



# Annual report 2023

of a nonprofit charity organization  
**Health & Help\***

\*Registered as a nonprofit organization  
in Guatemala, Nicaragua and the USA

501(c)3 - an organization exempt from federal income tax



# A letter from **Vika Valikova**



Despite the challenges of 2023, we successfully treated patients, conducted medical brigades and educational lectures, and collaborated on initiatives dedicated to women's health and oral hygiene with other charitable organizations.

We carried out a series of essential repairs in clinics, installed new solar panels in Nicaragua and a fence in Guatemala, upgraded medical equipment, and hired new staff.

We worked on new fundraising methods, executed successful campaigns and events, engaged bloggers and influencers, gave interviews, and even were featured in a documentary film.

**It is because of your help that we were able to provide free or very low cost health care to thousands of people for whom poverty is a daily barrier to access. Our clinics in Guatemala and Nicaragua will face more challenges during 2024, however I am positive we will continue to help thousands of children, women, elderly, young adults and parents to stay healthy and receive the medical care they need.**

Sincerely,

A handwritten signature in black ink, appearing to be 'Vika Valikova' with a stylized flourish at the end.



# Our 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 volunteers and donors.

***We improve  
by helping  
others***

## WHAT DO WE DO?

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

## 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 organization through their knowledge and experience.

## WHERE?

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

## HOW?

- In our clinics, doctors and other specialists from different countries work on a regular basis. 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.



# The Clinic in Guatemala



## CLINIC UPGRADES

Thanks to support from The Church of Jesus Christ of Latter-day Saints, we've enhanced our clinic with new security measures like fences and gates, as well as weather-resistant doors. Additionally, we've revamped a deteriorating clinic wall.

## NEW EQUIPMENT

Generous assistance from The Church of Jesus Christ of Latter-day Saints has enabled us to acquire crucial medical equipment for conducting in-house blood tests. This is especially beneficial for patients unable to afford external lab tests, particularly for monitoring diabetic patients, who make up a significant portion of our community.

## MEDICAL MISSIONS

Throughout 2024, our Medical Missions flourished, encompassing various initiatives including Family Planning Days, Ophthalmology Surgeries, and Pediatric Medical Missions. Collaborating with partners like WINGS and esteemed surgeons, we provided essential healthcare services, education, and surgeries to those in need, making a significant impact on our community.





# Our impact in numbers \* Guatemala

\* One patient may have several conditions

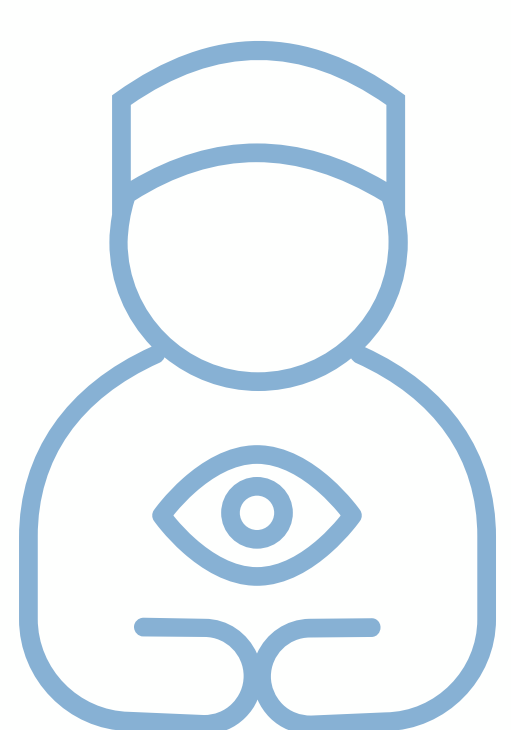
**3326**  
patients

came to the clinic  
in **2023**

**32%**  
men

**54%**  
women

**14%**  
children



**14**

ophthalmic  
surgeries

were performed  
with **Dr. Ruddy**



**1180**

diabetics  
patients

received the required  
treatment, as well  
as medications



**35**

soon-to-be  
moms

were examined  
and received  
necessary vitamins



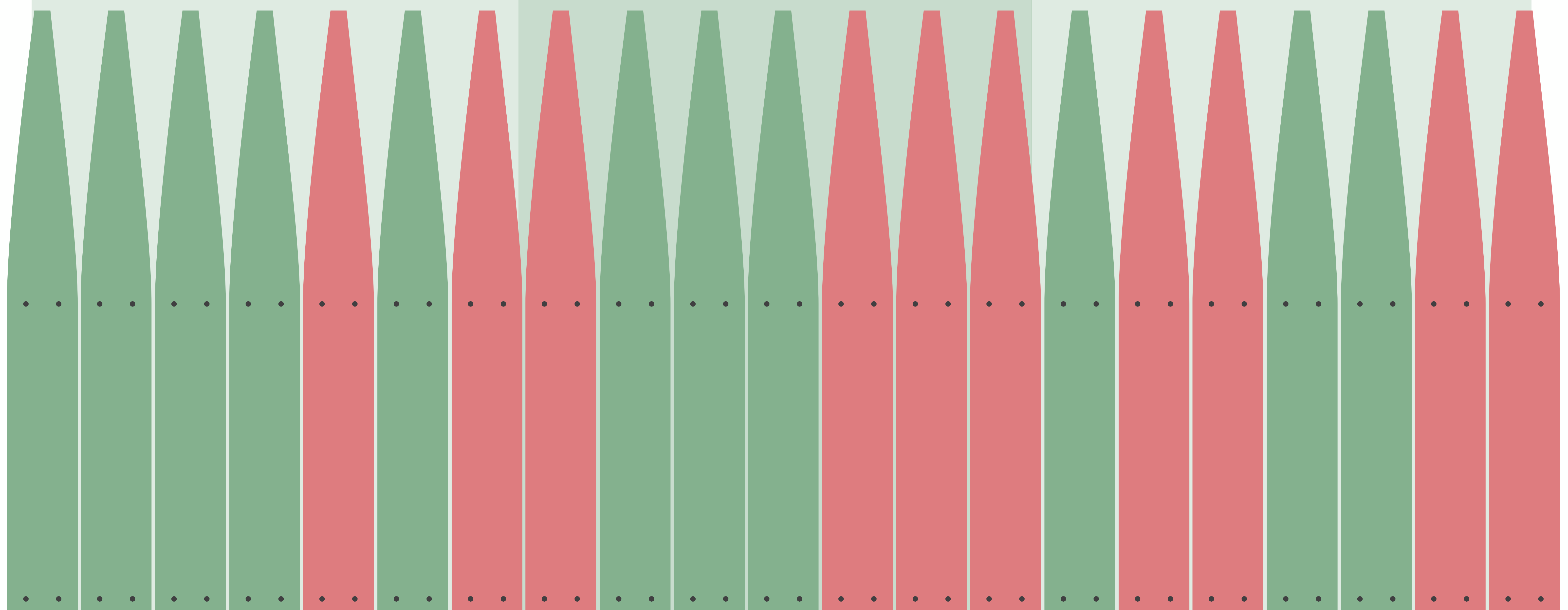


# The Clinic in Nicaragua

Thanks to Jeff Landi's initiative, **Happy Smiles (Sonrisas Felices)**, we've received invaluable support in La Salvia.

**Delivering oral health kits** has been a game-changer, complemented by our engaging meetings and talks with families about the importance of oral health.

Excitingly, we're on the verge of establishing **a dental unit within the clinic**, enhancing our capacity to provide basic and preventive oral health care to the community.





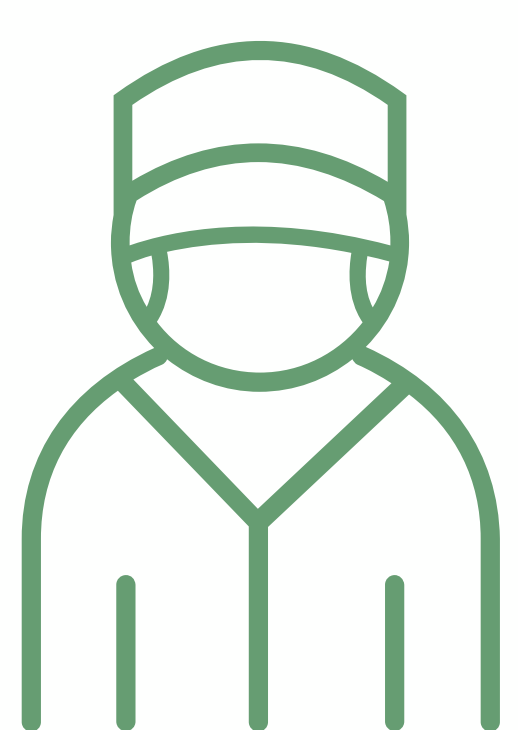
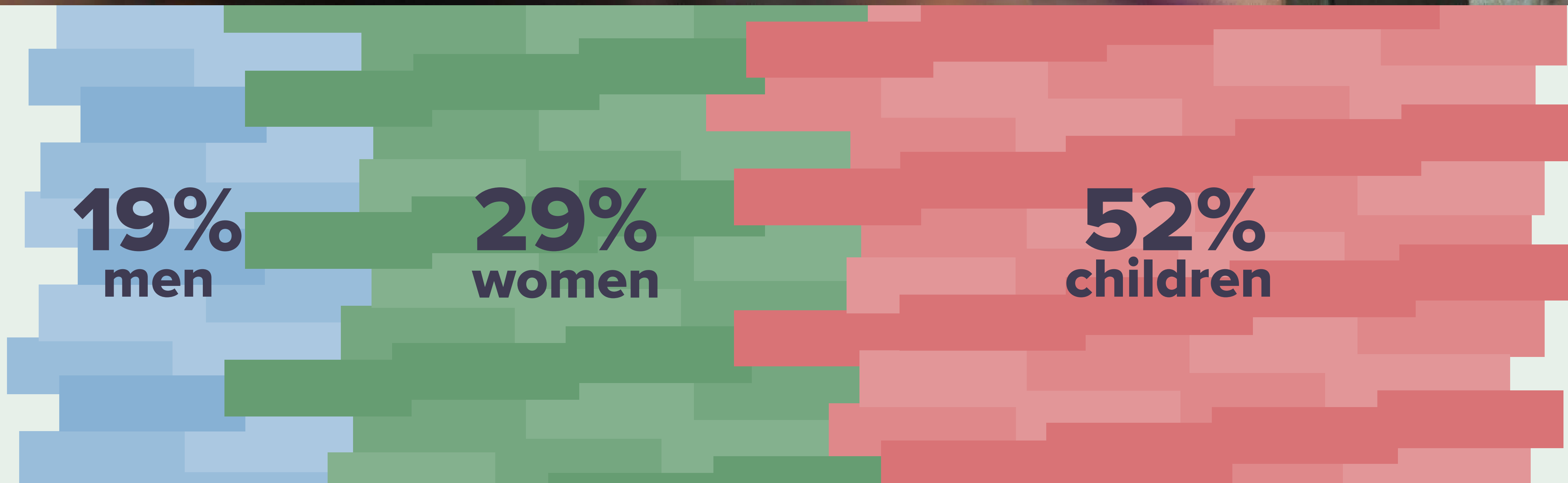


# Our impact in numbers \* Nicaragua

\* One patient may have several conditions

**2899**  
patients

came to the clinic  
in **2023**



**1033**

patients

with respiratory  
problems were  
examined and received  
treatment plans



**275**

women

received consultations  
on family planning  
and birth control



**41**

soon-to-be  
moms

were examined  
and received  
necessary vitamins



# Our patients' stories

In the heart of Guatemala, there are countless stories of resilience and bravery exhibited by the children we have had the honor to treat at Health & Help clinics.



**A young girl arrived at our clinic complaining of a stomach ache and loss of appetite.** During the examination, we discovered that she had a persistent itch on her hands, with peeling skin. Her sister also had a similar rash. The doctor suspected parasitic worms, commonly known as ascarids, and confirmed the diagnosis through tests.

**Thankfully, the treatment was simple** — a short intake of anti-parasitic drugs. In many impoverished Guatemalan households, the absence of proper sanitation infrastructure leads to contamination in the environment. Children often fall victim to these parasites due to a lack of knowledge about hygiene practices.

Our volunteers do their best to raise awareness about handwashing and provide essential medical care to prevent such illnesses.

*\* People in the photos don't correspond to the story*

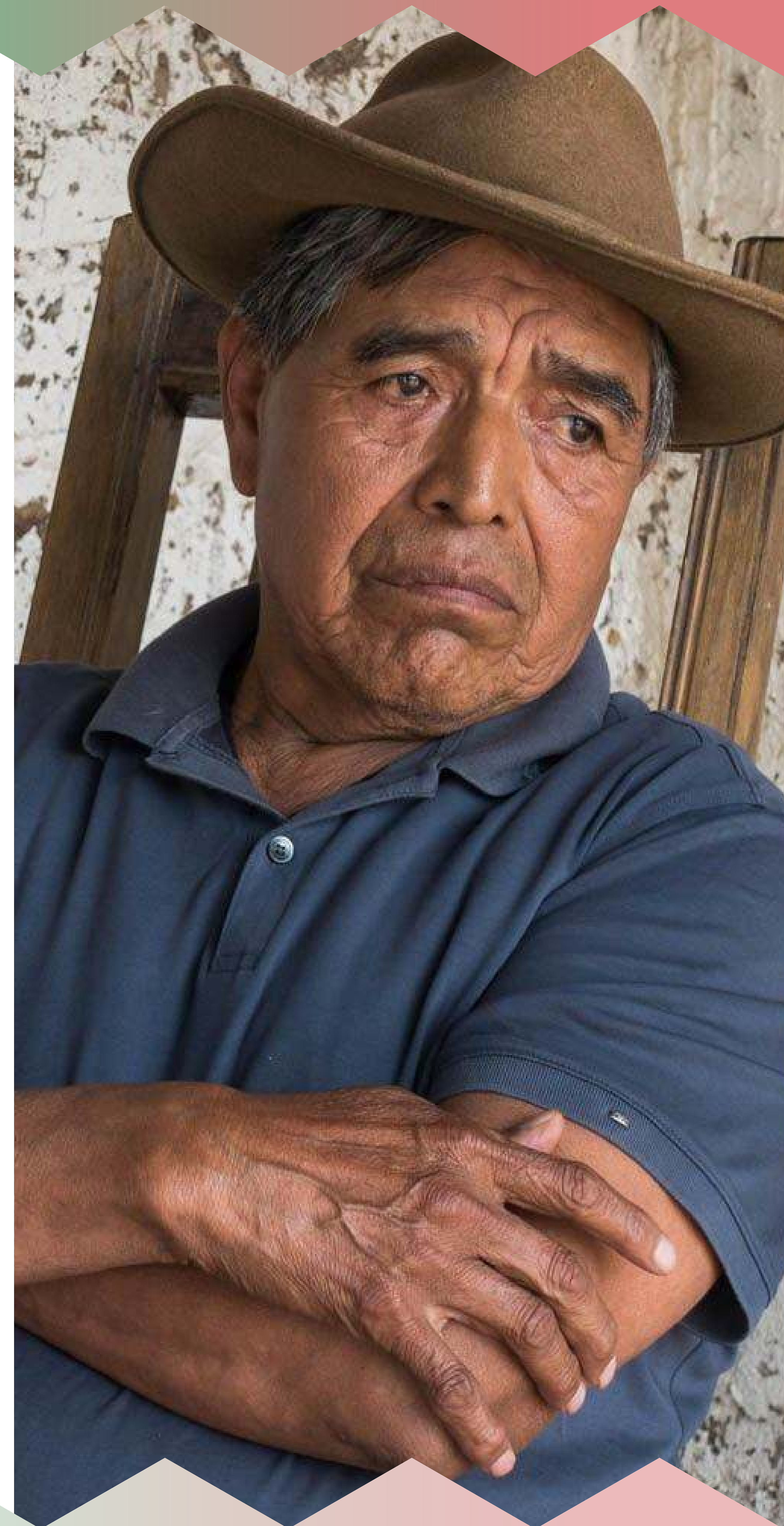


# Our patients' stories

**Don Sergio is a frequent visitor at our clinic in Nicaragua.** Before he got sick, Don Sergio worked as farmer and cattle rancher. **He is now 74.** Some of the medical issues he lives with are diabetes, hypertension, diabetic foot, and diabetic polyneuropathy. He also struggles with flare-ups of gastrointestinal disorders and dyslipidemia.

He shows up regularly to all of his appointments, even now that he has to pay about \$15 for a car from El Rosario to La Salvia every time.

Some of the medications Don Sergio takes every month are Glimepiride, Lantus (insulin pen), Metformin, Insulin NPH, Enalapril, Gabapentin, and Simvastatin. The supplies needed to care for his wound are: syringes, gauze, sterile water, saline solution, and antibiotic ointment. The cost of these medications adds up, and we are lucky to have the funding necessary to provide this type of treatment. **Although we wish he wasn't in pain, we are always happy to see Don Sergio at the clinic!**



For chronic patients, the medication they receive is life-saving. Diabetes treatment is some of the most expensive and important medicine Health & Help provides. A large portion of our funds go towards purchasing these supplies, and these funds are only available because of our donors' contributions.

*\* People in the photos don't correspond to the story*



# List of our volunteers

## OFFLINE TEAM

**43** volunteers  
and employees

NAME	ROLE	COUNTRY	PROJECT
Daria Chelysheva	Doctor/PA	USA	Guatemala
Karina Radchenko	Doctor/PA	BYS	Guatemala, Nicaragua
Elena Mescheryakova	Doctor/PA	RUS	Guatemala
Elizaveta Aksenova	Doctor/PA	RUS	Guatemala
Vadim Tafintzev	Doctor/PA	RUS	Guatemala
Irina Semikina	Doctor/PA	RUS	Guatemala
Richard Leidinger	Doctor/PA	USA	Guatemala
Mariana Moura da Silva Rosendo	Doctor/PA	POR	Guatemala
Joana Catarina Oliveira Sousa	Doctor/PA	POR	Guatemala
Sarah Leidinger	Translator	USA	Guatemala
Ines Santos Remigio	Public health/Nutricionist	POR	Guatemala
Charlotte Ruth Strong-Ames	Nurse/Paramedic	USA	Guatemala
Lee Kirby	Nurse/Paramedic	USA	Guatemala
Bárbara Sofia Aleixo Caetano	Nurse/Paramedic	POR	Guatemala
Dmitry Akimov	Supply manager	RUS	Guatemala
Carolina Guiomar	Nurse/Paramedic	POR	Guatemala
Miriam Patricio	Nurse/Paramedic	POR	Guatemala
Silvia Jaquelinne Poroj Ajanel	Nurse/Paramedic	GUA	Guatemala
Jose Acabal Peruch	Nurse/Paramedic	GUA	Guatemala
Katharina Beck	Medical Student	UK	Guatemala
Molly Abbott	Medical Student	UK	Guatemala
Mariana Borges	Medical student	POR	Guatemala
Frosya Kapustina	Photographer	RUS	Guatemala, Nicaragua
Pablo Rojas (documentary)	Photographer	GUA/RUS	Guatemala
Victoria Valikova	Doctor/PA	RUS	Guatemala
Geovanella Gutierrez	Doctor/PA	NIC	Nicaragua
Johanella Teresa Hernández Aguilar	Doctor/PA	NIC	Nicaragua
Sara Esmeralda Estrada Rivera	Doctor/PA	NIC	Nicaragua
Maria de los Angeles Campos Garcia	Doctor/PA	NIC	Nicaragua
Margarita Okuneva	Doctor/PA	RUS	Nicaragua
Ana Delia Narváez Coronado	Nurse/Paramedic	NIC	Nicaragua
José Adolfo Padilla Báez	Medical student	NIC	Nicaragua
Santiago Ale Garcia Diaz	Photographer	ARG	Nicaragua
Ricardo José Rodrigues Fernandes da Costa	Photographer	POR	Nicaragua
Orlando Espalter Fernández Rubio	Supply manager		Nicaragua
Eslin Ricardo Zamora Peralta	Nurse/Paramedic	POR	Nicaragua
Maikol Aroldo Tercero Delgado	Helper	NIC	Nicaragua
Hanna Plotnitskaya	Country Director in Guatemala		Guatemala
Elizaveta Aksenova	Acting Country Director in Guatemala		Guatemala
Leonor Theotónio Castêdo	Country Director in Guatemala		Portugal
Blanca Massiel Jiménez Arana	Country Director in Nicaragua		Nicaragua
Anna Melnikova	Country Director in Nicaragua		Nicaragua
Anna Vasilieva	Country Director Assistant		Nicaragua
<b>Katushka</b>	<b>Cat</b>	GUA	Guatemala
<b>Manana</b>	<b>Cat</b>	NIC	Nicaragua



# List of our volunteers

## ONLINE TEAM

**108** volunteers  
and employees

NAME	ROLE
Elena Zelenevskaia	Project Development, Strategy and Analytics Director
Victoria Schwark	Co-founder/CEO
Karina Basharova	Co-founder
Alexandra Litkens	Country HR Officer
Uliana Domanova	Chief Communications Officer
Marina Perushkina	Chief Financial Officer
Anna Osipova	Business analytics team lead
Valentina Putilina	PR manager
Maria Kun	Recruitment coordinator
Tatiana Malkova	Spanish school leader/Tutor
Evgeniya Dolina	Consultant
Alexey Duplyakov	Graphic Designer
Eliina Kryuchkova	Copywriting Team Leader (russian editorial)
Maxim Prudnikov	UX analyst
Anastasia Sentyurova	Consultant, finance analysis expert
Igor Lyubetskiy	Analyst
Margarita Tretjakova	Medical expert
Margarita Bartashevich	Medical expert
Tatiana Rusakova	Kitche course creator
Irina Permyakova	Tutor / Medical programmes leader at Spanish school / Translator
Olga Cuevas Sheu	Spanish school administrator
Aleksandra Abrosimova	Graphic Designer
Alina Lekomtseva	Graphic Designer
Elizaveta Dmitrieva	Graphic Designer
Nikolai Mavrenkov	Web-developer
Evfrosiniya Kapustina	Head of the Photo department
Elena Bondareva	Video editor
Oxana Morgunova	Copywriting / Special projects / Announcer rus
Elizaveta Kotova	Editor
Natalia Kudryavtseva	Copywriting
Nadezhda Barkhromkina	Editor
Jason Branton	Proof-reading
Marina Parfenova	Translator
Faina Kotova	Proof-reading/Translator
Rodrigo Sanchez Portilio	Proof-reading/Translator
Eileen Maiocco	Proof-reading
Oscar Segura	Proof-reading/Translator
Anna Valenkova	Translator
Elena Esakova	Translator
Anna Belyantseva	English team coordinator / Translator
Nataliia Soloviova	Translator
Albina Sharafullina	Translator
Natalia Ovchinnikova	Translator
Irina Mychko-Megrin	Coordinator of the Spanish translation team/Announcer spanish
Daria Nedzvetskai (Tarutina)	Translator
Anastasia Sitnikova	Email marketing specialist
Elena Oborina	Editor
Aizhan Kazak	Editor
Alexandra Vasileva	Copywriter
Natalia Argutina	Fundraiser
Sandra Ortis	Proof-reading / Translator
Iakov Tenenbaum	Translator
Sviatoslava Bondarenko	Copywriter
Bruce Patton	Chief Fundraising Advisor

NAME	ROLE
Clara Awuse Chimeru	Copywriter
Polina Shumkova	Assistant to photoeditor / Graphic Designer
Daria Chibrik	Recruiter
Anna Pavlenko	SMM Assistant
Yulia Bisun	Recruiter
Bernardita Buffoni Tardella	Project ambassador / Medical expert
Anna Zhizhka	Graphic Designer
Elena Mordasheva	Graphic Designer
Roman Ivanov	Video editor
Irina Tsyplakova	Video editor
Anna Galimova	Video editor
Aleksandrina Skvortsova	Grantwriter
Kristina Rang	Editor
Natalia Arkhipova	PR Associate
Anastasia Gumen	Video editor
Samantha McMahon	Copywriter
Nina Gorchakova	Business process analyst
Aleksandra Gavrilova	HR intern
Viktoria Voloshina	Translator
Anton Chilikin	Site administrator
Alyona Ivanova	Motion designer
Alexandra Reshetnikova	Copywriting team coordinator (ENG)
Briana Saulters	Copywriter
Tolulope Ola-David	Copywriter
Maria Melnikova	Donor relations manager
Anastasia Tulusova	Design team coordinator
Stephanie Stroud	Copywriter
Polina Druzina	Targeter
Daria Redford	Copywriting team coordinator (RUS)
Anna Berbenyuk	Coordinator of volunteer fundraising
Polina Maximova	Assistant to Photo Department
Iuliia Tukhvatshina	Assistant to Photo Department
Elizaveta Kuchina	Assistant to Photo Department
Anastasiya Peskova	Graphic Designer
Sofia Nurmetova	SMM Assistant
Ekaterina Levina	PR Associate
Meruyert Mukhitkyzy	Copywriter
Alexandra Nevskaya	UX Researcher
Valeriia Molchanova	PR Associate
Andrey Nevskiy	UX Researcher
Mariya Dolokhova	Business process analyst
Alexandra Anikina	Business process analyst
Ekaterina Korneeva	Coordinator of volunteer fundraising
Beatris Yusupova	Volunteer support specialist
Olga Klimchak	Spanish tutor
Dmitrii Tsyplakov	Web-developer
Elizaveta Chekryzhova	Editor
Elizaveta Kniazeva	Video editor
Maria Karpacheva	SMM Specialist
Kyle Daniels	Copywriter
Olga Androsova	Recruiter
Anastasia Gracheva	Site administrator
Alexandra Nevskaya	UX researcher
Fyodor Gvozdev	Consultant at web-department





# Our values

# 1

## RESPONSIBILITY

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

# 5

## COURAGE

We do not work in easy conditions. We are deliberate in taking risks.

# 2

## 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.

# 6

## OPEN-MINDEDNESS

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

# 3

## CREATIVITY

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

# 7

## INITIATIVE

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

# 4

## HUMANISM, EMPATHY AND COMPASSION

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

# 8

## A HEALTHY DOSE OF HUMOR

...in communicating with each other.





# Analytics and strategy

## INCOME IN 2023

Donations from private donors	\$152 853
Donations from foundations	\$30 141
Donations from patients	\$9 921
Other income (sales of assets)	\$1 400
<b>Total income</b>	<b>\$194 315</b>



**Marina Perushkina**  
Financial Analyst

2023 was a real challenge for us. We realized that we had to modify our operational model significantly. We must concentrate on getting known by people in areas new to us, like the United States, and South America. That is vital for us to ensure the basic level of donations, enough to ensure sufficient and quality care for our patients.

In 2023 our total expenses exceeded the total amount of income by \$15 thousand. That pressured the amount of our assets.

## EXPENSES FOR 2023

Expenses on Medical projects in Guatemala and Nicaragua	\$171 848
Medicines, consumables, medical equipment	\$62 704
Local clinics' expenses	\$63 693
Expenses on volunteer training and coordination	\$45 450
Expenses on other activities	\$37 194
Fundraising	\$17 131
Administration	\$18 450
Other operating expenses	\$1 614
<b>Total expenses</b>	<b>\$209 042</b>
Labor costs of volunteers in clinics *	\$171 739
Labor costs of online volunteers *	\$136 093
<b>Total expenses incl. volunteers labor costs</b>	<b>\$516 874</b>

\* the potential cost of hiring volunteers with a salary





# Donor path

1

## ACQUAINTANCE

Learns about us from friends, bloggers or from the media.

2

## STUDYING

Visits our social networks or website and studies the details of what we do.

3

## DONATION

Makes a donation from anywhere in the world

4

## US ACCOUNT

The donation goes to Health & Help account registered in the USA.

5

## LOCAL ACCOUNTS IN GUATEMALA AND NICARAGUA

The donation is transferred to the organization's accounts in Guatemala and Nicaragua.

6

## NEEDS OF HEALTH & HELP CLINICS

Donations allows us to pay for:

- Medications and consumables for patients
- Electricity and gas in clinics
- Food for volunteers

7

## THANK YOU!

Donor changes someone's life for the better on the other side of the world.

***Patients receive high quality medical care and medicines. Doctors live and eat in clinics.***



# Board of directors and administration

The amount of tasks our team has requires special responsibility and knowledge of our organization's internal processes. Supporting the legal work of the organization, communicating with partners, holding events, helping with organizational issues regarding volunteers and patients: all of this is a small part of what the Board of Directors of Health & Help does.

## IN GUATEMALA



**José Gabriel Ruano Soto**

*Project Official in Guatemala*

helps with legal matters



**Marco Antonio Sanchez Muller**

*Medical Director*

helps to refer patients to the right physicians



**Marina Parfyonova**

*Secretary at Health & Help*

responsible for supporting the project and volunteers in Guatemala



**Leonor Castêdo**

*Director of Health & Help in Guatemala on a part-time basis from 1st of December 2023. From 1st of January 2024 on a full-time basis.*



**Hanna Plotnitskaya**

*Director of Health & Help in Guatemala until August 2023*



**Elizaveta Aksenova**

*Director of Health & Help in Guatemala from September 2023 to December 2023*

## IN NICARAGUA



**Indira Akhmetova**

*Nicaragua project official*

responsible for supporting the clinic's legal work, hosting and supporting staff and volunteers



**Anna Melnikova**

*Director of Health & Help in Nicaragua until November 2023*



**Massiel Jiménez**

*Director of Health & Help in Nicaragua from December 2023*

## IN THE US



**Scott and Eva Williamson**

*members of Health & Help's Board of Directors since 2017*

officially represent the organization in partner communications in the United States



**Elena Zelenevskaja**

*Director*



**Roni H. Amiel**

*Director*



**Victoria Valikova**

*Co-founder, Project Manager*

works with major donors and Health & Help partners



**Karina Basharova**

*Co-Founder, Project Manager*

helps with communication with Health & Help partners and friends





# Our donors

Health & Help exists solely on donations from individuals and companies. We do not depend on any religious, political or other organizations. The support of donors, who have been contributing to the development of the project for several years, is especially important to us.



**Konstantin Kokines**  
anesthesiologist  
at the *International Center for Foot and Ankle Surgery*



**Anastasia Loginova**  
Director of Marketing  
agency *Level Up*



**Carlos Mejia**  
Director  
*ECA Guatemala*



**Veronika Weinstein**  
patent counsel



**Igor Zhaborovsky**  
The founder and the Head  
of the *Infourok* portal and  
the *Infocamp* project



**Evgenia Ries**  
Digital Product  
Manager at *Syngenta*



**Dmitry Korol**  
lawyer



**Yuri Minkovsky**  
Donor and organization  
consultant



**Ellen Collins**  
Senior Financial  
Analyst, *Perdue Farms*



**Jennifer Ridge**  
Founder and Physician  
at *Comprehensive Dermatology Clinic*



**Peggy Stranges**  
Founder and director  
of the *Clinica Esperanza*,  
donor & adviser

**...and many others!**



# Our friends and partners

Support of the friends of Health & Help  
inspires us and helps us work  
more effectively. **We sincerely say**

## **Thank you!**



**Boris Akunin**

*Writer Grigori Chkhartishvili*

For sharing information about  
the organisation and supporting  
us in the most difficult moments



**Fulvia Bratti**

*Owner of the Dai Nonni  
hotel in Guatemala*

For accommodating our volunteers  
who arrive in the evening in your  
hotel for free for more than 6 years.



**Bruce Patton**

*Chief Fundraising  
Advisor*

For guidance and support  
in the most difficult times



**Giancarlo  
Melini**

For providing legal advice  
for the project since 2016,  
including assisting in the  
registration of Health & Help  
entity as an official legal  
entity in Guatemala.



**Brother's  
Brother  
Foundation**

For regularly  
providing medication  
and consumables for  
our clinics.



**Vyacheslav  
Ivanov**

For monitoring and  
educating Health & Help  
staff and volunteers



**Iliia Sharov**

*Head of Social  
Projects, Yandex*

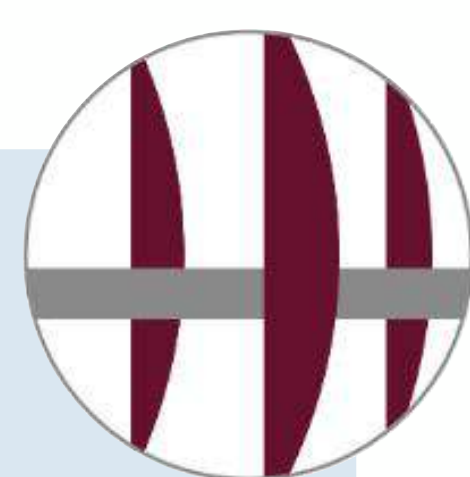
For advising  
and financial support  
of the project



**Gen Travel**

*Travel agency with  
creative vision*

For allocating 2% of each tour  
to Health & Help.



**Help Impact**

*An organization dedicated  
to supporting disadvantaged  
children worldwide.*

For awarding us a 5000 euro grant.  
With this grant, we are able  
to continue our program, 'Medical  
Care for Youth,' at our clinic  
in Guatemala. The funds will be used  
to purchase medicines for our young  
patients, aged under 24 years old.



**Buena Tierra**

*Buena Tierra is a social  
enterprise that produces  
and exports specialty coffee*

For being our initial collaborator  
in working with local coffee producers.  
We successfully organized a series  
of fundraising and PR events  
highlighting aromatic coffee. A portion  
of the proceeds from the sales  
of a specially curated coffee line for  
Health & Help was kindly donated  
to support the clinics' ongoing work.



# Health & Help in 2023 is...

**13**  
employees

**39**  
volunteers onsite  
at the clinics

**93**  
online volunteers

**145**  
team members  
from

**36**  
countries

**8 315**  
patients  
were treated

in **2** non-profit  
clinics

in resource-limited  
locations







# Success drives our work — thanks to your generosity

Young parents brought their two-month-old baby to our clinic. Due to a lung infection, he began to experience bronchospasm and stopped breathing. Our doctors acted quickly and skillfully, saving him. The parents were so frightened – imagine what would have happened if we weren't in our forgotten village with our clinic and the necessary medicines.

**You make our work possible. You saved Jose, and you save hundreds, thousands of people every year.**

We don't receive funding from large organizations, foundations, or the government. 90% of all our funds come from people like you.

At the closing month of 2023, we made a leap and received many one-time donations. This is a success, and we thank each of you for it.

**What we aspire to is stability and the assurance that today and tomorrow, we can continue to save lives. And you have the opportunity to make this a reality.**

Thank you so much,

Yours,  
Vika

[SUBSCRIBE TO MONTHLY DONATIONS](#)





# Health & Help

You can also become part of the organization by supporting us personally or on behalf of your company on our website:

[he-he.org](http://he-he.org)



The report is prepared by:

**Karina Basharova** — mastermind

**Sviatoslava Bondarenko** — project coordinator & copywriter

**Evfrosiniya Kapustina** — head of the photo department

**Anastasia Tulusova** — design department coordinator

**Elena Mordasheva** — graphic designer