As you know, 2020 brought a wave of challenges that no one saw coming. In March, 2020 our accredited visiting program, the cornerstone of our peer support, was halted when we could no longer visit patients and families in person. It quickly became clear, however, that the need for support was even more important than ever.

Thanks to some creative thinking, a little imagination, and new technology allowing us to easily connect virtually, MHI was able to rise to the challenge and revolutionize the way we support patients and families across the lifespan. Thanks to the persistence and dedication of our volunteers, our organization continued to grow in 2020, and we expanded our programs and services. Thus, we entered 2021 able to support, educate, and advocate for patients and families virtually in addition to in-person when we are again able. Now, we can reach patients and families regardless of their geographic location.

In addition, our chapter and group leaders found innovative ways to support patients and families and hold support group meetings--our work did not stop.

We are honored to serve patients who have cardiovascular disease across the lifespan and we are grateful for our volunteers who did not allow a pandemic to stop them from supporting others.

*It really is great to be alive...and to help others.*
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 heart patients and families affected by Heart Disease across the lifespan ©

"I just want to thank you for visiting me and giving me hope at a time when I really needed it. It meant so much to me" - Mended Hearts member

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

Support
Education
Advocacy
Our Values

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 2020, Mended Hearts and Mended Little Hearts impacted hundreds of thousands of lives. Here’s a snapshot of our organization in 2020.

65,462 MEMBERS
Mended Hearts and Mended Little Hearts together grew to 65,462 members. Our members are in all 50 states and in 16 countries. We were able to double our membership in 2020.

242 LOCAL CHAPTERS
Mended Hearts and Mended Little Hearts supported 365 hospitals and cardiology practices throughout the nation through their 242 local, community-based chapters. We have chapters and groups in 44 states.

277,988 PATIENTS AND FAMILIES REACHED
Through educational programs, accredited visiting programs, and support activities, we directly supported 277,988 patients and families in 2020. Many more were supported on social media and with educational and support content on our website.

130,739 SOCIAL MEDIA FOLLOWERS
Mended Hearts and Mended Little Hearts have 130,739 followers on their national, group and and chapter social media platforms.
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 with four heart patients and their surgeon in 1951, Mended Hearts has grown to be the largest peer-to-peer support network in the world. Although 2020 looked a little different, we were able to adjust how we provide support so that no one had to feel alone in their heart journey.

Support Program

55,238 VISITS
1094 ACCREDITED VISITORS
Our 1094 accredited visitors made 55,238 peer visits throughout 2020. From in-person visits to online visits to telephone visits, we are reaching people when and where they need it the most.

365
HOSPITALS AND CARDIOLOGY PRACTICES SERVED
Our chapters and groups served 365 hospitals and practices across the U.S. in 2020, providing support, education, and social connections to their local communities.

Online Discussion Groups

CONNECTIONS IN A HEARTBEAT
In 2020 our Discussion Groups were visited 8736 times by 2936 unique users and 5760 discussions were posted.

524
524 VIRTUAL VISITORS
The Mended Hearts, Inc. trained 524 accredited visitors who visited by video chat, phone, email and text in 2020.

“The support I got from this organization gave me hope and let me know I don’t have to go it alone on this heart journey.” - Mended Hearts member
Year 2020 created a new normal when it came to visiting. In a time when we could not provide support in person, we had to adapt. During the pandemic, The Mended Hearts, Inc. needed to reach patients and caregivers who needed support even more than before; patients and families were isolated, feeling alone and fearful. We had to act quickly in order to transition from in-person, hands-on visiting and support, to the virtual world.

**Zoom Support Group Meetings**
Mended Hearts and Mended Little Hearts chapters and groups hosted 694 Zoom monthly support meetings.

**Virtual Visiting Accreditation**
The Mended Hearts, Inc. trained 524 virtual visitors to support other patients and their families using zoom.

**Facebook Chats**
Every week, starting in March, Mended Hearts and Mended Little Hearts hosted a weekly Facebook chat to bring others together virtually for support. That's 72 hours and hundreds of people supported.

**Zoom Art Classes**
Mended Little Hearts hosted monthly art classes for kids and families on zoom throughout the year.

"It was such a hard year, but I was so happy to have a place to go when I needed a friend, the Facebook chats have been invaluable to me." - Mended Hearts member
Education

VIRTUAL EDUCATION
The Mended Hearts, Inc. hosted 39 webinars and produced over 15 videos on a variety of topics to educate and raise awareness of heart disease. These videos can be found on our YouTube channels.

In 2020, 2925 patients and family members attended our educational webinars with an additional 21,600 views of those webinars on YouTube, accounting for 3802 hours of learning.

Advocacy

THE POWER OF THE PATIENT VOICE
MHI focused our 2020 advocacy efforts on access to care. Advocacy initiatives were created to ensure telehealth coverage, patient access to care for COVID-19, and vaccine availability for all.

Other important priorities were positions on step-therapy and copay assistance, as well as testifying to ICER on the access to cholesterol-lowering medications.

As always, our goal is to empower patients and families to use their voice and be an active part of their healthcare team.

Educational Resources

COMMUNITY EDUCATION
In 2020 the Mended Hearts and Mended Little Hearts chapters and groups hosted 492 educational meetings in-person and online.

5 regional conferences were held in 2020, educating another 421 patients and families.

The Mended Hearts, Inc. hosted its first-ever Virtual Leadership Training in August of 2020, providing over 30 hours of education to 123 leaders.
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, the 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 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 to provide services for families with children in 100 hospitals and clinics around the nation. Serving meals to inpatient families, filling Bravery Chests with toys for children who are going through testing, and stocking food pantries for inpatient families are a few of the services we provide these hospitals. Our signature Bravery Bag Program provides Bravery Bags filled with toiletry, comfort, educational and fun items for families with children in the hospital.
Times Square and NASDAQ

In February, 2020, The Mended Hearts, Inc. was honored to ring the NASDAQ opening bell and was proud to have a marquee ad in Times Square!
2020 Awareness Campaigns

Hidden Risks
Mended Hearts partnered with Bayer to educate and raise awareness about the hidden risks of heart disease. President Ron Manriquez was "painted" into a portrait at the Oculus in New York City.

Pace of Mind
Mended Hearts partnered with Medtronic to educate and raise awareness about the leadless pacemaker that is available for some patients.

Listen to your Heart
Mended Hearts partnered with The Alliance for Aging for the fourth year in a row to raise awareness of Heart Valve Disease. This month-long campaign included blog posts, a social media campaign, and in-person events.
As the pandemic hit, The Mended Hearts, Inc. immediately began to support individuals through the most difficult times with peer support and emotional support.

One of the most important campaigns during 2020 was our Stay in Care campaign. This campaign was launched from the knowledge that cardiovascular patients were avoiding care. Faced with the COVID-19 pandemic, individuals were not able (or were fearful) of visiting their doctor or hospital. Navigating heart disease and COVID-19 was a challenge, and Mended Hearts was there to support patients and families.

This series, which is still ongoing, focuses on how to stay in care through the pandemic and addresses multiple topics such as when to seek emergency medical attention, how to navigate a procedure during the pandemic, and how hospitals and cardiologists have managed the pandemic.
In 2020, The Mended Hearts, Inc. launched My Heart Visit, a fully-virtual, peer-support program. This program allows patients and families to be supported even though they can’t be in-person. This program includes a hotline, our Heartline, so patients and families can call and get support from a trained visitor. Patients and families can also schedule a telephone or video chat visit with an accredited visitor and receive support via text and email. This unique program has its own website and app. Our staff and volunteers created, trained, and launched this brand new program within months of the start of the pandemic.

With the support of our corporate sponsors, The Mended Hearts, Inc. also was able to purchase 500 iPads to deploy across the nation to allow for virtual connections for inpatient patients and families. The beauty of this program is that even long after COVID-19, the Mended Hearts, Inc. will still be able to provide our services virtually, to anyone!
Honoring our Volunteers

2020 Volunteer of the Year
Denise Duch Widzgowksi
Chapter #206
Palm Beach County, Florida

2020 Hospital of the Year
Wellstar Cardiac Network
Marietta, GA

2020 President’s Cup Award
Mended Little Hearts of Oklahoma

The Mended Hearts, Inc. awarded over 90 awards to national, regional and local volunteers who have made our mission possible.

National Award Winners for 2020

MHI Corporate Award: AstraZeneca, PLC
Tita Hutchins Award: Cardiac Neurodevelopmental Outcome Collaborative
Mary M. Amato Student Education Award: Ka Chue Yang, Sacramento, CA
Sydney & Helen Shuman Nurse of the Year: Mary Lou Hollingshead, Wake, VA

MHI Internet Visitor Excellence Award: Lisa Gruccio, MH Chapter #161 Hollywood, FL
MHI Accredited Visitor Excellence Award: Amanda Dawn Inay, MLH of Ft. Worth, TX
MHI Visiting Chair Excellence Award: Tom Southwell, MH Chapter #107 Evansville, IN
MHI Newsletter of the Year: MH Chapter #380 Boise, ID, Bruce Parks, Editor
Mended Hearts understands how important it is to reach patients and families where they are and when they need support. From diagnosis through recovery, Mended Hearts and Mended Little Hearts are there.

48,260 TOTAL VISITS BY MENDED HEARTS

5,134 CONNECTIONS IN A HEARTBEAT MEMBERS

9,704 TELEPHONE VISITS

60,000+ HEARTBEAT MAGAZINES

21,840 SOCIAL MEDIA FOLLOWERS

71,000+ HEARTGUIDES DISTRIBUTED

1322 LOCAL CHAPTER EVENTS AND MEETINGS

1193 LOCAL CHAPTER/GROUP VOLUNTEER LEADERS

2,910 HEART PILLOWS DISTRIBUTED

123 LEADERS TRAINED
Mended Little Hearts Program Reach 2020

3,900 Bravery Bags

6,978 Total visits by Mended Little Hearts

1.4 million February 2020 National Facebook reach

201,309 Rock Your Scar Voters

75 Parent matches

3,667 Little Heart Guide lights distributed

108,899 Social media followers

1,190 Rock Your Scar photos 2020

52 Angel boxes

603 Stuffed "Stitch the Lion" donated

233 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.

$491,000*

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 and groups maintain their own budgets and accounting to support their local programs. This number represents the fundraising efforts of our local groups and chapters.
# Financial Information (audited)

## THE MENDED HEARTS, INC.
**FORM 990 STATEMENT OF FUNCTIONAL EXPENSES**
**FOR THE YEAR ENDED DECEMBER 31, 2020**  
( audited )

<table>
<thead>
<tr>
<th></th>
<th>Programs</th>
<th>Conferences</th>
<th>Management</th>
<th>Fundraising</th>
<th>Totals</th>
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# The Mended Hearts, Inc
## Balance Sheet
As of December 31, 2020

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<th>ASSETS</th>
<th>Dec31, 20</th>
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<tr>
<td><strong>Current Assets</strong></td>
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<td>1030 - MLH GROUP BANK ACCOUNTS</td>
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<tr>
<td>1210 - Computers and Printers</td>
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The Mended Hearts, Inc
Balance Sheet
As of December 31, 2020

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<tr>
<th>Dec 31, 2020</th>
</tr>
</thead>
<tbody>
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<td>15004 - Chase Savings-8161</td>
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<td>15006 - BNY Mellon-MM-5438</td>
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<td>15007 - BNY Mellon Life Membership-8668</td>
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<td>Total 15000 - Investments</td>
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<td>Total Other Current Assets</td>
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<tr>
<td>Total Current Assets</td>
</tr>
</tbody>
</table>

Fixed Assets
15010 - Fixed Assets
| 15011 - Accum Depn Leasional Improvement | 4,104.64 |
| 15012 - Furniture and Equipment | 96,707.40 |
| 15013 - Leasehold Improvements | 13,496.24 |
| Total 15010 - Fixed Assets | 103,012.50 |
| Total Fixed Assets | 103,012.50 |
| TOTAL ASSETS | 1,113,722.47 |

LIABILITIES & EQUITY
Liabilities
Current Liabilities
<table>
<thead>
<tr>
<th>Accounts Payable</th>
</tr>
</thead>
<tbody>
<tr>
<td>20000 - Accounts Payable</td>
</tr>
<tr>
<td>Total Accounts Payable</td>
</tr>
</tbody>
</table>

Other Current Liabilities
2020 - MH CHAPTER-BANKING TRANSACTIONS
| 2020-01 - 059-MORRISTOWN, NJ-3490 | 13,478.06 |
| Total 2020 - MH CHAPTER-BANKING TRANSACTIONS | 13,478.06 |

2030 - MLH GROUP-BANKING TRANSACTIONS
| 2030-01 - MLH-AMARILLO, TX-4381 | 13,549.57 |
| 2030-04 - MLH-BAY AREA, CA-3615 | 100.00 |
| 2030-02 - MLH-DALLAS, TX-4225 | 20,207.00 |
| 2030-03 - MLH-FORT WORTH, TX-4217 | 2,731.01 |
| 2030-06 - MLH-VA/(CENTRAL)-9334 | 100.00 |
| Total 2030 - MLH GROUP-BANKING TRANSACTIONS | 39,698.46 |

22100 - EMPLOYEE BENEFITS LIABILITIES
| 22102 - Health Insurance Payable | 12,309.69 |
| 22103 - Dental Insurance Payable | -599.85 |
| 22104 - Life Insurance Payable | -71.99 |
| 22105 - Vision Insurance Payable | 414.44 |
| 22106 - ST Disability Insurance Payable | -172.45 |
| 22107 - LT Disability Insurance Payable | -84.52 |
| Total 22100 - EMPLOYEE BENEFITS LIABILITIES | 12,482.05 |

23000 - Other Current Liabilities
| 23001 - Chapter Reimbursements Payable | 5,148.80 |
| 23010 - Escrow from Chapters | 23,622.45 |
| 24200 - Accrued PTO | 15,881.32 |
| Total 23000 - Other Current Liabilities | 44,932.55 |
### The Mended Hearts, Inc
#### Balance Sheet
As of December 31, 2020

<table>
<thead>
<tr>
<th>Description</th>
<th>Dec 31, 20</th>
</tr>
</thead>
<tbody>
<tr>
<td>25600 - SYNOVUS Paycheck Protection Lea</td>
<td>111,218.30</td>
</tr>
<tr>
<td>25900 - Sales Tax Payable</td>
<td>12.20</td>
</tr>
<tr>
<td>Total Other Current Liabilities</td>
<td>210,000.27</td>
</tr>
<tr>
<td>Total Current Liabilities</td>
<td>210,114.27</td>
</tr>
<tr>
<td>Total Liabilities</td>
<td>210,114.27</td>
</tr>
<tr>
<td><strong>Equity</strong></td>
<td></td>
</tr>
<tr>
<td>30000 - Opening Balance Equity</td>
<td>150,667.04</td>
</tr>
<tr>
<td>31000 - Perm. Restricted Net Assets</td>
<td>300,000.01</td>
</tr>
<tr>
<td>32000 - Unrestricted Net Assets</td>
<td>657,551.30</td>
</tr>
<tr>
<td>Net Income</td>
<td>1,724,653.76</td>
</tr>
<tr>
<td>Total Equity</td>
<td>990,289.20</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES &amp; EQUITY</strong></td>
<td>1,119,722.47</td>
</tr>
</tbody>
</table>

“When we give cheerfully and accept gratefully, everyone is blessed.”
— Maya Angelou
Nonprofit Excellence

The Mended Hearts, Inc. was recognized in 2020 for being an outstanding nonprofit organization.

Heartbeat Awards 2020

- AIVA Communicator Awards - Award of Distinction for Nonprofit Marketing and Promotion - Heartbeat Magazine (2020)
- AIVA Communicator Awards - Award of Excellence Winner - NASDAQ Video (2020)
- AIVA Communicator Awards - Award of Excellence in Writing - “Public Health Enemy #1: Loneliness” (2020)
- APEX Award of Excellence - NASDAQ Video
- AIVA Communicator Award of Distinction. The April-June 2020 (“Rock Your Scar”) in the Magazine, Non-Profit category
The Mended Hearts, Inc. 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
Executive Director, Ex-Officio, Andrea Baer, MS, BCPA

The Mended Hearts, Inc. Board of Directors

Jennifer Angelone          Nicole Sanchez
Kathy Boyd David           Candida Schendel
Catherine Lobien           Donnette Smith
Maryann Mayhood            Amanda Stewart
Sharee McCoy               Marlyn Taylor
Daniel Moravec             Mike Weber
Bruce Norris               Denise Duch Widzgowski
Anna Olvera

“The best way to find yourself is to lose yourself in the service of others.”
Mahatma Gandhi
Our Partners

2020 Corporate Advisory Council Members

Abbott
Amarin
Amgen Cardiovascular
Astellas
Astra Zeneca
Bayer
Boehringer Ingelheim/Lilly
Boston Scientific
Bristol-Myers Squibb/Pfizer
Cytokinetics
Edwards Lifesciences
Esperion
Janssen Pharmaceuticals
Novartis
Novo Nordisk
These companies and individuals graciously supported our mission with amounts over $2,500 in 2020

Abbott Laboratories
Alliance for Aging Research
Amarin Pharma, Incorporated
Amgen USA
Astellas Pharma US, Incorporated
AstraZeneca Pharmaceuticals
Bayer Foundation
Bayer Healthcare LLC
Boehringer Ingelheim Pharma, Inc
Bristol-Myers Squibb Company
Christmas, Charles & Vivian
Dailey, Mary
Dinsen, Jeff
Edwards Lifesciences Corporation
Edwards Lifesciences Foundation
Esperion Therapeutics, Inc.
Facebook Payments, Inc.
National Lipid Association

Janssen Pharmaceuticals, Inc.
Jazz Pharmaceuticals, Inc.
Medtronic, Inc.
Mended Hearts # 048
Merck & Co., Inc.
Mezzion
Milestone Pharmaceuticals USA, Inc.
MLH-Delaware
Novartis Pharmaceuticals
Novo Nordisk A/S
Novo Nordisk, Inc.
PAN Foundation
Pfizer Foundation
Pfizer, Incorporated
Prolacta BioScience, Inc.
Sanchez, Nicole
Sanofi Pasteur
Executive Director
Andrea Baer, MS, BCPA

Director of Programs
Jodi Smith, Esq.

Communication and Field Services Manager
Mandy Sandkuhler

Membership Specialist
Lisa Goodman

Shipping and Inventory Specialist
George Humes

Accountant
Kristie Nattrass

Project Coordinator
Katrina Pierce
How You Can Help

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

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

In our Online Communities
connect.mendedhearts.org

HEARTLINE Connection
1-844-HEART-87

YouTube
Mended Hearts
Mended Little Hearts National

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

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

Pinterest
Mended Little Hearts - @mlhnational

TikTok
mendedlittlehearts1
ADDENDUM TO THE ANNUAL REPORT

For clarity

Revenue (income) Jan 1- Dec 31, 2020: $2,177,395 (as reported on the 2020 990)

Net Assets December 31, 2020: $1,342,855 (as reported on the 2020 990)