

2010

2010 Annual Report

As fast as the clink of a mouse button, another year has come and gone, but what an exciting 12 months it has been!

Looking back to 2009, Bob Sumner and Mike Tysowsky visited *Tech Serve International*. The result was a partnership to build the *Manos Amigas* Clinic (MA). The building plan was re-designed to utilize Tech Serve's steel frame/wall panel system. In the Spring of '09 Tech Serve superintendent *Larry Zaugg* traveled to La Entrada to do the initial site preparation, foundation building and plumbing rough-in. During this time, the Tech Serve team was busy purchasing, packing, and shipping five ocean-going cargo containers full of building supplies for our project.

After a delay caused by a change in the Honduran government, Tech Serve returned in mid-November to erect the building, and by mid-December most of the roof was completed. On January 4, 2010 Tech Serve construction superintendent Lloyd and wife Sandy Osborn returned to the site. In the next **two months** over 20 Tech Serve volunteers - all highly skilled professional tradesmen from various parts of the US traveled to Honduras. They erected walls, installed electric, plumbing, windows, doors and cabinets to complete the building by March 1st, at a material cost of under \$450,000. Their devotion and dedicated efforts to serving others were indeed a blessing for us. When the local neighbors remarked about the crystal clear well-water, a sight that most had never witnessed before, and people traveled the six kilometers from La Entrada to visit and check on our progress almost daily, we knew we were engaged in building something special for the community. Even Hondurans recognized that things were different here, seeing the use of flexible piping, the erection of insulated foam-core steel paneling with exterior wall on one side and interior paneling on the reverse side and the installation of rich, cherry-looking cabinetry in various rooms topped off with white table-tops and the selection of Mayan antiquity colored roof with coordinated exterior accents. Seeing big grins and smiling faces on our visitors, we heard them remark that they knew this was not a Honduran-built project because it went up so fast! Although we did rely on local Honduran construction crews for various aspect of our project, we took this as a compliment!

Up to this point, the local residents had seen little more than a “caddy wrapper” that shrouded the clinic. Now was the time to “unwrap” the product and “taste” the goods. With more than 250 guests and a celebration with the local residents and community leaders, the facility was dedicated in late July, 2010. Two weeks later, the doors were opened and a multitude of additional people registered on patient rolls, recognizing the clinic's permanent presence in the community and therefore relying on this facility for their healthcare needs.

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Clinic Dedication Celebration



First Medical Brigade in New Clinic - space, equipment and technology

The first week of August, Manos Amigas welcomed the medical brigade from Geisinger Hospital in Danville, PA, who returned to Honduras to work in the new clinic. This is the same group who earlier in the year, braved the traffic-stopping blizzard at home and found a way to re-book their flights to Honduras, some having to drive 12 hours to reach Atlanta, GA to board an available flight, just so they could keep their commitment to treating patients in our former, cramped and dimly lit clinic in La Entrada.



Now they, like the townspeople who came before them, wondered around the spacious, new facility, opening doors, gaining familiarity with supply closets, equipment locations, brightly-lit exam and procedure rooms and the pharmacy and patient triage areas.



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When visiting medical teams come, the local villagers and townspeople turn out with their families to take advantage of the specialties offered like pediatrics, pulmonology, dermatology, audiology and gynecology.

Based upon previous visits, each medical team typically sees and treats nearly 1,000 patients or more each week they are in attendance at the clinic.



Cancer Patient Mentoring

Thanks to the generosity of one of the visiting medical brigade physicians, a small grant was established to look after some of the needs of cervical cancer patients. A local Honduran physician who does not have the means to practice, but has the medical training, has been serving as a mentor and advocate for this group of women. The doctor sees that they are registered with the regional medical authorities and stays in touch with the women, making arrangements so that they can avail themselves of scant treatment services provided by the government, along with helping out in small ways by seeing that their basic personal needs are addressed.

Addition of Blood Chemistry Lab Capability is Like “One Stop Shopping” - quick, convenient and time saving

Because of a grant from the West Chester, PA Rotary Club, we were able to purchase a Piccolo chemistry analyzer. This is a compact, state of the art analyzer that from a finger prick and a couple of drops of blood, can give the physician a list of the blood chemistry levels for certain chemical constituents in the patient’s body, indicating their state of health. Two of the fundamental blood tests we rely on are the Basic Metabolic Panel (BMP) levels and Liver Panel evaluations. The BMP provides the physician with information about sugar (glucose) levels, electrolyte (play a



role in regulating heart rhythm, muscle contraction and brain function) and fluid balance (dehydration) and kidney function. The Liver panel evaluates liver injury, diagnose viral infections like hepatitis or mononucleosis or to monitor medications that can cause liver-related side effects.



This instrument is simple to operate because drops of blood are placed onto a DVD-like disk that is inserted into the machine; virtually all processing is automated and results are printed out on a slip of paper much like a cash register receipt. And most remarkable of all, the entire process from finger prick to final report takes less than 15 minutes. This means results are

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available almost instantaneously to the physician, saving the patient the inconvenience and costs of having to travel to another facility and waiting days before results are obtained.

Heretofore, we would send patients across town to another laboratory, relying on traditional labor and skill intensive testing practices. Frequently the patient can not bear the costs of such tests so, Manos Amigas picks up the charges. Now, because of our new, automated chemical analyzer, we are saving both time and money - and judging from the patient smiles, they are under less stress.

Gift of Sound program delayed because of political instability

With all of the noise, music and chatter that bombards us daily - on radio, TV and streaming video on I-stuff, most of us have no experience knowing what it is like to live in a silent world. Unfortunately, silence is the norm for several patients who come to our clinic.



The Manos Amigas Clinic is a participant in the Starkey Foundation's hearing aid give-away program - the *Gift of Sound*. The foundation makes \$1MM of hearing aids available to the people of Honduras. Unfortunately, because of the abrupt changes in the presidency of the country and its accompanying uncertainties, the Starkey visitation to fit the hearing aids did not take place in 2010.

In order to participate in the program, patients must first have an auditory exam to establish the level of hearing loss. Generally this involves a physical inspection of the ear and a hearing test with an audiometer. Unfortunately there are few audiologists in the country to perform such testing and when patients go to them, payment is expected. The MA patients are not wealthy and \$25 per exam is out of the question for the majority of them. The first year of the Starkey program, Crossroads brought trained staff from the States who conducted the hearing tests utilizing an audiometer loaned from our home area.



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each patient and sent to Starkey headquarters so that custom-made ear pieces could be fashioned for them. There are 34 people on the current list of potential recipients awaiting the arrival of the next Starkey Team and a fitting for their “personalized” hearing aid.

First Dental Brigade Welcomed to Clinic



The clinic, outfitted with state-of-the-art equipment, much like we have in the States, hosted its first dental brigade and continuing education seminar for dental professionals. No dental practices in the area offer the array of services available at the clinic when visiting brigades are present - specialties such as oral surgery, restorations, orthodontics and endodontics are rarely available outside of the largest

cities. Through repeat instructional visits, dentists will become proficient with the new tools and be able to provide enhanced patient care. The clinic will be trying to bring about a cultural shift in the community by introducing the concept of preventative and restorative care.



People typically wait until they have a mouthful of tooth problems and then go to the dentist expecting to have those teeth pulled.

Sweet drinks, lack of education, limited income, no tooth brushes and tooth paste in the home are contributing factors. Tooth restoration

as provided in our clinic is not something that the majority of patients know about or feel they can afford.



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Investment Value



Once again in 2010, Serving at the Crossroads was honored to receive the Seal of Excellence awarded by Independent Charities of America, designating it as one of the best charities in America. Of the 1,000,000 charities operating in the US today, fewer than 2,000 have received this seal, attesting to the fact that our organization is a reliable charitable investment - one in which donors can have confidence, knowing that their contribution will support the stated mission and objectives.

The Manos Amigas Clinic

Although the new clinic was in operation for less than four months before the end of 2010, patient visitations are expected to increase. We are dependent upon volunteer doctors and dentists from the local community and patient loads will be dictated by the number of patients that can be seen during the time available by each physician. Although the clinic has at least one doctor and one dentist on site each day, the spirit of volunteerism is not a trait shared by most Hondurans.

Estimates of value are always difficult to establish in the underdeveloped parts of the world. Based upon bids and local estimates in the country, the construction of the *Manos Amigas* clinic, relying on local suppliers, contractors and labor crews, would have required the expenditure on the low side of nearly \$1M (US) to more than \$1.3 M based on the higher side estimates for the completed structure.

We equipped the clinic, supplying a few other medical affiliates in our Network during the process with the highest quality, reconditioned or gently-used medical and hospital equipment available, furniture, supplies and patient consumables. We added room air conditioning units to some areas of the clinic, provided additional instrument sterilizer units and on-site distilled water units. Fortunately, most of the “big ticket” items were donated, although Serving at the Crossroads purchased numerous pieces of quality apparatus and some instrumentation as well.

It is our collective opinion that the value of the total investment in terms of physical plant, building, property, land improvements, equipment, instrumentation, furnishings and medications in the new clinic would be in excess of \$ 2.5 M (US).

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By the end of 2010, the *Manos Amigas* clinic, with help from visiting medical teams, had seen 40,000 patients during its first 5.5 years of operation. We were able to deliver healthcare services, including providing medications as needed to patients at a total cost of less than \$20 (US)/visit. Patients continue to come and register - approximately 40% of the people arriving at the clinic are new patients.

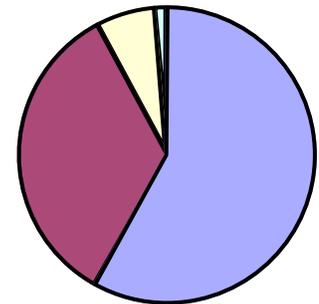
It was too early to collect meaningful patient services data from the dental side of the clinic, since we were functioning only a few months in 2010. The dental clinic has new and novel equipment not typically found outside larger cities which means there is a steeper learning curve for the local dentists, thereby limiting the number of patients that could be seen initially.

In the few months that the new clinic has been open, nearby schools, orphanage and communities have already asked for medical and dental services. Several are willing to enter into a fee for service arrangement with the clinic.

Income for 2010

As displayed in *Figure 1*, the majority of our revenue (58%) comes from foundations and corporations. Individual donations account for 34% and 6% are in-kind contributions. The remainder of the funds are a result of coffee sales, interest and dividends.

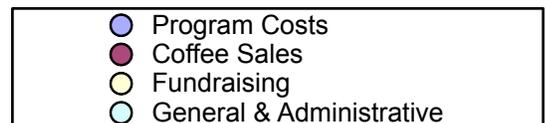
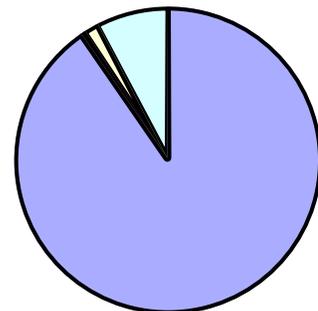
2010 Revenues



Expenses for 2010

Figure 2 shows the layout for expenses. Nearly 86% of our money is spent on programs at the clinic. Only 1.4% is expended for fundraising. Slightly more than 7% of our money goes to administer the programs of which the major expenditure is for the annual auditing of our books and financial records.

2010 Expenses



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Enlarging Our Medical Network

New groups and organizations wanted to join in and affiliate with our mission of providing dental and medical healthcare for the poor of Honduras. Here are the most recent groups working with us:

Summit in Honduras - Mission Outreach from the US Rockies



Beginning this year we were joined by *Summit in Honduras*, a humanitarian, non-profit outreach organization based in Breckenridge, CO. For the last three years, this organization has been making a difference in the lives of families and children in rural Honduras. They operate an outreach program for impoverished families in remote areas in the Copan Region and surrounding areas. They have been operating without a clinic, visiting villages, establishing and training local, rural health practitioners known as *Health Guardians* in hard to reach villages with their volunteer teams. Annually, they send a medical team in the fall and a construction team in the spring to work in these areas.

Sharing similar philosophies in serving people, we have united our efforts, forming an alliance that has created great synergy and sped up the timetable in delivering enhanced outreach health services for treatment and education that make a difference in patient's lives. Using the clinic as a base of operations, the Summit's outbound medical teams travel to distant villages, attend to patient needs, supply first-aid items and limited over-the-counter-type medications to *Health Guardians*. They rely on the Manos Amigas Clinic as a permanent patient referral and treatment center for more complicated cases as well as an education center for local village *Health Guardians*, who are the only source of healthcare information and first aid supplies in the village.

Patients from these outlying areas have found our clinic. As we strengthen our organizational relationships with each other, more patients will rely on the services that our clinic provides for the impoverished.

Honduran Red Cross - Community Based Participation

The local Red Cross in the Copan Region is using our clinic as a resource center and has held training sessions there, with more to come in the future for continuing education, an activity that is part of our stated mission in the country.

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La Entrada Mother and Child Birthing Center - Serving the Local Community Together

A new birthing center opened in town a few weeks before the dedication of our new *Manos Amigas* Clinic. It is a struggling, privately funded facility backed by several foreign countries, but open to the community at large so that the country can improve upon its level of institutional births.

They have partnered with *Manos Amigas* and Crossroads has excellent relations with the administrative authority running the center. Our clinic will do the pre-natal care. Deliveries will be handled at the birthing center and afterwards, mother and child follow-up care can be provided at our clinic.

Crossroads shared its abundance of medical equipment and supplies providing eight hospital beds to complete their 16-bed patient ward, stethoscopes, dressing gowns, microscope, gynecological exam instruments and supplies and a much needed baby warming station.



El Eden - A Little Clinic at the Top of the Mountain



Like *Summit in Honduras*, a relationship has begun with another philanthropic medical entity, the clinic in the remote village of El Eden. Here, three hours from the *Manos Amigas* Clinic, at the top of a 10,000 foot mountain, a small medical clinic is evolving. Villagers have cleared vegetation, a narrow dirt road has been graded and now 22 small villages in the area have found their way to this lone clinic which out of necessity is expanding from three-rooms to a two-story facility with a small ward for overnight patients. The clinic is serviced by new electrical lines and two physicians so that medical coverage is available six days per week. Serving at the Crossroads shared some of its equipment and supplies with this clinic, providing hospital beds, oxygenators, EKG machine and consumable medical supplies.

Supplies, Demand and Fulfillment

Supply chain management and logistical efforts required to support an overseas clinic can be an all-consuming effort that slows down the effectiveness of attending to patient needs, but because of our relationships with multiple mission oriented support organizations, Crossroads has been a beneficiary of their generosity, dedication and hard work.

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Providing supplies like instruments, small assorted consumables gauze pads, syringes, solutions, ointments are assorted items always in partnership with *Through* organization subscribing trash is another mans' medical supplies in the world countries, and necessary, consumable



in our clinic. Collecting, cataloging and sorting through a myriad of assorted supplies received from various medical facilities and rebundling specific supplies into usable pack sizes is a very time consuming and arduous task, but thanks to the dedication of volunteers who staff this organization, fulfilling many of our needs, we are able to see that our clinic is well supplied. We share in the belief of their organizational founder that "God gave us two hands - one to take and one to give."

canes, wheel chairs, medical clinical tools and other like nutritional supplements, tape, detergents, saline among a number other demand. Thanks to a *These Hands*, a non-profit to the adage that "One man's treasure," collects unused US for distribution to third-provides us with these items that are put to good use

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Statement of Financial Position

December 31, 2010

	TOTAL	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED
ASSETS				
Current Assets				
Cash and cash equivalents				
Checking	\$255,249	\$227,201	\$27,702	\$346
Short-term investments	0	0	0	0
Inventory - medical supplies and equipment	7,432	0	7,432	0
Prepaid expenses	0	0	0	0
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL ASSETS	\$262,681	\$227,201	\$35,134	\$346
LIABILITIES AND NET ASSETS				
CURRENT LIABILITIES				
Accrued expenses	\$6,932	\$0	\$6,932	\$0
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
TOTAL CURRENT LIABILITIES	\$6,932	\$0	\$6,932	\$0
NET ASSETS	255,749	227,201	28,202	346
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	\$262,681	\$227,201	\$35,134	\$346

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Statement of Activities

December 31, 2010

	TOTAL	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED
REVENUES				
Contributions				
Corporations and Foundations	\$85,706	\$47,459	38,247	0
Individuals	50,262	4,484	5,778	0
In-kind	9,486	0	9,486	0
Coffee sale income	1,844	1,844	0	0
Net assets released from restrictions				
Satisfaction of time requirements and program restrictions	0	48,979	\$ (48,979)	0
	<u>147,298</u>	<u>142,766</u>	<u>4,532</u>	<u>0</u>
Other Income				
Interest and dividend income	135	135	0	0
Realized gains and losses	0	0	0	0
Unrealized gains and losses	0	0	0	0
	<u>135</u>	<u>135</u>	<u>0</u>	<u>0</u>
Total revenue	<u>\$147,43</u>	<u>\$142,901</u>	<u>\$4,532</u>	<u>\$0</u>
EXPENSES				
Program costs	\$126,616	\$126,616	\$0	\$0
Coffee sale expenses	710	710	0	0
Fundraising costs	2,074	2,074	0	0
General and administrative	10,792	10,792	0	0
	<u>10,792</u>	<u>10,792</u>	<u>0</u>	<u>0</u>

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	TOTAL	UNRESTRICTED	TEMPORARILY RESTRICTED	PERMANENTLY RESTRICTED
	140,192	140,192	0	0
Change in net assets	7,241	2,709	4,532	0
Net assets as of beginning of	248,508	224,492	23,670	346
Net assets as of end of period	<u> </u>	<u> </u>	<u> </u>	<u> </u>
		\$227,201	\$28,202	\$346