2019 Annual Report
THE MENDED HEARTS, INC

The Mended Hearts, Inc.
Resource Center
Merry Acres Executive Building
1500 Dawson Road
Albany, GA 31707

1 888-HEART-99
info@mendedhearts.org
www.mendedhearts.org
This an exciting time of growth for Mended Hearts and Mended Little Hearts. In 2019, we focused on our core values, our mission, and our vision, as well as leadership development, and created 2020 goals that will allow us to not only increase our reach, but to improve our services and programs as well. Our national and regional leaders have come together to find ways to guide our chapters and groups so they can better serve their local communities. With improved communication and synergy, we are moving forward with these new goals to increase membership and to serve more patients and families in new ways.

Mended Hearts membership means participation and service, joining together toward a common goal. What an important concept! By providing better training and more resources for leaders, we have prepared our leadership and brought people together like never before. We want you to join us in our mission and to encourage others to get involved too.

As Mended Hearts and Mended Little Hearts work together with a unified message, we will continue to inspire hope and improve the quality of life for heart patients and their families across the lifespan.

- Ron Manriquez
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.

I now know that whatever we give to others, we also give to ourselves, and the love we give is the love we feel in return because we are all connected with one another. It also is why I feel so connected with Mended Hearts, because, whatever I am able to articulate in words, you demonstrate in action.”

- Ira, Mended Hearts member

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

Support
Education
Advocacy
Our Support Statement  
To support heart patients and their families by creating an inclusive and compassionate community through meaningful connections so no one feels alone.

Our Educational Statement  
To empower heart patients and their families by providing relevant education and resources that enable them to make better decisions about their healthcare.

Our Advocacy Statement  
To energize and engage heart patients and their families through advocacy, enabling them to make informed decisions that improve their quality of life.
In 2019, Mended Hearts and Mended Little Hearts impacted hundreds of thousands of lives. Here’s a look at our profile for 2019:

38,622
MEMBERS
Mended Hearts and Mended Little Hearts together grew to 38,622 members. We have members in all 50 states and in 12 countries. This is an increase of 138% over 2018.

274
LOCAL CHAPTERS
Mended Hearts and Mended Little Hearts supported 373 hospitals and cardiology practices throughout the nation through their 274 local, community-based chapters. We have chapters in 44 states.

380,000+
PATIENTS AND FAMILIES REACHED
Through educational programs, awareness campaigns and accredited visiting programs, we directly supported over 380,000 people.

120,633
SOCIAL MEDIA FOLLOWERS
Mended Hearts and Mended Little Hearts have 120,633 followers on their national and chapter social media platforms.

195,877
VISITS TO PATIENTS & FAMILIES
Mended Hearts and Mended Little Hearts trained volunteers made 195,877 visits to patients, caregivers and families at diagnosis, in the hospital and during recovery.
Our Programs

SUPPORT
Nothing can replace the peer-to-peer support our volunteers provide both in person and online. Our support programs provide hope, understanding and connection.

ACCREDITED VISITING
Our Accredited Visiting Program is the cornerstone of Mended Hearts. Thousands of trained patients, parents and caregivers visit before and after surgery or diagnoses in the hospital and at home.

EDUCATION
Informed patients and families are empowered patients and families. Mended Hearts and Mended Little Hearts’ educational programs keep patients and families up-to-date with the latest therapies and innovations.

ADVOCACY
We promote the Power of the Patient Voice through our Patient Advocacy Network and many advocacy initiatives. Trained advocates represent patients and families and teach them how to advocate for themselves in many settings.
From our humble beginnings in 1951, Mended Hearts has grown to the largest peer-to-peer support network in the world. Our accredited visitors have made over 612,000 visits over the past 3 years.

Visiting Program

195,877 VISITS
1675 ACCREDITED VISITORS

Our 1675 accredited visitors made 195,877 peer visits throughout 2019. From in-person visits to online visits to telephone visits, we are reaching people when and where they need it the most.

Hospital Visiting

273 HOSPITALS SERVED

Our chapters served 273 hospitals across the U.S. in 2019, providing support, education, and social connections to their local communities.

Specialized Visiting

7903 TELEPHONE VISITS

Mended Hearts reaches under-served 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.

Our heart failure visiting program and TAVR visiting program are two examples of telephone visiting.

"After my surgery, it is great to be part of a group that understands what you are going through." - Amanda, heart patient and member
**Advocacy**

**THE POWER OF THE PATIENT VOICE**

Our Patient Advocacy Network made a significant impact in the cardiovascular world in 2019. Our trained advocates represented the patient in over 225 opportunities, worked in 12 states to impact access to care. We launched a digital advocacy campaign for Part D Medicare. Members testified in front of Congress, the FDA, and ICER to advocate for the patient’s voice in cardiovascular disease. Mended Hearts also has advisers on international boards to improve patient care.

**Educational Resources**

**COMMUNITY EDUCATION**

Mended Hearts provided 125,000+ HeartGuides to patients and hosted several webinars on current topics. Mended Hearts also has a library of resources on the website, including our GoToGuides. These GoToGuides take an in-depth look at topics such as AFIB, Heart Failure, Valve Disease, TAVR, High Cholesterol, Heart Attack, and Depression. Mended Hearts also launched a new series of discussion guides to educate even more patients on a variety of topics.
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**

Mended Little Hearts educational programs include its 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 100 hospitals and clinics and to support the work of the hospital. Serving meals to inpatient families, Bravery Chests to provide toys to children who are going through testing, and stocking food pantries for inpatient families are a few of our programs in hospitals around the country. Our signature Bravery Bag Program provides Bravery Bags filled with toiletry, comfort, educational and fun items for families with children in the hospital.
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.

**185,477**
TOTAL VISITS

**4,874**
CONNECTIONS IN A HEARTBEAT MEMBERS

**7903**
TELEPHONE VISITS

**52,000+**
HEARTBEAT MAGAZINES

**17,028**
SOCIAL MEDIA FOLLOWERS

**125,000+**
HEARTGUIDES DISTRIBUTED

**72**
LEADERS TRAINED

**1755**
LOCAL CHAPTER EVENTS AND MEETINGS

**1040**
LOCAL CHAPTER/GROUP VOLUNTEER LEADERS
Mended Little Hearts Program Reach 2019

5,522 BRAVERY BAGS

10,400 TOTAL VISITS

920,689 CHD AWARENESS WEEK 2019 NATIONAL FACEBOOK REACH

193,283 ROCK YOUR SCAR VOTERS

151 PARENT MATCHES

4204 LITTLE HEARTGUIDE LITES DISTRIBUTED

103,605 SOCIAL MEDIA FOLLOWERS

993 ROCK YOUR SCAR PHOTOS 2019

76 ANGEL BOXES

180 REMEMBER OUR HEARTS TOKENS

219 ROAR N RUN VIRTUAL RACE PARTICIPANTS

834 COMMUNITY EVENTS
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.

$470,000*

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

$1.2 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.

"I enjoy being a Mended Heart Volunteer and listening to patients tell their story. We have a "heart thing" in common and they usually open up and talk with someone who has had similar heart concerns and conditions. They know that we know how they feel because we have 'been there'."

-Joan, Accredited Visitor
## STATEMENT OF FUNCTIONAL EXPENSES
(not audited)

<table>
<thead>
<tr>
<th></th>
<th>Education</th>
<th>Conferences</th>
<th>General</th>
<th>Fundraising</th>
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</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>$324,659.06</td>
<td>$12,265.15</td>
<td>$17,237.35</td>
<td>$54,676.63</td>
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<td>Payroll Taxes</td>
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<td>$841.40</td>
<td>$4,779.52</td>
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<td>Postage and shipping</td>
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<td>Database and Software maintenance</td>
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<td>Region expenses</td>
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<td>Travel, conferences, and meetings</td>
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<td>$147,827.30</td>
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<td>Promotional Materials</td>
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<td>Other</td>
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<td>Insurance</td>
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<td>Contract Labor</td>
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<td><strong>Total expenses</strong></td>
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<td><strong>$171,087.16</strong></td>
<td><strong>$79,276.28</strong></td>
<td><strong>$79,693.37</strong></td>
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Income and expense by month
January through December 2019
90.8% of funding went directly to programs in 2019
## Balance Sheet

**As of December 31, 2019**

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<thead>
<tr>
<th>category</th>
<th>Dec 31, 19</th>
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<tr>
<td><strong>ASSETS</strong></td>
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<tr>
<td>Current Assets</td>
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<tr>
<td>Checking/Savings</td>
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<tr>
<td>1000 · Bank Accounts Aggregated</td>
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<tr>
<td>Total Checking/Savings</td>
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<td>Accounts Receivable</td>
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<td>Other Current Assets</td>
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<tr>
<td>12100 · Inventory Asset</td>
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<td>12150 · Computers and Printers</td>
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<td>12200 · Other Current Assets</td>
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<td>18710 · BNY Mellon Life Membership 8608</td>
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<td>45000 · Investments</td>
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<td>Total Other Current Assets</td>
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<td>Total Current Assets</td>
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<td><strong>Fixed Assets</strong></td>
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<td>15010 · Fixed Assets</td>
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<tr>
<td>Total Fixed Assets</td>
<td>13,011.25</td>
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<td><strong>TOTAL ASSETS</strong></td>
<td>382,175.98</td>
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<tr>
<td><strong>LIABILITIES &amp; EQUITY</strong></td>
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<tr>
<td>Liabilities</td>
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<td>Current Liabilities</td>
<td>-20,000.00</td>
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<tr>
<td>Other Current Liabilities</td>
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<tr>
<td>22100 · EMPLOYEE BENEFITS LIABILITIES</td>
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<tr>
<td>22102 · Health Insurance Payable</td>
<td>6,081.46</td>
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<tr>
<td>22103 · Dental Insurance Payable</td>
<td>-540.37</td>
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<tr>
<td>22104 · Life Insurance Payable</td>
<td>-362.36</td>
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<tr>
<td>22105 · Vision Insurance Payable</td>
<td>-4.08</td>
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<tr>
<td>22106 · ST Disability Insurance Payable</td>
<td>-134.46</td>
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<tr>
<td>22107 · LT Disability Insurance Payable</td>
<td>-24.63</td>
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<tr>
<td>Total 22100 · EMPLOYEE BENEFITS LIABILITIES</td>
<td>5,340.96</td>
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<tr>
<td>23000 · Other Current Liabilities</td>
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<tr>
<td>23001 · Chapter Reimbursements Payable</td>
<td>11,885.78</td>
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<td>23010 · Disbanded Chapters</td>
<td>22,171.07</td>
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<tr>
<td>24200 · Accrued PTO</td>
<td>11,945.65</td>
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<tr>
<td>Total 23000 · Other Current Liabilities</td>
<td>40,103.10</td>
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<tr>
<td>25411 · Loan From Al Voss</td>
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<td>26500 · Sales Tax Payable</td>
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<td>Total Other Current Liabilities</td>
<td>51,650.24</td>
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<tr>
<td>Total Current Liabilities</td>
<td>31,650.24</td>
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<tr>
<td>Total Liabilities</td>
<td>31,650.24</td>
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<td><strong>Equity</strong></td>
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<td>30000 · Opening Balance Equity</td>
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<td>31300 · Perm. Restricted Net Assets</td>
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<td>32000 · Unrestricted Net Assets</td>
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<tr>
<td>Net Income</td>
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<tr>
<td>Total Equity</td>
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<tr>
<td><strong>TOTAL LIABILITIES &amp; EQUITY</strong></td>
<td>382,175.98</td>
</tr>
</tbody>
</table>
Executive Committee

President and Board Chair, Ron Manriquez
Executive Vice-President, Robert Hoffman
Vice-President, Marvin Keyser
Vice-President of Mended Little Hearts, Liz Blumenfeld
Treasurer and Corporate Secretary, Al Voss

Board of Directors

Bill Carter
Kathy Boyd David
Margaret Elbert
Maryann Mayhood
Daniel Moravec
Bruce Norris

Donnette Smith
Jamie Snyder
Maryln Taylor
Mike Weber
Denise Duch Widzgowski
Our Partners

2019 Corporate Advisory Council Members

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

These companies and individuals graciously supported our mission with amounts over $2,500 in 2019

Abbott Electrophysiology
Abbott Laboratories
Alliance for Aging Research
Amgen USA
AMGEN, Inc.
Astellas Pharma US, Incorporated
AstraZeneca Pharmaceuticals
Bayer Corporation
Boehringer Ingelheim Pharmaceuticals, Inc
Bristol Myers Squibb
Boston Scientific Corporation
Burton, Kathleen
Chicago Real Estate Network
CNO Services
CustomInk LLC
Cytokinetics
Edwards Lifesciences Corporation
Edwards Lifesciences Foundation
Facebook Payments, Inc.
Hammes, Marguerite
Heart Failure Society of America-HFSA

Janssen Pharmaceuticals, Inc.
Kimberly Elston
Medicure
Medtronic, Inc.
Mended Hearts # 165
Mended Hearts # 296
MLH-Boston, MA
MLH-Central VA-Richmond
MLH-Coastal VA
MLH-Silicon Valley, CA
New Albany-Plain Local School District
Nicole Sanchez
Novartis FSC
Novartis Pharmaceuticals
Novo Nordisk A/S
Novo Nordisk, Inc.
Nutricia Advanced Medical Nutrition
PAN Foundation
Pfizer, Incorporated
Prolacta BioScience, Inc.
Regeneron/Sanofi
Sanofi Pasteur
TAI Diagnostics
The Allergan Foundation
2019 Staff

Executive Director
Andrea Baer

Director of Operations
Judy Himes

Director of Programs
Jodi Smith

Communication and Field Services Manager
Mandy Sandkuhler

Membership Specialist
Lisa Goodman

Shipping and Inventory Specialist
George Humes

Accountant
Kristie Nattrass
Join us! - Join the largest cardiovascular peer-to-peer support organization and become a part of our family of support. Membership is free.

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.
How to Connect

Facebook
Mended Hearts - @themendedhearts
Mended Little Hearts - @mendedlittleheartsnational

Twitter
Mended Hearts - @Mendedhearts
Mended Little Hearts - @MLH_CHD

Instagram
Mended Hearts - @themendedhearts
Mended Little Hearts - @mendedlittleheartsnational

Linkedin
Mended Hearts - @Mended Hearts
Mended Little Hearts - @Mended Little Hearts National Organization

Pinterest
Mended Little Hearts - @mlhnational

YouTube
Mended Hearts
Mended Little Hearts National
www.mendedhearts.org
www.mendedlittlehearts.org
connect.mendedhearts.org

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