The year 2018 brought some of the biggest changes that our organization has experienced in our 68-year history.

Mended Hearts started out in Boston, MA in 1951 and moved to Dallas, TX, where we were located for many years. After much discussion and research, we decided that we wanted to be "where the patients are."

So in September of 2018, we picked up and moved across the south to Albany, GA. The move has enabled our organization to be a part of a community that is welcoming and made up of the patients and families that we serve every day.

Since our move, we have gotten back to the basics. We took a good, hard look at our organization, our goals, and our mission. We developed a new strategic plan that will further our vision and then.....we rolled up our sleeves and got to work.

We hope you are pleased with the changes we’ve made to the organization. I am honored to have served as President for the last four years and excited to see the great things the future holds for Mended Hearts.

- Donnette Smith
Our Mission

To inspire hope and improve the quality of life of heart patients and their families through ongoing peer-to-peer support, education, and advocacy.

Our Vision

To be the premier nationwide resource and peer-to-peer support network for all patients and families affected by heart disease across the lifespan.

Our Educational Mission Statement

To provide patient and caregiver educational information covering a wide variety of life experiences across the lifespan.

Mended Hearts and Mended Little Hearts accomplish these important goals through:

Support
Education
Advocacy
In 2018 Mended Hearts and Mended Little Hearts impacted hundreds of thousands of lives. Here’s a look at our profile for 2018:

18,179
**MEMBERS**
Mended Hearts and Mended Little Hearts together had more than 18,000 members.

290
**LOCAL CHAPTERS**
Mended Hearts and Mended Little Hearts supported 324 hospitals throughout the nation through their 290 local, community-based chapters.

113,875
**SOCIAL MEDIA FOLLOWERS**
Mended Hearts and Mended Little Hearts have 113,875 followers on their national and chapter social media platforms.

230,041
**VISITS TO PATIENTS & FAMILIES**
Mended Hearts and Mended Little Hearts volunteers made 230,041 visits to patients, caregivers and families to provide hope and support from people who understand.
<table>
<thead>
<tr>
<th><strong>Our Programs</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUPPORT</strong></td>
</tr>
<tr>
<td><strong>ACCREDITED VISITING</strong></td>
</tr>
<tr>
<td><strong>EDUCATION</strong></td>
</tr>
<tr>
<td><strong>ADVOCACY</strong></td>
</tr>
</tbody>
</table>
From our humble beginnings in 1951, Mended Hearts has grown to the largest peer-to-peer support network in the world.

Visiting Program

**225,613 VISITS**

**3,000 ACCREDITED VISITORS**

Our 3,000 accredited visitors made 225,613 peer visits throughout 2018. From in-person visits, to online visits, to telephone visits, we are reaching people when and where they need it.

Hospital Visiting

**324 HOSPITALS**

Our chapters served 324 hospitals across the U.S. in 2018, providing support, education, and social connections to their local communities.

Specialized Visiting

**2400 TELEPHONE VISITS**

Mended Hearts reaches patients who may not be able to get to a chapter meeting through telephone visiting. These support visits provide patients with a one-on-one link to someone who understands.
Mended Hearts

Education
COMMUNITY EDUCATION
Mended Hearts conducted over 200 community education events in their local communities. Mended Hearts also hosted a National Conference in San Antonio, TX and multiple regional meetings throughout the year. Getting to the heart of patient education is a priority.

Educational Resources
COMMUNITY EDUCATION
Mended Hearts provided 200,000 HeartGuides to patients and hosted several webinars on current topics. Mended Hearts also has a library of resources on the website, including our GoTo Guides. These GoTo Guides take an in-depth look at topics such as AFIB, Valve Disease, TAVR, High Cholesterol, Heart Attack, and Depression.

Advocacy
THE POWER OF THE PATIENT VOICE
Our Patient Advocacy Network made a significant impact in the cardiovascular world in 2018. Our trained advocates represented the patient in over 300 opportunities. Our trained advocate program grew to 350 advocates.
In 2004, the Mended Little Hearts program was created to address the unique needs of children with congenital heart defects/disease and their families. Since then, Mended Little Hearts has provided patients and families of children with congenital heart disease many services that directly improve their quality of life.

Support
SERVING FAMILIES
Mended Little Hearts provides hope and support nationally through parent-matching, its Bravery Bag Program, Mended Little Hearts Angels programs, social media forums, online communities, and locally through its community support groups throughout the nation.

Education
EMPOWERING FAMILIES
Our educational programs include our national CHD Symposium, webinars, educational publications, the Mended Little HeartGuide Parent Resource Guide, our blog, and important information shared on social media. Our community groups also have educational programs and events.

Awareness
SPREADING THE WORD
Most people are unaware that congenital heart defects are the most common birth defects and that there are millions of Americans living with them today. Our goal is to change that. Mended Little Hearts spreads awareness through its Rock Your Scar campaign, Roar 'N Run Charity Race, Remember Our Hearts campaign, and through other activities.
Mended Little Hearts

Advocacy
FIGHTING FOR WHAT WE BELIEVE IN

Mended Little Hearts advocates for CHD research, new medications and devices, affordable and accessible healthcare for all, and for patient protections. We also teach patients and families to advocate for themselves and others in a variety of settings.

Hospital Programs
HELPING OTHERS

Mended Little Hearts works with children’s hospitals around the nation to provide services for families with children in the hospital and to support the work of the hospital. Our signature Bravery Bag Program provides Bravery Bags filled with toiletry, comfort, educational and fun items for families with children in the hospital.

I went to my very first MLH meeting when Ava was about six weeks old. While I was there, I chatted with a mom who was there with her 3-year-old. The child had a similar diagnosis to Ava, and I watched her run around the meeting room, chasing her older brother, climbing on the table, etc.

It was the first time since Ava had been born that I felt hope.

Once we got to a point where Ava was stable and I felt stable enough to help others, I agreed to take over the MLH group locally. It’s important to me to give newly diagnosed families a glimpse into our world, to see Ava growing up, and give them some hope as well.

Lauri Tamberrino
Mended Little Hearts of Charlottesville Leader
"For the first time in my life I didn't feel weird. I was surrounded by people who understood. The emotional and mental care can't be found with my cardiologist, being around people who 'get it' changed my life." - Lisa (Mended Hearts member)

I chose this because I *am* a Mended Little Heart and having gone most of my life never knowing others existed, I realized that a big piece of my life was missing - solidarity. I met more people in one day with TOF than I had in my entire life. I grew up feeling very alone and that my CHD was taboo. Becoming part of this organization helped me rediscover and recreate who I am WITH my special heart, not just BECAUSE of my special heart. I gained priceless connections, unbridled self confidence, and so much needed validation. Jennifer Isgro, Mended Little Hearts Leader

"Mended Hearts has provided me with so much support and information that was truly valuable to me on my journey. Meeting other heart transplant patients was so amazing! Everyone should have the opportunity to learn from others with an organization like Mended Hearts" - Johnny (Mended Hearts member)

I became a volunteer because I will never forget the feeling devastation we had when we received the news about Brandon. I will always be forever grateful for discovering MLH and realizing we are not alone. We had access to people who understood how we felt, people who knew our fears, people who were fighting the same battles, and we felt like we had found a home. Ronda Adamo, Mended Little Hearts Leader
Mended Hearts understands how important it is to reach patients and families where they are and when they need support. From bedside through recovery, Mended Hearts and Mended Little Hearts are there.

**225,613 TOTAL VISITS**
Accredited visitors made 225,613 patient, family, and caregiver visits. These visits are conducted in hospitals, in the community, online and by telephone.

**2,000 CONNECTIONS IN A HEARTBEAT MEMBERS**
Mended Hearts and Mended Little Hearts online discussion communities hosted over 2,000 active members.

**2400 TELEPHONE VISITS**
Mended Hearts visitors made 2400 telephone visits to under-served patients who would not otherwise have the ability to be supported.

“There is no exercise better for the heart than reaching down and lifting people up.”
— John Holmes
Shortly after our daughter was born, we found out she had some major heart defects. She was whisked away from us immediately and we had zero time to process what was happening. We soon found out she would have the first of three open heart surgeries at just nine days old, and we felt like our world had crumbled before our eyes. We had our family and we had our church family, but what we didn’t have was someone to say “I’ve been there,” or “I know how you feel.” There was no local support group for us at that time. When I became a volunteer for Mended Little Hearts about five years later, it was because I didn’t want anyone to feel the same way I did. There are so many heart families out there! There’s no reason why anyone should ever feel alone on this terrifying journey! It’s the club you never wanted to be a part of. But if life takes you down this road, you’ll need some extra shoulders to lean on! That’s why being a part of MLH means so much to me! The support of family and friends is so important, but there’s nothing quite like peer support!

Tiffany Casebolt
Mended Little Hearts Regional Director
Supporting the Mission

Supporting the mission is not about one person—it’s about the thousands of people who give time, money, and talent throughout the year to help support our mission. These individuals are in local communities throughout the nation. We could not do what we do without the generosity of our donors.

$410,000*

IN-KIND DONATIONS

In-kind donations are vital to our programs and help provide items and services for our Bravery Bag program, events, conferences and to fill other needs. While in-kind donations can be hard to capture with a dollar amount, they are invaluable to us as an organization.

*Approximate calculation

$1.1 M

CHAPTER FINANCES

In addition to the organization’s financial report, chapters maintain their own budgets and accounting to support their local programs. This number represents generosity for our local chapters that allows them to provide services in their communities.
Financial Information (not yet audited)

### Balance Sheet

**As of December 31, 2018**

<table>
<thead>
<tr>
<th>ASSETS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Checking/Savings</td>
<td></td>
</tr>
<tr>
<td>1100 - Cash &amp; Cash Equivalents</td>
<td>51,777.71</td>
</tr>
<tr>
<td>▶ 1129 - Cash - Operating - Commerce</td>
<td>51,777.71</td>
</tr>
<tr>
<td>1150 - Cash - Savings - DDBT</td>
<td>21,109.03</td>
</tr>
<tr>
<td>1159 - Cash - Chase Bank</td>
<td>33,709.54</td>
</tr>
<tr>
<td>1159 - Commerce MM 9706</td>
<td>2,042.13</td>
</tr>
<tr>
<td>1159 - Commerce MM 9706 - Other</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>Total 1150 - Cash &amp; Cash Equivalents</strong></td>
<td>115,029.01</td>
</tr>
<tr>
<td>1125 - DDBT Restricted 2017</td>
<td>55.00</td>
</tr>
<tr>
<td>1129 - Synovus Payroll 2425</td>
<td>2,047.99</td>
</tr>
<tr>
<td>1127 - Synovus Savings Account-4159</td>
<td>500.01</td>
</tr>
<tr>
<td>1125 - DDBT Operating - Unrestricted 009</td>
<td>97,609.42</td>
</tr>
<tr>
<td>1260 - Dreyfus MM Regular 5435</td>
<td>12,123.77</td>
</tr>
<tr>
<td>1270 - Dreyfus Harken Award MM &amp;72</td>
<td>15,341.51</td>
</tr>
<tr>
<td><strong>Total Checking/Savings</strong></td>
<td>247,625.71</td>
</tr>
<tr>
<td><strong>Other Current Assets</strong></td>
<td></td>
</tr>
<tr>
<td>13000 - Prepaid Expenses</td>
<td>-1,000.00</td>
</tr>
<tr>
<td>14000 - Other Current Assets</td>
<td>0.00</td>
</tr>
<tr>
<td>15000 - Unearned Income</td>
<td>80.00</td>
</tr>
<tr>
<td><strong>Misc. Assets</strong></td>
<td></td>
</tr>
<tr>
<td>1700 - Inventory</td>
<td>132,167.50</td>
</tr>
<tr>
<td>1710 - Prepaid Expenses</td>
<td>98,156.43</td>
</tr>
<tr>
<td>1715 - Intangible Assets</td>
<td>299,077.04</td>
</tr>
<tr>
<td>1716 - Accum Amort - Intangible Asset</td>
<td>40,267.30</td>
</tr>
<tr>
<td><strong>Total 1700 - Misc. Assets</strong></td>
<td>468,133.67</td>
</tr>
<tr>
<td><strong>26000 - Restricted Funds</strong></td>
<td>-5,422.96</td>
</tr>
<tr>
<td><strong>46000 - Investments</strong></td>
<td>33,658.69</td>
</tr>
<tr>
<td><strong>Total Other Current Assets</strong></td>
<td>512,347.47</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>760,174.18</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fixed Assets</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1800 - Fixed Assets</strong></td>
<td></td>
</tr>
<tr>
<td>1810 - Leasehold Improvements</td>
<td>4,650.00</td>
</tr>
<tr>
<td>1820 - Furniture and Office Equipment</td>
<td>11,607.74</td>
</tr>
<tr>
<td>1890 - Accum Depr Leasehold Improvement</td>
<td>-3,209.77</td>
</tr>
<tr>
<td>1850 - Accum Depr Furn &amp; Office Equip</td>
<td>-1,971.55</td>
</tr>
<tr>
<td><strong>Total 1800 - Fixed Assets</strong></td>
<td>11,024.42</td>
</tr>
<tr>
<td><strong>Total Fixed Assets</strong></td>
<td>11,024.42</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>771,208.60</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES &amp; EQUITY</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>▶ Other Current Liabilities</td>
<td>231,441.71</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td>231,441.71</td>
</tr>
<tr>
<td><strong>Long Term Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>▶ 27306 - Refundable Deposits Payable</td>
<td>-2,399.87</td>
</tr>
<tr>
<td><strong>Total Long Term Liabilities</strong></td>
<td>-2,399.87</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>229,041.84</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
</tr>
<tr>
<td>▶ 3000 - Net Assets</td>
<td></td>
</tr>
<tr>
<td>3100 - Unrestricted Assets</td>
<td>908,569.91</td>
</tr>
<tr>
<td>▶ 3200 - Temporarily Restricted Assets</td>
<td></td>
</tr>
<tr>
<td>3250 - Grant Money received in advance</td>
<td>45,000.00</td>
</tr>
<tr>
<td><strong>Total 3200 - Temporarily Restricted Assets</strong></td>
<td>45,000.00</td>
</tr>
<tr>
<td>▶ 3300 - Permanently Restricted Assets</td>
<td></td>
</tr>
<tr>
<td>3300 - Permanent Restricted Assets</td>
<td></td>
</tr>
<tr>
<td><strong>Total 3300 - Permanently Restricted Assets</strong></td>
<td>430,127.74</td>
</tr>
<tr>
<td><strong>Total 3000 - Net Assets</strong></td>
<td>1,363,697.65</td>
</tr>
<tr>
<td><strong>3900 - Retained Earnings</strong></td>
<td>-473,044.15</td>
</tr>
<tr>
<td><strong>Net Income</strong></td>
<td>-386,486.74</td>
</tr>
<tr>
<td><strong>Total Equity</strong></td>
<td>542,166.76</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES &amp; EQUITY</strong></td>
<td>771,208.60</td>
</tr>
</tbody>
</table>
Financial Information (not yet audited)

Prev Year Income Comparison

Expenses

Last Fiscal Year

436,018.91
6100 - SALARIES

185,557.34
7200 - CONFERENCE AND MEETINGS

148,667.71
6515 - HEARTBEAT PRINT

696,908.47
OTHER ACCOUNTS

1.46M

Mended Hearts™  mendedhearts
2018 FINANCIAL MILESTONES
ACCOUNTABILITY & ACTION

- Mid-year debt exceeded $322,000; cash reserves were depleted
- Auditor resigned; we hired a new auditor and person to prepare taxes; created a new organizational budget for 2019
- Began regularly utilizing corporate law firm
- Closed Dallas office, terminated Dallas staff, moved National office to Albany Georgia, hired new Albany staff, opened the Resource Center

BY END OF 2018:

Reduced monthly operating costs 68%
Reduced debt by 2/3
Reduced office staff by more than half
Increased cash reserves by $33,000+
Executive Committee

President and Board Chair, Donnette Smith
Executive Vice-President, Millie Henn
Vice-President, Patrick Farrant
Treasurer and Corporate Secretary, Gordon "Gus" Littlefield (deceased), Al Voss
Vice-President of Mended Little Hearts, Angel Olvera

Board of Directors

Lynn Berringer
Jack Britt
Kathy Boyd-David
Bill Carter
Margaret Elbert
Beth Gray
Tiffany Hackett-Stuart

Robert Hoffman
Marvin Keyser
Ron Manriquez
Larry Mantle
Bruce Norris
Tina Sampath
Our Partners

2018 Corporate Advisory Council Members

Abbott
Amgen Cardiovascular
Astellas
Aztra Zeneca
Boehringer Ingelheim
Boston Scientific
Bristol-Myers Squibb/Pfizer
Edwards LifeSciences
Janssen Pharmaceuticals
Lilly
Novartis
Novo Nordisk
Sanofi-Regeneron
Our Supporters

These companies and individuals graciously supported our mission with amounts over $3,000 in 2018

Abbott
Admedus
Alderson Family Foundation
Allergan Foundation
Alliance For Aging Research
Amgen Cardiovascular
Asklepion
Aztra-Zeneca
Berlin Heart
Boehringer Ingelheim
Boston Scientific
Bristol Myers Squibb/Pfizer
Brown Household
Chapter 119 - Newport News
Chapter 161 - Hollywood, FL
Children's Hospital of San Antonio
Colon Household
Edwards Lifesciences
Edwards Foundation
Gilead Sciences
Giving Fund
Heart Failure Society of America
Heart Household
Janssen Pharmaceuticals
Lilly
Medtronic
Mended Little Hearts of Bakersfield
Mended Little Hearts of Central VA
Mended Little Hearts of Dallas
Methodist Children's Hospital
Novartis Pharmaceuticals
Novo Nordisk
PAN Foundation
Pharmaceuticals, LLC
Prolacta Bioscience
Roche Diagnostic Corporation
Sanofi/Regeneron Alliance
Stewart Household
TAI Diagnostics
Texas Children's Hospital
Walmart
Wilkinson Household
Xeltis
2019 Staff

Executive Director
Norm Linsky

Director of Patient Advocacy and Program Management
Andrea Baer

Director of Operations and Field Services
Judy Himes

National Program Director for Mended Little Hearts
Jodi Smith

Manager of Communications and Marketing, Field Services of Mended Little Hearts
Mandy Sandkuhler

Data Base Specialist
Amanda Bunn

Membership Specialist
Lisa Goodman

Shipping and Inventory Specialist
George Humes

Accounting
Kristie Nattrass and Michelle Bertcher
Join us! - Join the largest cardiovascular peer-to-peer support organization and become a part of our family of support

Donate to our mission! - Providing a tax deductible donation to our organization will allow us to reach more people in need

Share your voice! - The power of a patient voice is critical. The more voices we have in our advocacy network, the greater the positive impact we can have.