

Serving at the Crossroads

Executive Summary

Transforming lives...providing hope...making a difference - one patient at a time is all in a day's work for *Manos Amigas, Serving at the Crossroads'* (SATC) medical clinic in Honduras. Since the beginning of this year, many positive things have happened and numerous friends and acquaintances have stepped forward to help. Crossroads is humbly thankful for their generous and thoughtful gifts. 2009 was a breakout year for us! During April, construction started on our clinic. We had made commitments to the community of La Entrada and now we were well along the way in fulfilling those promises. We have always tried to "say what we mean and mean what we say!" We respect the dignity of our patients, seeking to provide them with medical services which heretofore have only been available to those with the financial net worth to seek treatment. Summarized below are the significant events that impacted our operations during 2009.

Tech-Serve Signs on as a Partner

SATC signed an agreement of understanding with Tech-Serve International to build the MA Clinic. This non-profit organization sends engineers, tradesmen and technicians, all of whom volunteer their skills, to help build social infrastructure projects in impoverished parts of the world - and now they were in Honduras working on our clinic.

Earth moving and shaping started at the site in April. The entrance and roads were carved out and a gravel base laid down for the clinic building pad. Instead of using block and mortar, typical of the adobe-style construction in La Entrada, the entire clinic, including inside and outside walls, will be built with interlocking steel construction panels. Building materials were acquired in the US and then shipped to Honduras in five, ocean-going cargo containers. Believe it or not, this *tinker-toy* approach to building was less expensive than if we were to use block and mortar construction. Trusses and panels were ordered and shipped to the site in October. By the end of the year, the plumbing was roughed in, steel beams were erected, a terrazzo floor was laid and most of the roofing was in place.

Villanova University Engineering Department

Graduate students and upper-classmen from Villanova University teamed up with SATC, working on projects that went beyond theory and into real world situations. Under the guidance of supervising professors, students from the Electrical and Civil Engineering Departments donated their time to tackle this real-world humanitarian project that will make a difference in people's lives. Serving at the Crossroads was the beneficiary of the time and talents offered by these emerging professionals who contributed in developing the structural design, specifications and drawings for the plumbing, electrical layout, waste water treatment and disposal system for our new clinic. The process was a joyful experience for us.

Medical Brigades

Two brigades composed of 7-10 member teams of physicians and nurses from Geisinger Hospital in Danville, PA came to La Entrada in May to attend to the needs of people in the community as well as those in surrounding areas. During their two-week visit, they treated 1,715 patients. Two additional brigades had planned to return in August but that visit was postponed because of governmental instability in the country at the time. Each brigade visit brings in \$325,000 of medicines, supplies and services which otherwise would not have reached this community. At the completion of their week of service, all medications and supplies are left at the clinic for follow-up treatment and subsequent patient use.

Number of patients treated

As of April, 2009, representing 4 years of continuous service, the *Manos Amigas* clinic had treated 27,825 patients. Irrespective of their ability to pay the 20 lempira (\$1.00 US) fee for services rendered, no patient is turned away from the clinic because of their lack of financial resources. This fee includes diagnosis, treatment and medications if required. From time to time, patients requiring specialized treatment not currently available at the clinic are referred to other facilities. Frequently, the costs for these additional tests and services are covered by the clinic. During a brigade visit, there typically are 10 - 12 special patient tests and referrals. Depending upon the services required, tests and procedural fees range from \$10 - \$70 (US). In 2009, \$2,100 were spent for patient referrals and testing. In addition, several *special case patients* were identified who needed services requiring cleft pallet corrections, prosthetic limbs or heart evaluations.

Nationwide Hand Prosthetic Program

A middle-aged man came to the clinic seeking a pair of hands because he had none. His were cut off by machete-wielding thieves. He was outfitted with a new prosthetic device and now he was able to write his name for the first time in seven years. In therapy sessions, he learned to color, paint, feed himself and even cut wood with a small hand saw. He is planning on attending vocational classes so he can obtain a job instead of scavenging through trash looking for items to sell.

Equipped with the appropriate skills, this patient's life now holds greater promise for what could be...he still needs some help, but he is willing to take the next steps. Because of the generosity of one of SATC's donors, the prosthetic device is available to any patient in Honduras who is willing to come to the clinic to see if this device can be adapted to their physical condition.

Enlarging medical network

Hondurans do not customarily ask for assistance, so the building of a medical network is a foreign concept for them. Having shown them the way to collaborate and to partner with other medical and healthcare organizations, they are now aware of outcomes that can be achieved by "asking" and cooperating with other medical entities. The newly developed medical network has been enlarged to include the International Children's Hospital in Richmond, VA, Bob Bowman Clinic and Hospital in Sula, Mujeres Amigas Miles Apart (MAMA) in Pennsburg, PA and the Comunidad Chorti which runs the new maternal and children's birthing center in La Entrada. Partnerships with these organizations enable the *Manos Amigas* Clinic to provide such additional services as access to medical specialists, patient imaging, micronutrient distribution, institutional birthing, supplemental micronutrients and food items to avoid child malnutrition.

Medi-transport System

SATC was the recipient of a \$25,000 grant for the purchase of a medi-transport vehicle - a new 15-passenger Toyota bus which was acquired in 2009. The bus was used to transport medical brigades, physically impaired patients from remote villages, supplies and patient appointments in cities 2.5 - 5 hours away.

Grant for Analytical Laboratory Equipment

SATC was awarded a \$35,000 grant from the Rotary Club of West Chester, PA for the purchase of a chemical analyzer to determine metabolites in blood for the purpose of aiding the diagnosing of specific medical conditions and patient health.

Independent Charities of America

SATC was awarded the “Best in America” seal of excellence by the Independent Charities of America. This seal is granted upon the completion of a rigorous independent review, documentation and demonstration on an annual basis that our organization meets the highest standards of public accountability, program effectiveness and cost effectiveness. Of the 1,000,000 charities operating in the US today, fewer than 50,000 or 5% meet or exceed these standards, and of those, fewer than 2,000 have been awarded this seal. The seal tells donors that they can have confidence in knowing that their contribution will support our stated mission and objectives.

USAID Designation

SATC has been designated as a Private Volunteer Organization (PVO) by USAID. As an organization, we are eligible to compete for development and humanitarian assistance grants and cooperative agreements.

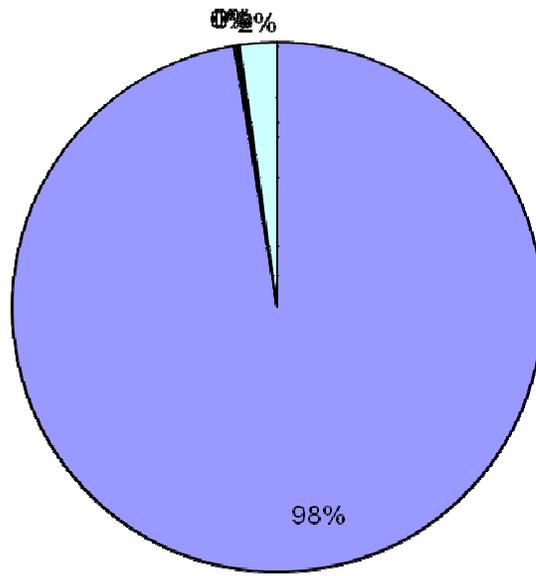
Political Upheaval

The president of the Board of Directors of Manos Amigas resigned from this position to run for elective office as a candidate for Mayor of La Entrada. Having won the election he can no longer be a part of the Board, but he continues to cooperate with the organization to help in its mission of bringing healthcare assistance to the community.

On a national level, there were many months of political instability and unknowns with the disruption of the presidency in the capitol of Tegucigalpa. Although SATC members and its construction team partners were in the country throughout the months of political jousting that took place, our activities were not hindered in anyway in the construction of the new clinic. However, because of uncertainties at the time, in-coming medical brigades and scheduled visiting teams were postponed for the remainder of the year.

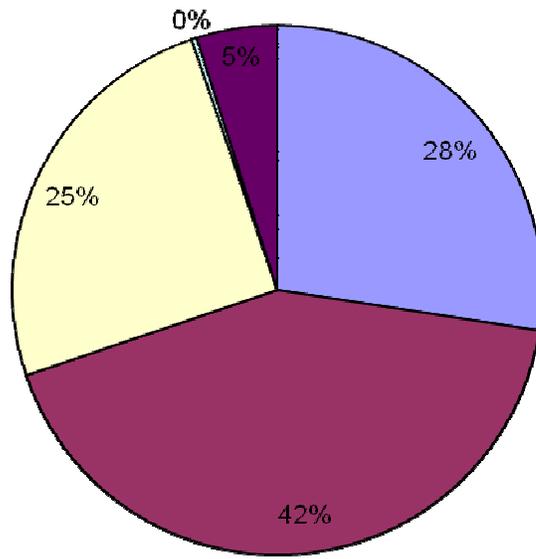
Revenues	
Corporations & Foundations	\$31,765
Individuals	\$48,984
In-Kind	\$28,930
Coffee Sales	\$370
Interest & Dividends	\$5,686
	\$115,735
Expenses	
Program Costs	\$463,199
Coffee Sales	\$881
Fundraising	\$659
General & Administrative	\$10,836
	\$475,575

SATC 2009 Expenses



Program Costs ■ Coffee Sales □ Fundraising □ General & Administrative

SATC 2009 Revenues



Corporations & Foundations ■ Individuals □ In-Kind □ Coffee Sales ■ Interest & Dividends