



# Member Nonprofit Report

**Date Report Accessed by Client: 18/03/2026**

**Date Report Last Updated: 12/03/2026**



## Mission

A humanitarian aid organization Health & Help provides help in places where it is difficult or impossible for people to get medical care. We do this by the forces and means of volunteers and philanthropists who, by helping us, themselves become better

Theme area: Health Women & Girls

**Website:** he-he.org

**Year Founded:** 2015

**Social Media:** Health & Help health2help.esp

**Address:** Carretera san luis cajola, zona 0 xequemeya

**Region:** Totonicapan

**Municipality:** Momostenango

**Nonprofit Size:** Micro Nonprofit (\$50K - \$100K)

**US Tax Status:** Yes

**Faith Based:** No

**Religious Affiliation:** Secular

**Number of Direct Beneficiaries:** 25,000

**Number of Indirect Beneficiaries:** 125,000

**Type of Guatemala Nonprofit:** Asociacion Civil

## Description of Programs

### Child hunger solutions

Together with the department of health, they monitor infants and toddlers on a regular basis, providing their families with appropriate information as well as malnutrition treatment, vitamins and anthelmintic medication.

### Birth control

Health&help introduce birth control methods to the community, offering family planning options, including long-term contraception, to prevent unwanted pregnancy. they believe that every woman has the right to choose when to become a mother and how many children to have.

## **Motherhood and childhood**

Health&help puts a tremendous amount of time and effort into counseling pregnant women, and providing prenatal care and vitamins. they also attend and supervise home labor if a woman feels strongly about not going to the clinic.

## **Diabetes**

Health&help manages a diabetes education program to the area, which is a unique approach for the region. people diagnosed with diabetes receive extensive counseling, learn how to use glucometers to control their blood glucose levels at home, and receive life saving medications.

## **Employees**

### **Number of employees:**

0. All their visiting doctors are volunteers. They have a team of up to 20 professionals volunteering abroad working with marketing, teaching volunteers Spanish.

### **Number of fundraising staff outside of Guatemala: 0**

### **Number of fundraising/ donor communication staff members: 0**

### **Policies towards local staff**

#### **Receiving public health care / iggs?**

No

#### **What type of contract?**

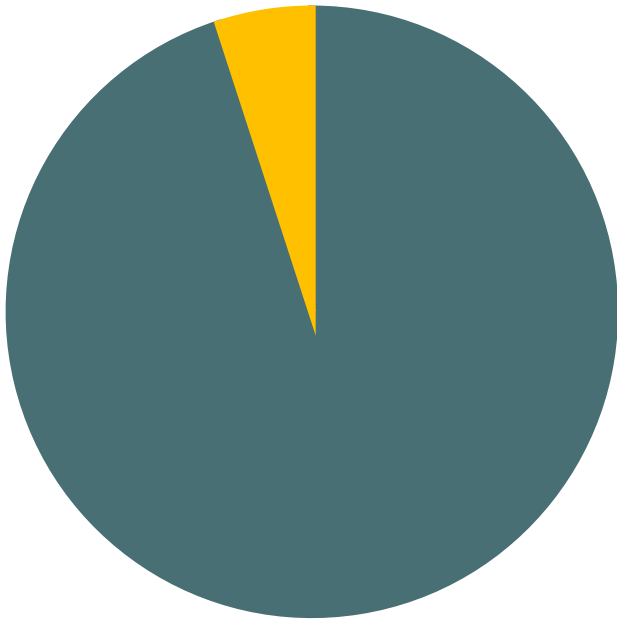
#### **Receiving minimum wage?**

No

### **Are Guatemalan staff registered with the ministerio de trabajo and receiving full benefits? No**

## Financials and Funding

**Different funding sources and what percentage they are of total funds received**



- 95% Individual donations
- 5% Corporate donations

**Annual Budget:** USD 125,000

**Percentage of total expenditure for admin expenses:** 8%

**Government Funding:** USD 0.00

## Funding Needs

Expense	Duration	Amount required
<b>Management's travel expenses</b>	Annual	\$6,440
<b>Airfares for volunteers</b>	Annual	\$3,500

<b>Admin expenses</b> Salaries, it, marketing, services, accounting expenses	Annual	\$14,300
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<b>Clinic operation services</b> Electricity, gas, food	Annual	\$10,200
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<b>Basic clinic needs</b> Medication, medical supplies	Annual	\$33,600
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## 5 Pillar Evaluation

5 pillars, 20 points possible per pillar, 50 academically supported best practices, giving an overall score out of 100.

### Total Evaluation Score

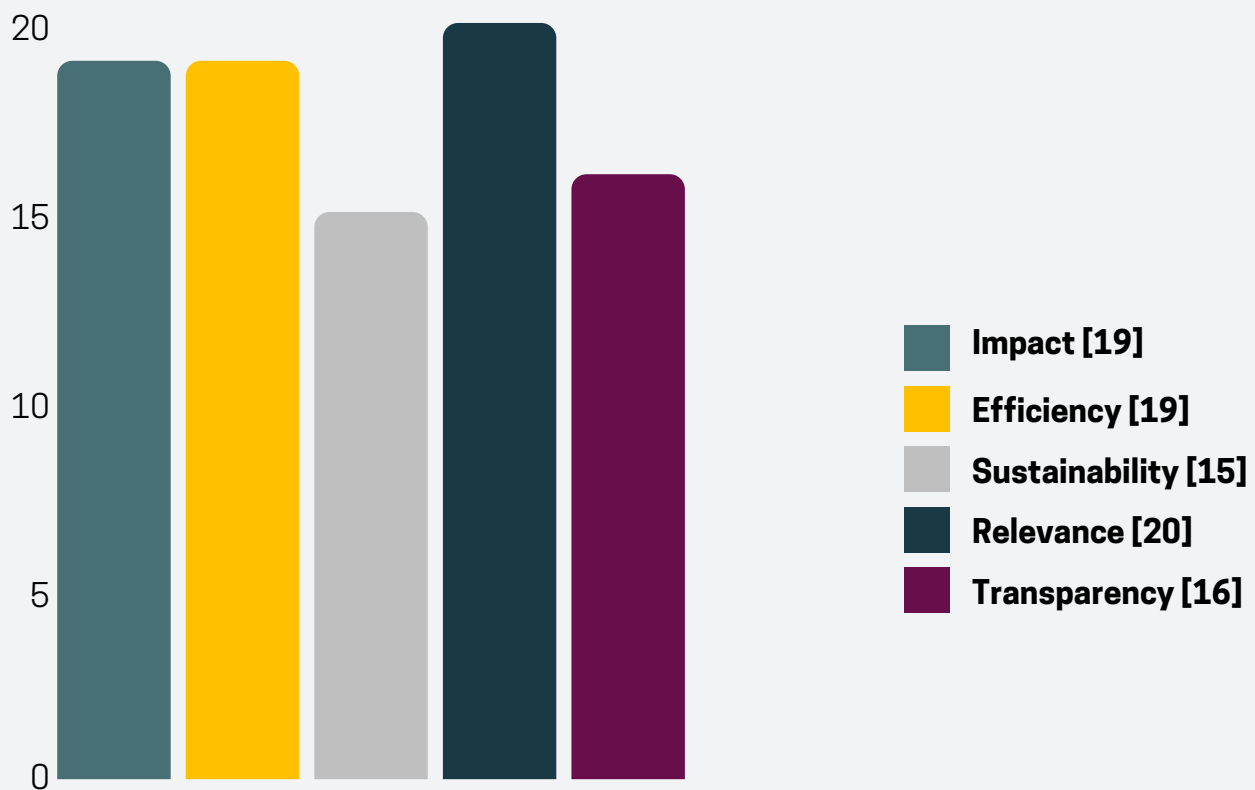
89



### Awards



### 5 Pillar Scores Overview



## 5 Pillar Evaluation Detailed Breakdown



### Efficiency

Total Score: 19/20

<b>01. All financial numbers reported and maintained up-to-date</b>	<b>Score: 2/2</b>
<b>02. Average, or better than average, liquidity ratios</b>	<b>Score: 2/2</b>
<b>03. Average, or better than average, funding ratios</b>	<b>Score: 2/2</b>
<b>04. Average, or better than average, operating ratios</b>	<b>Score: 2/2</b>
<b>05. Average, or better than average, financial health ratios</b>	<b>Score: 2/2</b>
<b>06. No signs of financial fraud or corruption</b>	<b>Score: 2/2</b>
<b>07. Social Return on Investment/ Cost Benefit Analysis</b>	<b>Score: 1/2</b>
<b>Member Comments:</b> We do not have SROI calculations at the moment.	
<b>08. Cost-effectiveness analysis</b>	<b>Score: 2/2</b>
<b>09. Performs internal ratios and analyses</b>	<b>Score: 2/2</b>
<b>10. Generates positive revenue to further mission</b>	<b>Score: 2/2</b>



### Impact

Total Score: 19/20

<b>01. Developed Theory of Change or Logic Model</b>	<b>Score: 2/2</b>
<b>Member Comments:</b> Health & Help uses a Theory of Change / Logic Model both for overall organizational development and for the design of individual programs and projects. We apply it when making strategic decisions, such as launching new clinics (see the attached Estudio exploratorio sobre necesidades de salud en la comunidad de La Salvia), as well as when developing internal programs (for example, our diabetes program). It is also used to guide the long-term logical framework for the organization's development, including our 20-year vision.	
<b>02. Monitoring and evaluation of output indicators</b>	<b>Score: 2/2</b>
<b>Member Comments:</b> Health&Help collects statistics on their patients, we hereby attach an example of statistics on our program for supporting youth with medicaments.	

### 03. Monitoring and evaluation of outcome indicators

Score: 2/2

#### Member Comments:

Health&Help collects statistics on their patients, we hereby attach an example of statistics on our program for supporting youth with medicaments.

### 04. Participant feedback/ accounts of change

Score: 2/2

### 05. Benchmarks and comparisons

Score: 1/2

#### Member Comments:

Our organization views benchmarking not as a static goal, but as a continuous process of quality improvement. We primarily utilize WHO guidelines and technical packages as our gold standard for measuring the efficacy of our interventions.

Our Benchmarking Strategy

External Alignment: We systematically compare our program outcomes against WHO-recommended indicators. This ensures that our field practices align with the most current global evidence-based research.

Performance Tracking: We are currently refining our internal data collection tools to better mirror WHO's Monitoring and Evaluation (M&E) frameworks. This allows us to assess our performance relative to international standards for similar-sized NGOs.

Gap Analysis: By comparing our localized data to global benchmarks, we identify specific areas for improvement, ensuring that our resource allocation is both efficient and high-impact.

Current Status

We are in the active phase of formalizing these benchmarks into a centralized performance dashboard. This will allow for real-time comparisons between our internal KPIs and external global health milestones, ensuring we maintain the highest possible standard of care and accountability.

### 06. Nonprofit Accountability with Stakeholders

Score: 2/2

### 07. Raises awareness of nonprofit and theme

Score: 2/2

### 08. Volunteer/ Donor retention

Score: 2/2

#### Member Comments:

Our Retention Strategy: Building Long-Term Partnerships

At our organization, we view donors and volunteers not as transactions, but as vital partners in our mission. Our retention plan is built on the industry-standard "Cycle of Stewardship" to ensure every supporter feels valued and informed. Our core activities include:

Integrated Communications Plan: We maintain a consistent touchpoint schedule, ensuring supporters receive monthly impact updates and newsletters so they see exactly how their contributions are being used.

Immediate Acknowledgment: We implement a "48-hour rule" for follow-up. Every donation is met with a personalized thank-you email within two days.

Impact Reporting: Beyond simple receipts, we send "impact reports" that highlight specific success stories, moving the focus from the money raised to the lives changed.

Feedback Loops: We conduct annual supporter surveys to understand volunteer motivations and donor preferences, allowing us to pivot our strategy based on their needs.

Recognition Tiers: We host appreciation events and feature "Supporter Spotlights" in our digital content to publicly recognize

the dedication of our community.

By focusing on transparency and gratitude, we aim to move supporters from their first gift to a lifetime of involvement.

## 09. Historical data collection

Score: 2/2

### Member Comments:

Health&Help collects statistics on their patients past and present

## 10. Long term benefits

Score: 2/2

### Member Comments:

At Health & Help, we view immediate medical intervention as the first step toward sustainable community health. Our approach to long-term impact focuses on reducing systemic health barriers and fostering local resilience through three primary pillars:

#### 1. Longitudinal Health Outcomes

Rather than measuring one-off patient visits, we track the reduction of chronic disease prevalence and maternal/infant mortality rates over time. By maintaining digital health records (where connectivity allows) or robust paper-based registries, we monitor patient health trajectories to ensure that acute treatments evolve into long-term wellness.

#### 2. Community Education and Prevention

We believe the most sustainable clinic is one that prevents illness before it starts. Our long-term strategy includes:

Preventative Health Workshops: Educating families on sanitation, nutrition, and clean water practices to reduce the recurrence of preventable diseases.

#### 3. Economic and Social Stability

Improved health is a catalyst for economic growth. By providing consistent care in remote areas, we reduce the "health-shocks" that often push families into extreme poverty. Our longitudinal metrics include:

School Attendance: Tracking if children remain in school due to better health.

Workforce Participation: Measuring the ability of heads-of-households to maintain consistent labor without being sidelined by manageable ailments.



## Relevance

Total Score: 20/20

## 01. Community Baseline Statistics

Score: 2/2

### Member Comments:

We attach an example of study prior to opening our second clinic in Niargua. Also, we were currently working on evaluation of taking into operation third clinic in El Pojom, Guatemala.

## 02. Community Diagnostic

Score: 2/2

## 03. Adherence to national, departmental, or municipal development plans

Score: 2/2

### Member Comments:

Health & Help aligns its work with national, departmental, and municipal development plans through close collaboration with local authorities and public institutions. We jointly organize and implement health-related activities that support existing

government priorities, including preventive and chronic disease programs such as our diabetes program.

In addition, we conduct health education and awareness activities in local schools and at our clinic sites, often with the participation of municipal representatives and community leaders. These efforts ensure that our programs complement public health strategies and respond to locally identified needs.

Going forward, we plan to continue strengthening coordination with local authorities by participating in joint planning, expanding collaborative prevention and education initiatives, and integrating government priorities into the design and scaling of our future programs and clinic operations.

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## **04. Community engagement, interest, and involvement**

**Score: 2/2**

### **Member Comments:**

Health & Help builds strong, ongoing relationships with the communities where we work through direct participation, trust-building, and shared activities. Our engagement is rooted in regular interaction with community members, local leaders, and public institutions, ensuring that our work reflects local priorities and realities.

The uploaded photos include images from the 8th anniversary of our clinic in the Totonicapán department, which brought together more than 100 guests from the local community, as well as partners and representatives of local authorities, including the Alcalde. This event highlights broad community involvement and strong collaboration with local leadership.

Additional photos show health education activities conducted at a local school, demonstrating our commitment to community outreach, prevention, and awareness-raising among children and families. Through community events, educational programs, and continuous dialogue with local authorities, Health & Help fosters meaningful participation and builds long-term, community-centered partnerships.

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## **05. Need not fulfilled by public or private sector**

**Score: 2/2**

### **Member Comments:**

Addressing Critical Gaps in Healthcare Access:

Health & Help provides life-saving interventions where the public and private sectors fail. In rural Guatemala and Nicaragua, extreme poverty and geographic isolation create a "healthcare desert." With the nearest public facilities often hours away via impassable roads, we are the sole providers for indigenous and rural communities including 25,000 people in Chuinajtájuyup. We bridge the 17-year life expectancy gap facing the Maya people by offering the only free, linguistically accessible care available. By operating directly within these "off-grid" communities, we transform healthcare from a distant luxury into a localized, immediate human right. t t

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## **06. Collaboration with other institutions or organizations**

**Score: 2/2**

### **Member Comments:**

Health & Help has a long history of developing strong relationships with local and international partners. At each point of time, a minimum of 2 volunteer doctors and nurses work in each of the clinics. These volunteers come from all over the world and stay for at least 2 months. We also have strong partnerships with a number of other NGOs. For example, Vine international provides us with a number of medicines and medical supplies free of charge. Nurses from WINGS Guatemala regularly visit our clinic in Guatemala and organize workshops on contraception and reproductive health. Importantly, we have long-lasting relationships with other hospitals and doctors. A children's hospital Centro Moore performs surgeries to our young patients free of charge. We have contacts with several specialists from private hospitals in Guatemala (rheumatologists, ophthalmologists and psychiatrists) who see our patients free of charge and provide us with free online consultations.

Finally, Health & Help is an active member of the local NGO communities. We actively participate in networking events and workshops of Proofed by Directorio Guatemala and Pionero Philanthropy, large networks of Guatemalan NGOs.

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## **07. Adaptable programming**

**Score: 2/2**

### **Member Comments:**

Our NGO adapts through radical flexibility and internal optimization. During the pandemic, when borders closed and medical supplies dwindled, we transitioned into a survival-ready entity. Our onsite teams extended their missions indefinitely, physically walking to neighboring towns for essentials and managing psychological isolation. In Nicaragua, we shifted to a "maintenance mode," ensuring chronic patients still received life-saving medication like insulin despite temporary closure.

Simultaneously, we pivoted our global strategy online, restructuring recruitment and fundraising to strengthen our infrastructure. By viewing crises as opportunities to improve processes, we ensure continuity of care regardless of resource scarcity or travel restrictions.vt t t

## 08. Mutual benefit

Score: 2/2

### Member Comments:

Diabetes program + photo de medical jornada with Ministério de Salud (350 patients), dental jornada  
Our jornadas create a powerful synergy between community health and organizational growth. For the community, these missions provide life-changing specialized care to those in remote Guatemala, where vision impairment rates are significantly higher than in developed nations. By offering free surgeries and consultations on-site, we remove the financial and geographic barriers that prevent the gift of sight.

Simultaneously, the organization benefits through capacity building and operational refinement. Each jornada provides invaluable training for our staff and allows us to streamline complex logistics, such as patient assessment and queue management. These collaborations not only enhance our reputation as a bridge to specialized care but also ensure we evolve into a more efficient, resilient healthcare provider.

## 09. Physical presence in community

Score: 2/2

### Member Comments:

Each clinic is registered and situated in communities.

Name: Asosiacio?n Civil no Lucrativa Health & Help

NIT: 9474384-3

Address: Repu?blica de Guatemala, departamento Totonicapa?n, Momostenango, Carretera San Luis Cajola, Zona 0, Comunidad Xequemeya, Ninchituj, Paraje Chuinajtajuyup

## 10. ?Work yourself out of a job? mentality / Nonprofit Dissolution

Score: 2/2

### Member Comments:

Health & Help operates with a long-term vision focused on sustainability and systemic change rather than permanent substitution of public services. Our ultimate goal is to contribute to a situation in which communities have reliable access to basic healthcare through strengthened local systems, trained local professionals, and effective collaboration with public institutions -making our direct operational presence no longer necessary.

As our mission is fulfilled, our strategy would focus on a gradual transition rather than abrupt dissolution. This includes transferring knowledge, protocols, and operational experience to local healthcare providers, community leaders, and partner organizations, as well as supporting the integration of successful programs into existing public health structures. Over time, Health & Help?s role may evolve from direct service delivery to advisory, capacity-building, or partnership-based support.

Once our vision has been sustainably achieved, the organization would either formally dissolve or merge into another nonprofit with aligned values and goals, ensuring continuity of impact without dependency on our continued presence.



## Sustainability

Total Score: 15/20

## 01. Clear Mission and Vision

Score: 2/2

### Member Comments:

Health & Help treats people in places where it is difficult or im-possible to access medical care. We do this through the efforts and resources of our dedicated volun-teers and generous donors. We improve ourselves by helping others.

Health & Help helps people living in remote places by providing them with access to basic medical services and medicines free of charge, holding educational lectures for the patients about healthcare, developing and implementing new medical treatment programs. Additionally, Health & Help provides medical students and doctors in training with the opportunity to get hands-on

experience under the guidance of skilled doctors, prepares volunteers for work in the clinics, as well as helps all team members learn and develop themselves.

## 02. Diverse Board Composition

**Score: 1/2**

## 03. Local leadership

**Score: 1/2**

### Member Comments:

in every clinic we hire local leaders -local healthcare specialists, in 2025 it was Edy and Silvia in Guatemala and Massiel and Brian in Nicaragua

## 04. Women in leadership

**Score: 2/2**

## 05. Youth in leadership

**Score: 1/2**

## 06. Coordination with government systems

**Score: 2/2**

### Member Comments:

In Guatemala we conduct jornadas with Ministerio de salud and local authorities

## 07. Cultural Awareness/ Competency

**Score: 2/2**

### Member Comments:

One of Health & Help's core principles is a culturally sensitive approach. Our clinics in Guatemala are located in areas with predominantly Native Mayan communities, and we prioritize respectful, context-aware communication that reflects local cultural norms and traditions.

We actively engage community members as volunteer translators to support clear and respectful communication with patients. In addition, one of our permanent staff members, Silvia, is herself a member of the K'iche' community and plays a key role as a cultural and linguistic bridge, supporting both translation and deeper understanding of local context.

## 08. Annual Strategic Plan

**Score: 1/2**

### Member Comments:

Health & Help's annual strategic planning process focuses on ensuring the stability and quality of existing clinic operations while advancing long-term organizational goals. Each year, we review program outcomes, operational capacity, financial sustainability, and community needs to define clear priorities and measurable objectives aligned with our mission.

For the 2026 planning cycle, a key strategic focus is the stabilization and strengthening of our current clinics, alongside the launch of a third clinic in Pojom, Huehuetenango Department. Strategic planning includes budgeting, staffing, supply chain readiness, community coordination, and risk assessment, with regular check-ins throughout the year to monitor progress and adjust plans as needed. This iterative approach ensures that growth is responsible, community-driven, and sustainable

Annual plan-2026 will be approved later by BOD and can't be published

## 09. 3-5 year Strategic Plan

**Score: 2/2**

## 10. Succession Plan

**Score: 1/2**

### Member Comments:

Health & Help's succession planning focuses on continuity, shared leadership, and long-term organizational resilience. We identify and mentor emerging leaders within the organization by gradually expanding their responsibilities, involving them in strategic planning, and providing opportunities for skill development and decision-making.

Key roles are supported by documented processes, shared knowledge, and cross-training to ensure operational stability during transitions. The organization's leadership and Board of Directors are actively involved in succession discussions and oversight. This approach allows Health & Help to maintain mission continuity, minimize disruption, and ensure a smooth transition of leadership when needed.

**01. Publicly available 990 Tax Form And/Or Declaración Anual****Score: 2/2****Member Comments:**

We do not upload our 990 Form to our website, but we provide it on request to potential sponsor or grantgivers.

**02. Publicly available Annual Reports through website****Score: 2/2****Member Comments:**

We publish annual reports in 3 languages (English, Spanish, Russian) on our website.

**03. Publicly available Financial Statements through website****Score: 2/2****Member Comments:**

We provide detailed financial documents on request.

**04. Publicly available Board Members through website****Score: 2/2****Member Comments:**

Board of Directors is stated in Annual reports

**05. Publicly available Privacy Policy through website****Score: 2/2****06. Publicly available Proof of NPO 501(c)3 & EIN / Guatemala Registered status through website****Score: 2/2****Member Comments:**

The information is in the footer of the main page.

**07. Publicly available Conflict of Interest Policy through website****Score: 1/2****Member Comments:**

We have information in Guidelines and Agreements, and Whistleblower & Reporting Protection Policy which are internal documents.

**08. Publicly available Whistleblower Policy through website****Score: 1/2****09. Publicly available internal/external audit through website****Score: 0/2****10. Disclosure, willingness to provide any additional information to stakeholder upon request****Score: 2/2****Member Comments:**

We haven't had such requests in the past year, but we are always open to provide any information to our stakeholders.