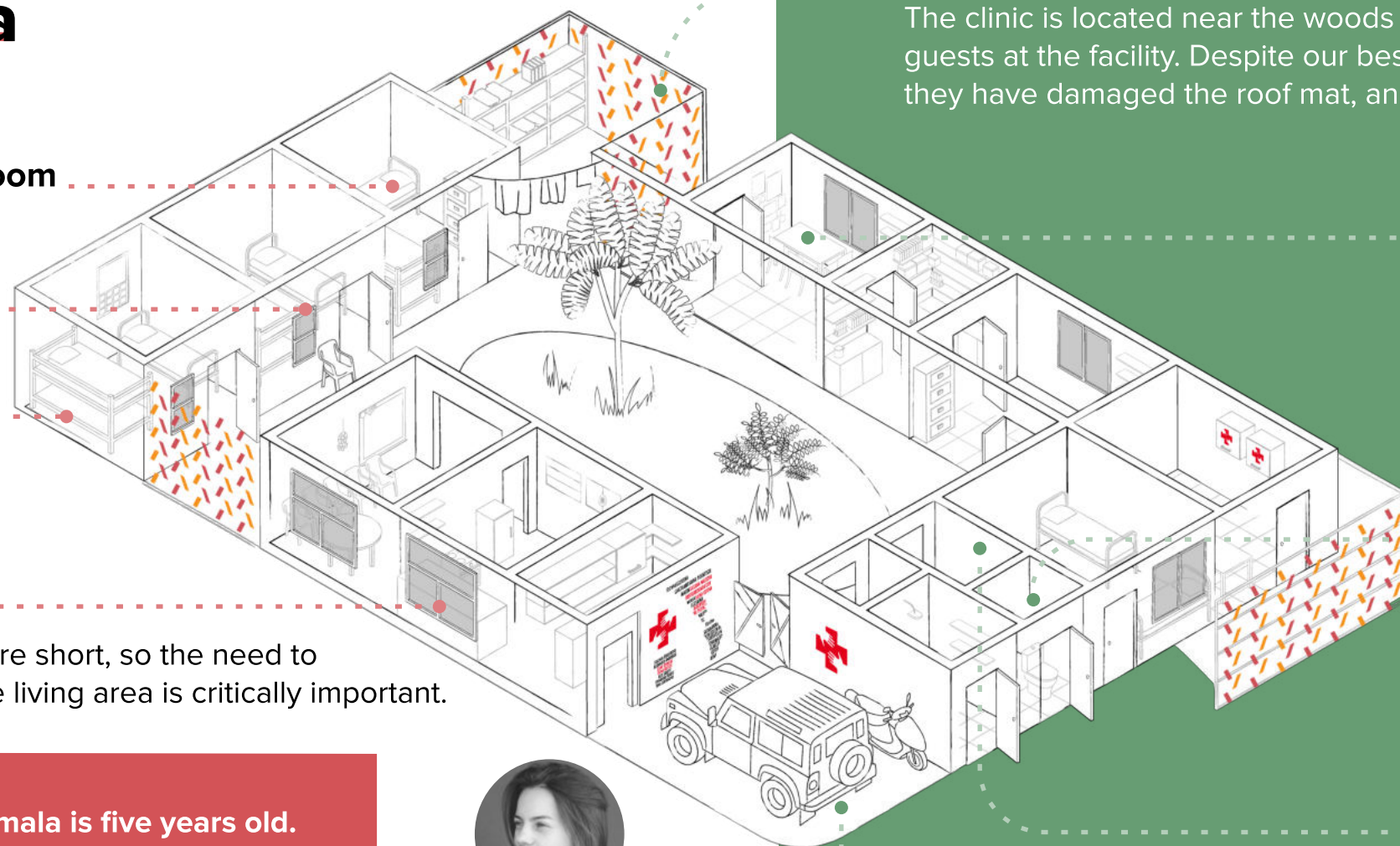
Sometimes patients have to wait in line for hours so a working toilet is a necessity.

8 Floor clay tiles

The clinic's clay floor tiles have suffered significant damage because of the soft ground beneath. An unstable floor is unsafe for patients and volunteers. We need to replace all of the clinic's floor tiles with more durable ones.

9 Purchase a car

We need a new vehicle to transport food, volunteers and critical patients. The old car had to be sold due to frequent breakdowns.



Hanna Plotnitskaya

Country Director in Guatemala

Health & Help clinic in Guatemala is five years old.

It is a milestone, and we thank our founders, volunteers and supporters for helping us reach it. This is also a reminder that our clinic needs renovation.

The clinic should be a safe place for both patients and volunteers. We are planning a renovation to improve work and living conditions of the project.

The Clinic in Nicaragua

In April 2020, we had to shut down the clinic because of COVID-19 pandemic restrictions. New volunteers could not be allowed in. But a Health & Help clinic administrator was still staffing our site and delivering prescribed medicine to chronic patients.

In 2021 the clinic re-opened its doors and volunteers from all over the world once again were able to treat new patients. Country Director in Nicaragua, Katia Espalter Calderon, re-started the document renewal, recruitment and restocking processes.

We significantly improved volunteer working and living conditions: we replaced the batteries for the solar panels; cleaned the well; installed a water filter; repainted walls; and planted a fresh garden of herbs and flowers. These quality-of-life upgrades are critical because volunteers stay with us for months at a time.

Health & Help clinic is the only option for local communities to receive emergency care; the nearest health post doesn't have regular working hours and is almost an hour away by car. If personal transport is not available, people have to take a bus from the nearest town (getting there involves a journey on foot or by horse). These roads are extremely difficult to navigate in the best conditions, and nearly impossible to travel on during the rainy season.

The clinic is located deep within rural Nicaragua. We are five hours away from the nearest town, Chinandega. From there it takes nearly three more hours to get to the capital, Managua. Basic grocery and medicine shopping is exhausting and time consuming. Our main challenge continues to be attracting clinic volunteers. Few local people are willing to volunteer, but to resolve this problem we plan to partner with universities to recruit medical residents who can gain valuable, real-life experience under the supervision of trained professionals.



**Katia Espalter
Calderon**

Country Director
in Nicaragua

21 soon-to-be
moms

were examined and
received necessary
vitamins

308 patients with
respiratory diseases

were examined and
received treatment plans

69 women

received consultations
on family planning
and birth control

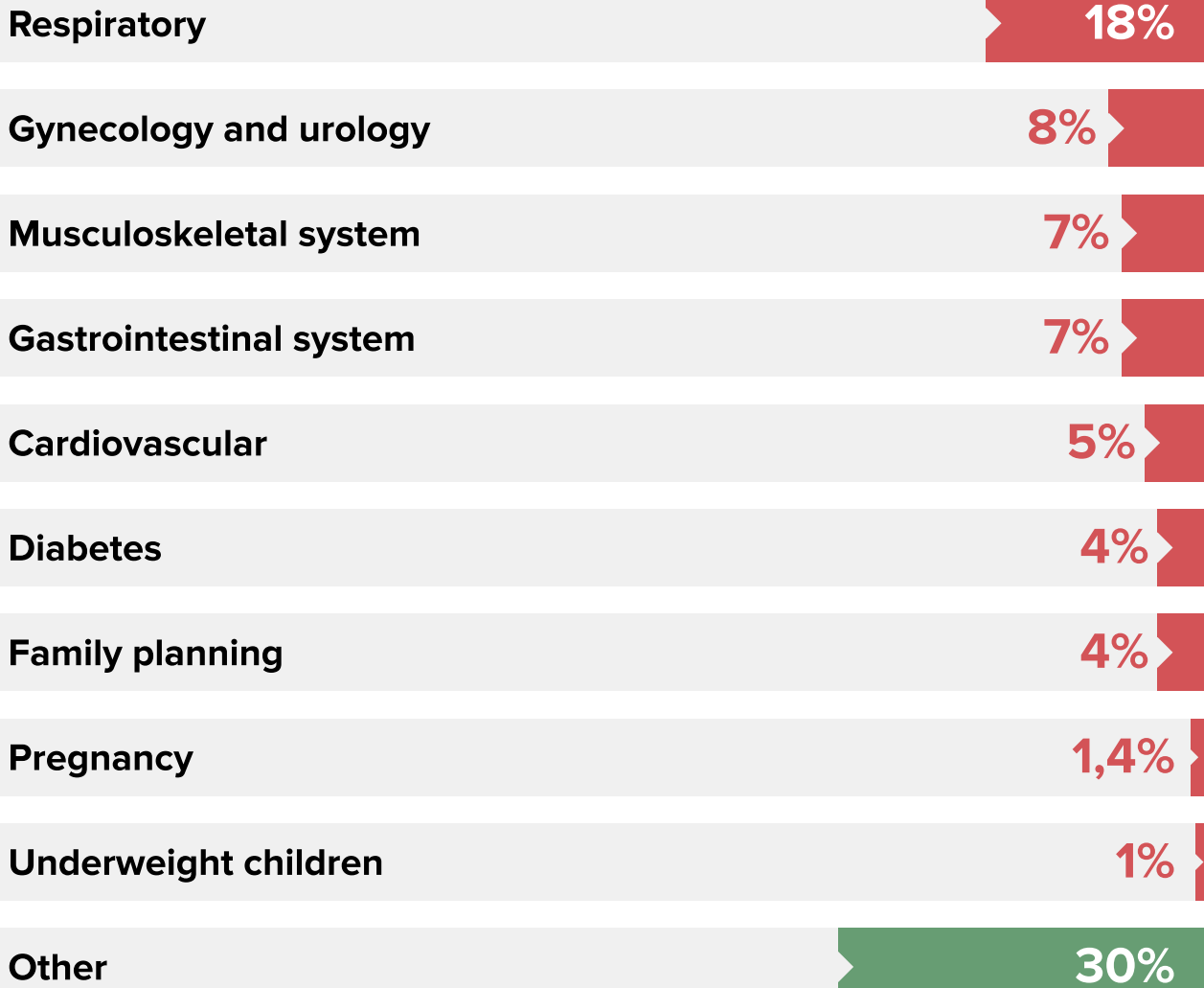
35 patients with
open wounds

were treated



Statistics on Illnesses and Conditions in Nicaragua

One patient may have several conditions



In the 9 months we operated during 2021

1,761
patients

came to us for help

This is **5**
times greater
than in 2020

Prior to the pandemic, the clinic had only been open for 3.5 months

People are often brought to the clinic with wounds such as machete injuries. In Nicaragua, machetes are used for household chores and as a work tool.

Once, we had a 10-year-old girl who almost lost her finger to a machete.

I was able to stop the bleeding and stitch together the torn blood vessels and tendons. The girl was lucky — her finger was saved and didn't lose sensitivity. She later came back to replace the bandages and her finger healed just fine.



Ganna Nikolenko

Volunteer doctor in
Nicaragua and Guatemala

Patients at Our Clinics

Every day, dozens of patients arrive at our clinic with variety of health issues, from chronic disease to undiagnosed symptoms and acute pain.

We provide basic, essential medical care, which includes examinations, consultations, tests and medication prescriptions — care and medicine many of them have never had access to before.

According to [World Food Programme](#), two thirds of the overall population of Guatemala live on less than 2 USD/day. In Nicaragua over 8 percent of families struggle in extreme poverty, surviving on less than 1.25 USD/day. That is why so many patients simply cannot afford to visit a private clinic. Meanwhile, state hospitals often refuse medical care to patients not considered critical. **Health & Help clinics are often the only option for them to receive basic medical care and essential medication.**

I am diabetic and need to take medicine every day. Drugs are extremely expensive, and many people can't afford them. I can't imagine what would have happened to me if it wasn't for Health & Help. The doctors ran some tests, explained the diagnosis and gave me recommendations on preferable diet and lifestyle for people with diabetes. But the main thing is that I can buy insulin here for only 3 dollars, whereas local pharmacies ask 250 dollars for it. I am confident that Health & Help will support me even when I won't have any money to pay for the medications



Gabriela

Patient
in Guatemala



At our clinics, expectant mothers can get ultrasounds and other prenatal tests performed, receive childcare medical advice, and obtain necessary vitamins. Many mothers receive their first prenatal care check-up ever at Health & Help, even those with several children at home.

37% of women in Guatemala give birth without medical professionals.

Labor is often supported by comadronas — local doulas. However, giving birth often presents serious medical risks which can endanger both a mother's and child's health. That is when medical assistance is a must.

I came to the clinic with a headache. I thought I would get painkillers and that's it.

Unexpectedly, I was asked to pee in a cup. My condition turned out to be very dangerous and I was referred to the hospital. If I hadn't sought help, everything could have ended up very sad.



Martina

Patient
in Nicaragua

In Martina's case, it was preeclampsia — a serious disease which can occur during pregnancy. Thanks to a timely examination, Martina was properly diagnosed and received treatment that dramatically reduced the risk to her's and her baby's life and health.

How we got through COVID-19

COVID-19 pandemic restrictions in Nicaragua and Guatemala significantly impacted our ability to run the clinics and treat our patients.

Other charitable organizations have been negatively impacted as well. The clinic of our German colleagues Mirador Chocruz in Guatemala was functioning at a limited capacity — with only two nurses on staff. And our partners at the Rekko clinic have temporarily stopped recruiting volunteers for the second consecutive year because restrictions on movement and other consequences of the pandemic have made it difficult to participate in the project.

But thanks to well-coordinated work of our team we managed to overcome these unprecedented hurdles: the HR department began actively recruiting volunteers from Latin America, for whom it was easier to reach the clinics; at the same time, their knowledge of Spanish reduced the normal volunteer preparation time.

Thanks to this, the number of applications from Hispanic volunteers has increased 6 times, and they now comprise 47% of project participants in clinics.

The pandemic affected not only the work of our clinics, but also the procurement of medicine. Previously, volunteers could bring medicine with them in the form of humanitarian aid, but now customs requirements have become tougher: it has become impossible to import medicine without special permits. This new paperwork is time-consuming and requires substantial financial resources, so we had to seek alternative options.



Karina Basharova

Co-founder
and Director of Mass Fundraising (PR)

Donations from large charitable foundations in the form of medicine, which volunteers were bringing with them to the clinic, covered most of the need for medicines.

Now we are forced to buy medicines on the spot, despite the high prices.

Expenses for medication have increased significantly.

To meet his new financial burden, we launched a new volunteer fundraising program, where our volunteers collect funds for the purchase of medicine before arriving at the clinics.

Volunteers will receive support and assistance from the team and can take advantage of the fundraising tools we are now implementing.

We hope this program will help to cope with this new financial burden, and ensure we can continue to deliver the vital medication our clinic patients need.



Volunteer Journey at Our Clinics

Our project has many open positions for people with a range of knowledge and skills. In the clinics, this means medical professionals, administrators, photographers, etc. We select our volunteers carefully, a process that requires several steps and can take a few months.

Nicaragua Country director,
Katia Espalter Calderon,
tells us about her volunteer journey:

1 Selection

Each candidate files an application, then has an interview with HR, as well as a case-interview. The final step is a conversation with the country director in Guatemala or Nicaragua.

3 Working at the clinic

Volunteers usually spend 3-12 months with us. If they want, they can work in both clinics —+ in Guatemala and in Nicaragua. Each participant becomes part of our international team and does daily chores to maintain a comfortable atmosphere in the clinics, on top of fulfilling the regular duties of their roles.

2 Preparation

Before traveling to the clinics, volunteers study Spanish with the Health & Help language school, learn about the local culture, and find out the specifics of working and living in Central America. We encourage all volunteers to get vaccinated and purchase health insurance for the duration of their trip. It is also important to gather all necessary travel documents in advance.

4 Post-volunteering

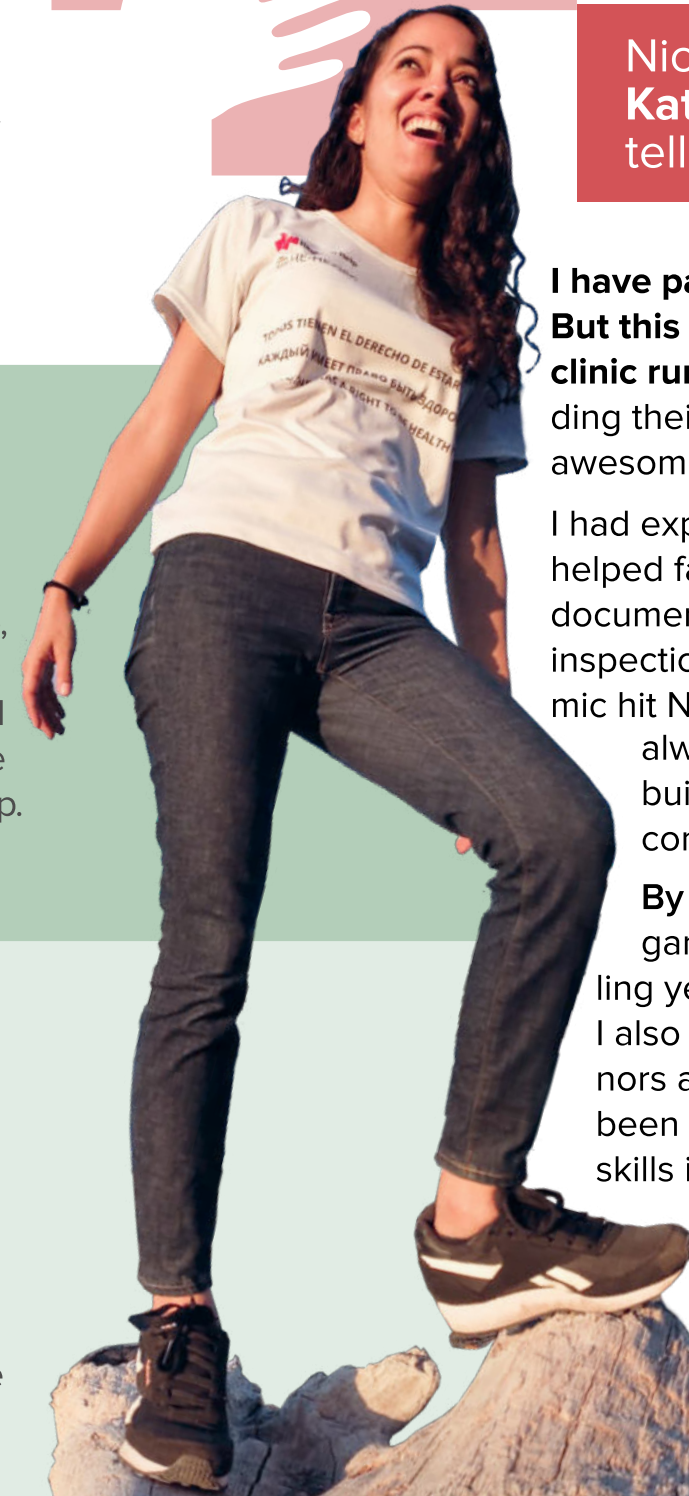
After completing their volunteer stay, most participants return to their home countries. Thanks to their new skills and experience, many are able to find their dream job or begin studying at prestigious institutions. Most volunteers continue supporting the project; some help out online, others share their experience and work to raise funds.

I have participated in many previous volunteer activities. But this project was particularly interesting — a medical clinic run completely by volunteers! When they began building their second clinic in Nicaragua I thought it would be awesome to become a part of this new venture.

I had experience working with the Ministry of Health, so I helped facilitate the clinic's registration process. I gathered documents and worked with a lawyer to prepare for the inspection to secure the sanitary license. When the pandemic hit Nicaragua, all volunteers left and I made sure there always was someone in the clinic to take care of the building and maintain good relationships with the community.

By the end of 2020, I applied for the director role, began assembling a team to reopen the clinic the following year and started updating the legal documentation. I also helped the fundraising team map out potential donors and grants within Latin America. Working here has been challenging but also very rewarding. I now have new skills in project management, recruitment and creating fundraising strategies.

I plan to continue working in the non-profit sector. I would like to get a Masters degree in public health to continue making efforts to improve health conditions of underserved populations.



Project Team in 2021: The Clinics

■ Hanna Plotnitskaya	Country Director in Guatemala	Belarus
■ Katia Espalter Calderón	Country Director in Nicaragua	Nicaragua
■ Álvaro Gabriel Méndez Yac	Doctor	Guatemala
■ Ana Rita Ribeiro Caldeano	Doctor	Portugal
■ Anna Melnikova	Doctor	Russia
■ Bernardita Buffoni Tardella	Doctor	Argentina
■ Evgenia Artamonova	Doctor	Russia
■ Ganna Nikolenko	Doctor	Ukraine
■ Jacqueline Jesselle Blanco Neyra	Doctor	Nicaragua
■ Katherine Daleska Gómez Guevara	Doctor	Nicaragua
■ Marco Scampitelli	Doctor	Argentina
■ Marta Fernandes Correia Bernardo	Doctor	Portugal

Project participants
■ in Guatemala ■ in Nicaragua

■ Mafalda Ferreira Vasques Carvalheiro	Doctor	Portugal
■ Nathaniel Runne	Doctor	USA
■ Nicole Jaramillo	Doctor	Ecuador
■ Rich Leidinger	Doctor	USA
■ Sofia Borisova	Doctor	Russia
■ Victoria Kaplitskaya	Doctor	Russia
■ Beatriz Figueiredo	Nurse	Portugal
■ Bruno Daniel Dias Almeida	Nurse	Portugal
■ Cláudia Correia Milheiro Seixo	Nurse	Portugal
■ Elisa Rosamelia García Ordóñez	Nurse	Guatemala
■ Evangelina Valle Cuesta	Nurse	Nicaragua
■ Hannah Johnson	Nurse	USA

■ José Ricardo Acabal Peruch	Nurse	Guatemala
■ Mariana Sofia Fidalgo Barreira	Nurse	Portugal
■ Marco José Argueta Corzo	Nurse	Guatemala
■ Rafael Orlando Vásquez Montaña	Nurse	Argentina
■ Juliana Pereira Morais	Nutritionist	Portugal
■ Patricia Luna Gutiérrez	Master of Public Health	Nicaragua
■ Beatriz Prazeres	Med Student	Portugal
■ Daria Anufrieva	Med Student	Russia
■ Marco Antonio Sánchez Müller	Med Student	Guatemala
■ Diana Miftakhova	Facility Manager	Russia
■ Dmitry Akimov	Facility Manager	Russia
■ Imalsiz Rodríguez	Facility Manager	Nicaragua
■ Luis Enrique López Espinoza	Facility Manager	Nicaragua

■ Maykel Manuel Poveda Chavarria	Facility Manager	Nicaragua
■ Marilyn Lissett García Diéguez	Facility Manager	Guatemala
■ Maria Kiseleva	Facility Manager	Russia
■ Sarah Leidinger	Translator	USA
■ Kevin Josue Avalos Salguero	Assistant	Guatemala
■ Nayla María Ramírez Sanabria	Assistant	Nicaragua
■ Omar Antonio Flores Campos	Assistant	Nicaragua
■ Víctor Alomar Pineda Dixon	Assistant	Nicaragua
■ Zoe Moon	Assistant	Germany
■ Alisa Kalinina	Photographer	Russia
■ Irina Arbuzova	Photographer	Russia
■ Polina Soyref	Photographer	Estonia

Where our volunteers from?

79
volunteers
online

126 VOLUNTEERS
from **23** countries
worked for Health & Help
in 2021

47
volunteers
in clinics





The Online Team

Online Team in 2021

Karina Basharova	Co-founder, Project Development, Mass Fundraising and PR Director	Guatemala
Victoria Valikova	Co-founder, Project Development, Volunteer Fundraising Director	Russia
Elena Zelenevskaya	Project Development, Strategy and Analytics Director	USA
Alexandra Litkens	Project Development, HR Director	Russia
Scott Williamson	Health & Help Official Representative	USA
Eva Williamson	Health & Help Official Representative	USA
Maria Kiseleva	Analytics Consultant	Russia
Maria Koshkina	Strategy Consultant	USA
Kristina Didenko	Assistant to Volunteer, Fundraising Director	Georgia
Ekaterina Seltikova	Grantwriting Expert	France
Nadezhda Bezuevskaya	Development Assistant	Russia
Maria Skoromnikova	Logistics Specialist	Russia

Aygul Tereshkina	Junior Fundraising Specialist	Thailand
Eva Dydenkova	Junior Fundraising Specialist	Russia
Madina Zauzanova	Junior Fundraising Specialist	USA
Anastasia Sentyurova	Analyst	Germany
Maria Kun	Volunteer Coordinator, Recruiter	Russia
Aliya Vilyaeva	Recruiter, HR Expert	Russia
Daria Zubova	Recruiter	Russia
Olesya Klyashtornaya	Recruiter	Russia
Olga Ladygina	Recruiter	Spain
Anastasia Streletskaya	Junior Recruiter	Russia
Kristina Luginina	Junior Recruiter, Translator	Russia
Ekaterina Petrova	HR Helper	Russia
Elena Doroshenko	Psychologist	Russia

Anna Melnikova	Medical Expert	South Africa
Karine Darbinyan	Medical Expert	Russia
Margarita Bartashevich	Medical Expert	Russia
Margarita Tretjakova	Medical Expert	Switzerland
Tatiana Malkova	Spanish School Leader, Tutor, Translator	Russia
Irina Permyakova	Tutor, Medical Programmes Leader at the Spanish School	Spain
Olga Cuevas Sheu	Tutor	Russia
Tatiana Rusakova	Tutor, Translator, Ambassador	Russia
Victoria Timohovskaya	Tutor	Russia
Valentina Putilina	PR Coordinator	Russia
Maria Karpacheva	PR Specialist	Russia
Maria Marynich	PR Specialist	Russia
Alena Rachmanina	PR Helper	Russia

Anastasia Sitnikova	E-mail Marketing Specialist	Russia
Alexey Duplyakov	Design Team Coordinator, Graphic Designer	Russia
Alexandra Abrosimova	Graphic Designer	Russia
Camilla Farennikova	Graphic Designer	Russia
Sophie Kravchenko	Graphic Designer	Russia
Nikolay Mavrenkov	Web Developer	Russia
Maxim Prudnikov	UX Analyst	Russia
Evfrosiniya Kapustina	Photo Editor	Russia
Uliana Domanova	SMM Manager	Brazil
Elizaveta Kotova	SMM Coordinator, Copywriter	Russia
Kameliya Faruzdinova	Junior SMM Specialist	Russia
Vlada Mocharova	Junior SMM Specialist	Russia
Yulia Burakova	Junior SMM Specialist	Russia

Evgeniya Dolina	Copywriting Team Leader	Great Britain
Elina Kryuchkova	Copywriting Team Coordinator	Russia
Anastasia Sedukhina	Copywriter	Russia
Anna Tarasova	Copywriter	Russia
Daria Iliyik	Copywriter	Russia
Ekaterina Korshun	Copywriter	Croatia
Elena Bondareva	Copywriter, Video Editor	Russia
Karina Noskova	Copywriter	Russia
Ksenia Savilova	Copywriter	Russia
Marfa Ushakova	Copywriter	Russia
Natalia Kudryavtseva	Copywriter	Russia
Oxana Morgunova	Copywriter for the Special Projects	Russia
Elena Oborina	Editor	Costa Rica

Glebs Jevsins	English Stream Coordinator, Translator	Great Britain
Anna Valenkova	Spanish Stream Coordinator, Translator	Russia
Albina Sharifullina	Translator	USA
Daria Tarutina	Translator	Russia
Elena Esakova	Translator	Russia
Elizaveta Stec	Translator	Great Britain
Irina Mychko-Megrin	Translator	Great Britain
Khanna Bredstein	Translator, Copywriter	USA
Marina Parfenova	Translator, Project Representative in Guatemala	Guatemala
Natalia Ovchinnikova	Translator	Portugal
Nataliia Soloviova	Translator	Poland
Svetlana Stolyarova	Translator	Russia
Eileen Maiocco	Proof Reading	USA

Faina Kotova	Proof Reading, Translator	USA
Jason Branton	Proof Reading	USA
Óscar Segura	Proof Reading, Translator	Russia
Reilly Dooris	Proof Reading	USA
Rodrigo Sánchez Portillo	Proof Reading, Translator, Tutor	Guatemala
Elena Derevtsova	Corrector	Russia
Nadezhda Bakhromkina	Corrector	Spain
Norma Alejandra Espinoza Rivas	Helper	Nicaragua

The Journey of Online Volunteers

In 2021, our online team consisted of 79 volunteers. They included both experienced professionals and beginners who wanted to put their skills into practice. Our project is constantly evolving, and we are creating new departments to offer every team member the opportunity to challenge themselves and try their hand at something new. That's why when a new position opens up, we first consider internal candidates if they have the experience and are qualified.

1 Interview

Internal and external candidates apply for the position they are interested in, and then are assigned an interview task. We then invite successful candidates to a meeting with an HR and a line manager.

2 Development in the project

Our volunteers have many avenues to achieve personal growth. They can challenge themselves by taking on new roles, choose more complex and unfamiliar tasks, and offer new ideas to improve Health & Help. Many volunteers stay on the team for months and become integral to our continuing commitment to grow and serve. Every permanent employee of Health & Help is a former volunteer.

3 Onboarding

New volunteers take part in a meeting with their line manager, join the platforms we use for work, get to know the team, and begin working on their first tasks. We have no office, so all meetings are held online. This is sometimes a complicated process because our online volunteers are located in 19 countries! Our goal is to create the most comfortable conditions for every volunteer and meet the challenges of running a global network.

4 Professional growth outside the project

The Health & Help experience helps our volunteers to become more valuable and in-demand specialists, find a dream job or to get into university to keep following their passion.

One great example of volunteer development is the story of Health & Help HR director, **Alexandra Litkens**:

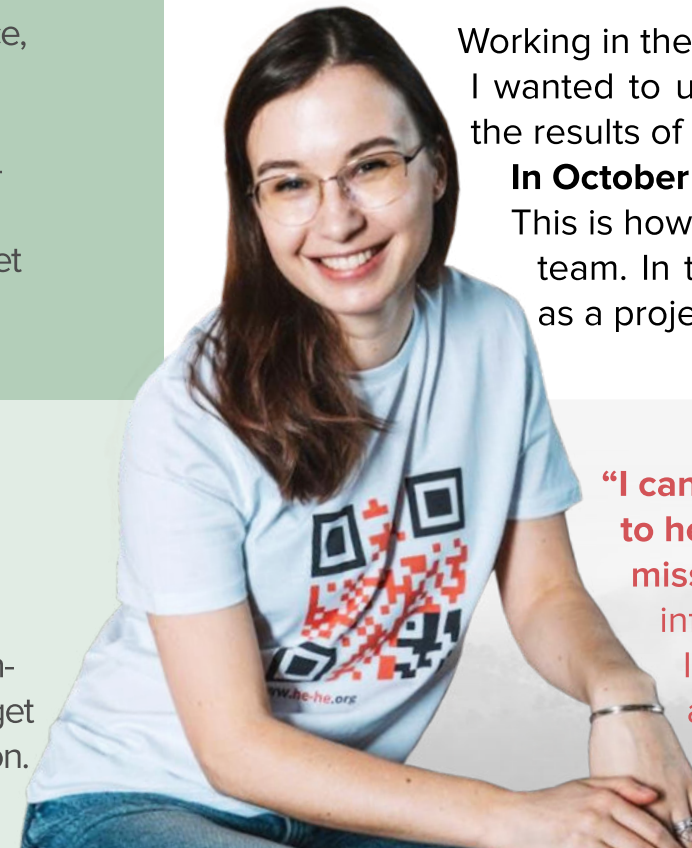
In 2019, a friend told me about Health & Help. I spent some time reading about the project and followed the course of its development. A few months later a volunteer position in HR opened up, and I applied. I was working in HR for a large international company, and I wasn't planning to work in the nonprofit sector. However, after the first interview I knew I wanted to join the team.

After studying the project in more detail, I started to conduct interviews myself, and then became coordinator of the translators team which consisted of 16 volunteers. **A few months later, I quit my full-time job and dedicated myself to Health & Help.**

Working in the commercial sector gave me a lot of experience, but I wanted to use my skills in Health & Help, where I can observe the results of my work and change people's lives for the better.

In October of 2020, I was offered a position as the HR director.

This is how I became the manager of a constantly growing HR team. In the middle of 2021, I joined Health & Help directors as a project manager.



"I can't treat patients myself. However, I have the power to help Health & Help cope with this very complex mission. It's very important for me to see how my work influences people's lives. That's why I do what I do. I have found meaning working with Health & Help, and I'm still developing and getting better with our team."

HR Department



Alexandra Litkens
HR Director

In addition to the main tasks of selecting volunteers and working with the project team, we compiled detailed hiring process instructions for the department's specialists last year. We also set up an automated system for data collection, monitoring and analyzing key performance indicators that allow evaluation of the team's work. We also conducted an online team engagement survey as a part of the Health & Help HR brand research project, and we will continue the work throughout the year of 2022.

727
applications to participate
in the project

were processed
by our recruiters

474
applications
for vacancies in clinics

253
online team
applications

271
Interviews conducted
in English, Spanish and
Russian

70
people
were chosen to work
in clinics

Spanish Language School

Native language skills help volunteers adapt to local life faster, build stronger relationships with the local community, and, most importantly, better understand the patients they treat.

750
hours of classes
with 26 volunteers

conducted by
5 teachers
of the school



New Spanish-language teachers joined the team this year to help train English-speaking and Portuguese-speaking volunteers.

We launched a new set of classes — Conversational Clubs for Doctors — where volunteers discuss cases and practice medical vocabulary. We added new practical training materials to the course for doctors. We are also working to equip Spanish-speaking teachers with new medical informational materials to help broaden the program's reach into the community.



Tatiana Malkova
Spanish School
Leader, Tutor

Developing Our Team

One of our top goals is to facilitate the professional and personal development of team members, and maintain an atmosphere of trust and openness.

To do that we organize events for Health & Help employees and volunteers where they can discuss ideas on how to improve the project, and we conduct lectures and training sessions for different departments. We also hold individual meetings to ensure comfortable and efficient working conditions for every volunteer.

The Health & Help online team has **85 volunteers** from around the world. It's important to keep in touch and create new opportunities to network and better communicate.

We hold online meetings for the entire team where they can meet colleagues in an informal setting and get to know each other better, as well as share project news and personal stories.

This year we held more than a dozen events involving the entire team or members of particular departments.

Here are a few examples:

- **Lecture on the healthcare system in Central America;**
- **Feedback training for managers;**
- **Workshops on writing literary texts and feedback automation for translators;**
- **Interview training for HR managers.**



Our Values

Humanism

A sensitive and caring approach to patients and other project members, as well as a friendly attitude of helping one another through difficult situations.

Initiative

A willingness to improve the quality of our work through effort and dedication.

Creativity

Finding a solution to seemingly insurmountable problems to make the impossible possible.

Open-mindedness

We openly talk about difficulties, and we are attentive to criticism and act on expert advice.

Responsibility

Staying organized, following through on promises and keeping true to your word.

Courage

We do not work in easy conditions. We are deliberate in taking risks. We constantly develop and become better.

Flexibility

Feeling confident in new situations with new people and challenging working conditions, cooperating with all team members and local residents, mediating and preventing conflicts, and respecting opinions different from your own.

A healthy dose of humor

Humor is the grease of all communications.

Mass Fundraising Department (PR)

Thanks to the work of the PR team in 2021, the project received

\$67,294

in one-time and monthly donations through social networks and the Health & Help website.

56 %

of the total monetary donations Health & Help received in 2021.

This represents more than

Workflow

In 2021, we participated in partner events, launched an Instagram account, and built exposure for Health & Help in the international media.

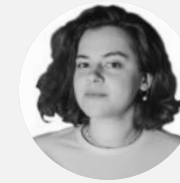
Using UX research we improved our website performance and reorganized the Design Department.

And, we prepared a strategy for restarting the mailing list for everyone interested in our work and are delivering regular updates on our progress and the stories of the people we are helping lead healthier, longer lives.

The Mass Fundraising Department's mission is to build visibility for our project and the people behind it and secure funding and the volunteers we need to help at-risk people live longer, healthier lives.

Building exposure for the incredible, life-saving work our volunteers perform and the donors who make that work possible is one of our department's most important roles.

Once people hear the stories of the lives we are changing and see the volunteers and donors who are creating that change they, too, will want to join us because we are making a real difference.



Valentina Putilina

Coordinator of the Mass Fundraising Department (PR)

Events



► **Giving Tuesday** Thanks to **International Day of Charity** we received **\$546** in donations.

► **Secret Santa** We shared **five patient stories** as part of a celebratory campaign and raised **\$1,147**

► **Charity Concert**

We held a charity concert in the USA with **First Things Foundation**, a non-profit organization, where we promoted our work and exchanged contact information with potential partners and donors.

The project got **51 media mentions** on television, radio, online and print news sites, as well as podcasts in several languages.



► **An interview with the Country directors from Guatemala and Nicaragua**



► **A video report by a local blogger Chepe from our clinic in Nicaragua.**

Project expenses for 2021

Amount in US dollars


Medication, consumables, procurement of medical equipment	282,262
Clinic maintenance	42,645
Volunteer preparation and coordination	12,810
Administrative expenses	31,861
Human resources Department	12,188
Other expenses	2,713
Total project expenses	384,479
Labor costs of volunteers in clinics*	134,051
Labor costs of online volunteers	66,734
The project expenses including volunteers labor costs	585,264

* Labor costs are calculated by multiplying the number of hours worked by volunteers by the average wage rate for doctors and nurses in Guatemala and Nicaragua

Analytics and Strategy

Our newly implemented financial accounting system is providing us with a visual picture of the accurate, timely information on project receipts and expenditures we need to continue to prepare for the future.


An accurate, transparent budget is critical to the success of any project, giving us the tools we need to plan new work and properly allocate funds to develop new programs. We regularly analyze results over different timeframes, comparing them with the planned indicators, which allows us to evaluate their effectiveness and quickly respond to changes in working conditions, if required.



I participate in the budgeting process and translate financial data into reports and graphical visualization.

I also deal with the analytical part of accounting for medical supplies in our clinics. In the future, we will automate this process, which will significantly improve the quality of our medicine procurement.

We have very ambitious plans for the future — for example, we hope to establish a cooperation with an American technology company that provides accounting automation services specifically to medical organizations operating around the world in hard-to-reach areas like ours.



Anastasia Sentyurova
Analytics and accounting expert

Project Inflow in 2021

	Amount, USD
Donations from private individuals	102 685
Donations from foundations	266 920
Donations from patients	11 529
Other inflow (bank interests, etc.)	2 871
Total inflow	384 005

I support Health & Help because of its people: their persistence, their desire to help others.

I have also worked in places with limited resources and know that such missions require courage and dedication.

I also believe that it is important to share the gifts we have been given — both intellectual and financial — to help those in need.

Project Donors

Health & Help runs exclusively on private and corporate donations.

We do not depend on any religious, political or other organisations, which is why the very base of our existence is support from our donors who have made the project develop and grow over the last few years.



Jennifer Ridge

Doctor, Founder of the Comprehensive Dermatology clinic



Carlos Mejia

Director of ECA Guatemala



Jennifer Ridge

Doctor, Founder of the Comprehensive Dermatology clinic

...and many others



Konstantin Kokines

Staff Anesthesiologist International Center for Foot and Ankle Surgery

Our Friends and Partners

Our work becomes a lot more effective thanks to the help of our friends.



Joaquin Espalter

Hosted our truck, checked the medical equipment and ran some errands for the project.



Brother's Brother Foundation

The foundation regularly provides different types of medication and consumables for our clinics.



Fulvia Bratti

Owner of the Dai Nonni hotel in Guatemala City

Thank you for four years of letting volunteers arriving late to stay at the hotel free of charge.



AmeriCares

The foundation regularly supplies different types of medication for our clinics.



Peggy Stranges

Founder and director of the Esperanza, a nonprofit clinic in Roatán, Honduras

Thank you for regularly supplying different classes of medication to our clinics on an ongoing basis.



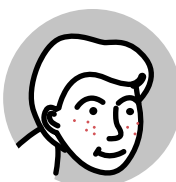
Giancarlo Melini

Provided legal advisory for the project starting in 2016, acted as a pro bono counsel to register Health & Help as a formal legal entity in Guatemala.



Indira Akhmedova

Thank you for supporting and hosting volunteers in Managua.



Your Name

You are amazing!



Plans for 2022

1 Stabilize work in clinics

COVID pandemic restrictions forced us to temporarily suspend some medical and educational programs at our clinics. We are working to restore them as quickly as possible and continue to develop new campaigns to further improve patients' standards of living and quality of health.

2 Optimize our medication supply

One of our highest priorities is automating the inventory of medical supplies at our clinics to make sure we more efficiently facilitate planning and procurement. This will also help us attract new financial donors who help fund the purchase of medicine in Guatemala and Nicaragua.

3 Improve onboarding process for new volunteers

We are currently launching an onboarding system for our new online volunteers to introduce them to the team, educate them on our project mission, values and rules and support them in their first weeks at Health & Help.

4 Recruit more local volunteers

We will keep partnering with the people in the communities we serve to build trust and encourage local volunteers to join our clinics. We will also continue to promote our work and the results we are achieving on social media and our website to keep expanding our global volunteer network.

5 Expand non-profit partnerships

We plan to expand our partnerships with local and international non-profit medical and charitable organizations to deliver an even higher level of care at our clinics and bolster the expertise of our in-the-field doctors.

6 Develop volunteer fundraising program

We are finalizing the implementation of a number of new fundraising tools to strengthen fundraising campaigns for volunteers before they join the project at the clinics.



Health & Help in 2021 is...

2 non-profit clinics
in locations
with limited
resources

60000 patients
treated

8 employees

47 volunteers onsite at the clinics

79 online volunteers

Every day we help people in places
where it is either difficult or impossible
to receive basic medical care.



You can become a part of the Health & Help project
by visiting our website and donating personally or
partnering with us through your company: he-he.org





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