



#### Dear Friends,

Welcome to Americares Fiscal Year 2019 annual report. These pages are full of achievements made possible because of collaborations with donors and partners, including local health centers, ministries of health, doctors and nurses, all committed to improving the health of the world's most vulnerable people.

This is the best time in history to lead an organization that seeks to save lives and improve health for people affected by poverty or disaster. The world's resources are unparalleled, including effective medicine, deep knowledge and high-speed communications, coupled with a broad and deep desire to make lasting improvements.

Gaps and barriers remain. Cyclones wipe out roads and power. Conflict and neglect drive away health workers. Climate change adds pressure to communities weakened by poverty. To achieve our mission, Americares closes the gaps that keep people from care. Our worldwide network of local partners is a valuable asset as is our ability to listen, learn and respond.

I have the privilege of seeing how Americares reaches patients in need and makes health possible where there are few or no resources.

In El Salvador, I met a man in the waiting room of Americares rural family clinic. He travels by bus for hours and never misses an appointment. With medicine and informed, quality care, his chronic disease is now under control. Surely there is a clinic closer to your home, I said, why come so far? "I have nothing," he said. "But here, I am treated like a king."

It is only because of your warmth, caring and support that Americares can provide the same to millions of people around the world. As I finish my tenure in 2020 as Americares president and CEO, I am proud of the results shown in these pages and know Americares is in an exceptionally strong position to thrive in the decades to come.

Thank you. Together, we have accomplished so much.

Sincerely,

Michael J. Nyenhuis President and CEO

On October 10, 2018, Hurricane Michael slammed into the Florida Panhandle, with 155 mph winds, heavy rain and a deadly storm surge. Communities, including clinics and pharmacies, were without power, and debris blocked roads, making travel difficult. Americares response teams immediately delivered medicine and relief supplies to evacuation shelters and health centers and set up a temporary clinic to provide survivors with free care. In the month after the storm, Americares had delivered 56 shipments of medicine and relief supplies, and its mobile clinics had performed nearly 500 patient consultations. Americares also provided support for clinics to repair storm damage and open their doors as quickly as possible.

### "When the storm hit, it was bad. I was out of insulin and got my insulin from Americares, and you all did a great job."

—Don, with wife Shirley, survivors of Hurricane Michael in Panama City, Florida





In Fiscal Year 2019

43 disasters

countries

3.4 million supplies

13 00 prescriptions

health projects for disaster survivors

\$32 million total emergency aid

Starved of basic services in their own country, more than 2 million Venezuelans fled to neighboring countries, including Colombia, where Americares opened four primary care clinics near the border to meet the health needs of refugees and migrants. Americares clinics ease the burden on local Colombian health centers and provide much-needed prenatal care, treatment for acute and chronic conditions and mental health services. In just the first nine months, Americares clinics managed more than 73,000 patient consultations, 20 percent of which were for pregnant women. In Fiscal Year 2020, Americares expanded from four to 10 clinics, with a target of reaching 200,000 Venezuelans in need.

"In Venezuela, there is no food, no medication. Children die of malnutrition and lack of medical attention. I am very grateful to Americares because they have given me medical attention and provided me with medicine. If Americares stops providing this for us, I do not know what I would do to continue receiving the care I need for my baby."

-Esmerelda, Venezuelan refugee

# **Emergency Programs**

Americares responds to disasters and humanitarian crises, establishes longterm recovery projects and brings disaster preparedness programs to vulnerable communities. To accomplish this in Fiscal Year 2019, Americares increased its capacity for simultaneous emergency responses, operated multiple medical teams in disaster-affected communities, provided preparedness workshops and training in hurricane-affected areas and expanded the capacity of local health centers to address health workers' and survivors' mental health.

#### **PREPAREDNESS:** In

Americares workshops and training sessions, 1,560 health workers and first responders in six U.S. states and two territories received the information they need to create community emergency plans. Good plans help health centers continue operations or open quickly after disasters and, community-wide, eliminate duplications or gaps in health services. In Puerto Rico, more than 1,200 health workers took part, and in Texas, where periodic floods threaten communities nearly two years after Hurricane Harvey, Americares trained 123 health workers in disaster preparedness. In the Philippines, Americares completed a two-year preparedness program at five health facilities, reaching more than 2,000 health workers. To increase capacity for emergency response in India, Americares prepositioned relief supplies for 5,000 families in its Mumbai warehouse, ready for immediate distribution.

**RESPONSE:** With its growing roster of medical and emergency responders, Americares responded to eight disasters simultaneously in Fiscal Year 2019.

Cyclones and floods were top threats. After Hurricane Michael flattened communities along the Florida panhandle, Americares mobile clinic reestablished health services for families seeking care for acute and chronic health conditions. In response to Hurricane Florence, which

dumped 8 trillion gallons of rain on the U.S. East Coast, Americares provided 82 shipments and financial assistance to shelters, clinics and health partners in affected communities.

Americares India responded to three disasters, supporting or operating 10 medical teams after floods in Kerala and cyclones in Tamil Nadu and Odisha. The teams provided more than 14,000 medical consultations, provided 45,000 families with relief supplies and, in Kerala, reached 12,000 mothers with nutritional support.

After Typhoon Ompong slammed the Philippines in September 2018, Americares responded with relief supplies, including water purification tablets, maternal and neonatal care kits and generators for health facilities. Mobile medical clinics completed more than 3,500 patient consultations.

Americares integrates mental health and psychosocial support into disaster responses. When an earthquake caused multiple disasters in Indonesia, including a tsunami, Americares equipped emergency health centers focused on maternal and child health and trained more than 200 midwives to staff the centers and provide mental health services for survivors. In Colombia, Americares primary care facilities include mental health experts, making psychosocial support available to tens of thousands of Venezuelan refugees.

**RECOVERY:** Nearly two years after Hurricanes Harvey, Irma and Maria, Americares recovery programs in the Caribbean, Puerto Rico and Texas trained health workers and first responders to provide mental health and psychosocial services to the health care community and vulnerable patients, including the elderly. During Fiscal Year 2019, the mental health team in Puerto Rico trained over 7,000 health workers; social service providers and emergency responders, worked with 219 facilities; and conducted more than 524 mental health and psychosocial workshops.

In places of conflict, Americares maintains incountry partnerships to address health crises. In Kenya, Americares supported a nutrition program targeting mothers and children at risk of malnutrition during a prolonged drought. Americares critical medicine and supplies reached two partners in Somalia, where drought and displacement threaten health. In Bangladesh, Americares supports Bangladeshi partner Shornokishoree Network Foundation, which promotes adolescent health and empowerment among the estimated 1 million Rohingva refugees living in camps after fleeing Myanmar. Americares continues to improve health for Syrian refugees: in Jordan, through an integrated mental-health chronic disease program and, in Lebanon, through a cash voucher program.

Texas, Hurricane

Harvey











9.9 million prescriptions

**16.4** million supplies

2 million people reached by medicine alone

93 countries reached by any program

4,400 health centers supported

Truck driver DeWayne was on the road when Hurricane Harvey hit Texas in 2017 and washed away his mobile home and everything he owned, including his chronic disease medication. His situation worsened: DeWayne suffered a heart attack and lost his commercial driver's license. Destitute, he found the health care he needed at a mobile health center supported by Americares as part of its Hurricane Harvey recovery program. Staff provided care and medicine, and DeWayne's health improved and he health improved and he regained his license. Now employed and engaged to be married, DeWayne continues to improve his health with the help of the mobile health center staff. "It wasn't like a regular doctor's office," says DeWayne, "the paged a start of the start o people cared."

"They carried me from rock bottom to the top of the hill." - DeWayne, Hurricane Harvey survivor

SPECIAL





To improve health outcomes for patients and communities, Americares increases access to quality medicine and supplies for 4,400 health centers and more than 800 volunteer medical teams.

#### MORE MEDICINE TO MORE PLACES:

Americares expanded its network—adding 70 global partners in the U.S. aloneto reach more people in need, including those with difficult-to-treat diseases. In Belarus, Americares is providing medicine for cancer patients, including those affected by the Chernobyl nuclear disaster. A unique partnership with Uzbekistan Airwavs helped Americares provide more than 1.2 million prescriptions in Uzbekistan, while in the Philippines, Americares added a warehouse that can store and distribute to partners across the country.

#### SENDING HEALTH BEYOND BORDERS:

Where conflict makes it difficult to send medical teams—in Afghanistan, Somalia, Syria and Yemen—partnerships with local health organizations allow donations of medicine to reach the hospitals, clinics and medical teams still providing care in fragile situations.

## ADDRESS THE WORLD'S MOST PRESSING NEEDS:

Chronic disease, including diabetes, heart disease and mental illness, hits people in low-income countries especially hard. Last year, Americares provided enough chronic disease medicine to fill more than 3 million prescriptions, as well as programs that reduce risk, improve health and expand the capacity of local health centers to manage these insidious illnesses. Results from Americares unique programs in El Salvador and Jordan show that education and lifestyle change can help patients reduce their need for chronic disease treatment.

#### BUILD SAFETY AND REDUCE WASTE: This

year, Americares projects in Dominica, El Salvador and Liberia made sustainable changes in how medicines are handled throughout the supply chain. Americares also became a partner in a new USAID-funded project that aims to control and eliminate neglected tropic diseases. Americares role in this wide-reaching project is to improve warehousing, facilities and operations in five West African countries.

#### PARTNER WITH MEDICAL TEAMS TO INCREASE

**CAPACITY:** Americares partners include U.S.based volunteer medical teams that work alongside local staff to provide care, increase capacity and exchange knowledge. Last year, Americares Medical Outreach supported 1,070 volunteer trips to 950 health facilities in 82 countries; support included surgical supplies and enough medicine for nearly 1.3 million prescriptions.







## **U.S. PROGRAMS**

In Fiscal Year 2019, Americares expanded its support for the nation's low-income, uninsured and underinsured. By providing medicine, medical supplies and innovative programs to more than 1,000 clinic and health center partners across the country, including Puerto Rico, Americares made better health care available to the more than 7 million patients served by the network. Americares support for low-income patients in the U.S. included enough medicine to fill 2.8 million prescriptions and 4.2 million medical supplies. By making innovative programs available to clinics, Americares continues to improve the health services available to the nation's working poor.

#### IMPROVING QUALITY FOR THE NATION'S UNINSURED: The

highest standard for clinicbased health care in the U.S is patient-centered medical home recognition. Americares is certified to coach free and charitable clinics to reach this standard and supports clinics as they make the necessary changes. This year, two clinics achieved the standard. Americares is also co-leading a collaborative project that will allow hundreds of free and charitable clinics to track and showcase their quality

and impact. A key element is the creation of a new data repository that will allow free and charitable clinics to demonstrate and improve guality care for all patients.

#### EXPANDING BEHAVIORAL HEALTH

**CARE:** To support the nation's health care safety net during a health crisis that includes addiction, mental health and suicide, Americares increased donations of medicine and introduced behavioral health programs. Americares certified 39 clinic staff in mental health





others as instructors. In 13 clinics, Americares trained staff to screen for substance abuse, and a tele-mentoring collaboration with ECHO-Chicago and the University of Chicago brought expert behavioral health guidance to clinics. In a pilot launched in Fiscal Year 2019, eight behavioral health organizations were selected for a program that sends medication reminders to mental health patients via text; health center staff can also monitor patients' symptoms by text.

first aid and certified

#### t REDUCING DIABETES

- ata **RISK:** In an online coaching program Americares made to available to Texas survivors of Hurricane Harvey,
- patients enrolled for 26 weeks or more had an average weight loss of 3.3 percent and 32 percent had lost 5 percent of their body weight—reducing their risk of diabetes.

#### PATIENT ASSISTANCE:

Partnering with pharmaceutical manufacturers to manage s. their patient assistance programs, Americares facilitated delivery of enough medicine to fill more than 590,000 prescriptions for qualifying patients, medicine with a value of \$364 million—a 31 percent increase over last year.

#### CENTERS FOR TOTAL

**HEALTH:** Americares Free Clinics serves a community of low-income uninsured patients in Connecticut with services that now include health education and lifestyle classes. In Bridgeport, Americares Free Clinics partners with the Connecticut Food Bank to make fresh and healthful food available at no cost once a month at the food bank's mobile pantry. At Americares Free Clinic in Stamford, plans were completed for a wellness center that will provide healthy lifestyle education and support and, in partnership with local service providers, job preparedness and legal services. In all, the four **Americares Free Clinics** provided health services valued at more than \$13 million to nearly 3,000 lowincome, uninsured patients, made possible by strong community partnerships and a robust volunteer staff.

## Clinical Services Community Health

## 137,50 patients serve Americares-o

clinics

43,000 surgeries supported with medicine and supplies

## 48

health projects targeting health centers and communities

83,000 people reached by projects alone

11,000 health workers trained

Health and hygiene are now part of the school curriculum in 76 of Mumbai's schools, thanks to Americares India. With health education student and parent clubs and student-driven communications, as well as improvements to school toilets and lunchrooms, Americares is making health and hygiene a hot topic at school and at home. In its fourth year, the program reached more than 20,000 students in 76 government schools, all serving students from Mumbai's urban slums.

"After learning from the Americares team about healthy and unhealthy foods, both of my children have stopped eating unhealthy roadside food, and they have taught me the correct steps of handwashing." Usha, parent of children in Americares school-based health program

LIBBERGAN

## Clinical Services Community Health

Americares improves and expands quality clinical services at Americares-run clinics and those of our partners. To prevent disease and promote good health in vulnerable communities, Americares supports, designs and implements disease prevention and health education efforts that connect local clinics and hospitals with the communities they serve.

## QUALITY CARE FOR THE POOREST PATIENTS:

Americares El Salvador clinic continues to expand access to care for patients, including debit cards to cover clinic fees, a call-in center for scheduling appointments and a Poverty Access Fund for the poorest patients. In a program that brings diabetes and hypertension care to patients' communities, more than half to three-quarters of patients showed measurable improvements after just two educational sessions. In all, Americares El Salvador clinic provided care to more than 40,000 patients last year.

#### SURGICAL SKILLS AND

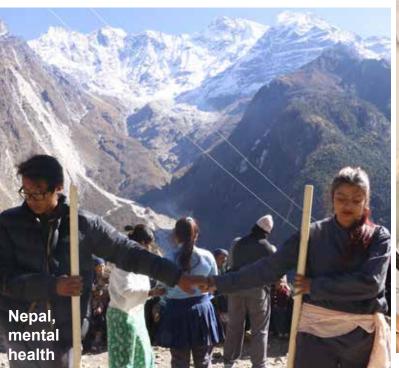
**SAFETY:** In a pilot program in the Philippines, Americares donated more than 500 pulse oximeters (devices critical for safety during surgery) to health centers and trained nearly 900 medical staff to use them. The health centers remain linked to Americares Philippines office, to ensure ongoing support. In 30 other countries, volunteer medical teams delivered more than 300 additional pulse oximeters and conducted nearly 43,000 surgeries using Americares medicine and supplies. On the Americares Medical Outreach website, qualified volunteer teams can order medicine, supplies and safety checklists, as well as exchange information with other teams, prepare for their trips and learn how to better liaise with host-country staff.

#### TRAINING IMPROVES HEALTH WORKERS' MENTAL HEALTH:

Americares provided training for 11,000 health workers this year, increasing knowledge of safety, infection control and patient and self-care. Data from Puerto Rico and Texas show that Americares resilience, coping and psychological first aid improved the health of health workers with the most severe post-traumatic stress syndrome, while many others with less severe symptoms gained coping strategies. In Nepal, more than 2,000 people benefited from Americares mental health programs, including health workers and community health volunteers who received training.

#### MOBILE HEALTH CENTERS FOR THE URBAN POOR: This year,

Americares mobile health centers in India provided dependable primary health care to 85,000 patients at 160 locations in Mumbai's slums. Americares schoolbased health program reached 21,000 students in 76 schools across Mumbai with instructions on health and hygiene, messages that are reinforced at the mobile health centers. Americares door-to-door campaign vaccinated more than 7,000 women against hepatitis B. More than 3,500 health workers received hepatitis B screening as part of safety



training, and 800 health workers accessed infection protection and control curriculum via a new mobile app provided by Americares.

#### TARGETED UPGRADES FOR HEALTH CENTERS:

In a pilot program at 22 health centers in eight countries, Americares identified critical barriers to care and is making improvements. In Nepal, the assessment prompted construction of a birthing center, upgrades at 10 health posts and staff training in prenatal care and safe birth to address maternal health. In remote Pestel, Haiti, improvements to the region's only health center include facility upgrades and staff training—all taking place in a time of civil unrest.

#### SAVING MOTHERS, REPAIRING LIVES:

In Tanzania and Liberia, Americares trains health center staff and traditional midwives to recognize signs of complications in pregnancy and crafts radio messages that educate the public about birth injuries. In Liberia, more than 240 community health workers learned to recognize signs of birth injuries, while dozens of traditional midwives and staff received training in prenatal care and lowering risks. In Tanzania, 160 women received no-cost surgery with follow-up counseling and physiotherapy.

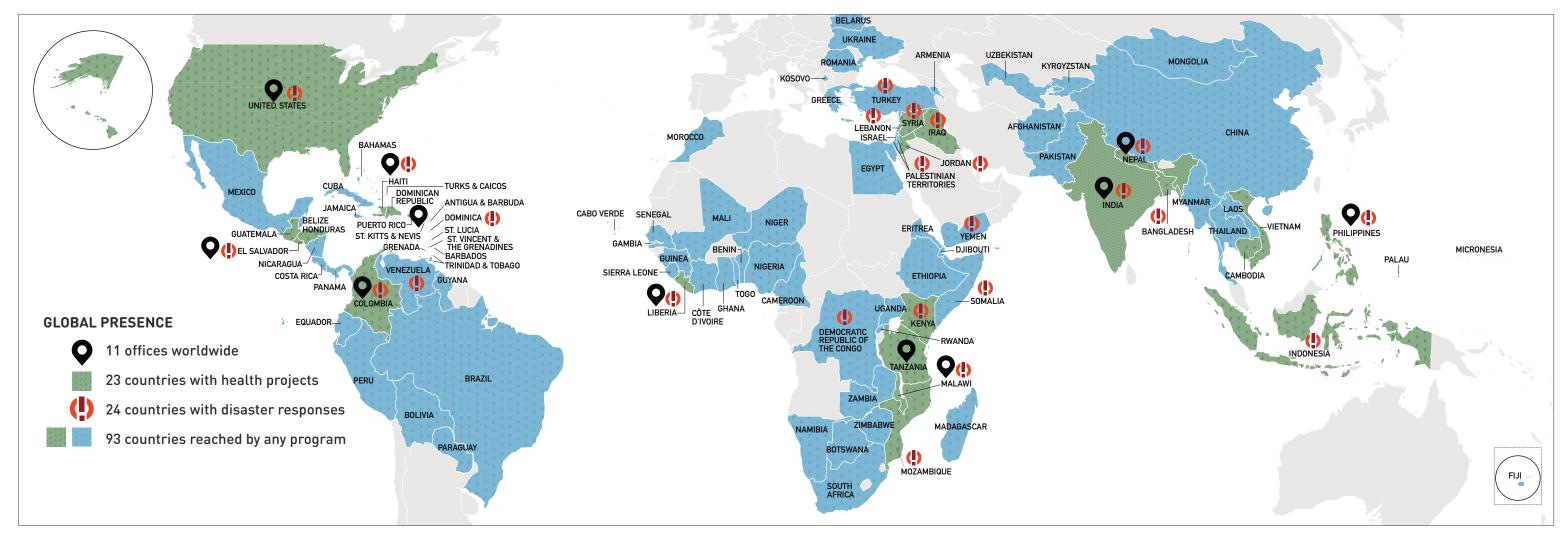
#### SUPPORTING WILDLIFE CONSERVATION AND COMMUNITY HEALTH:

With conservation group African Parks, Americares will strengthen health centers in and around the wildlife areas that African Parks manages. The partnership launched in Malawi at four health centers serving nearly 100,000 people near Liwonde National Park and Majete wildlife reserve. This project will improve health and ease stress on local resources, including wildlife.





# **Improving Health Around the World**



## **Global Health Programs**

#### Impact by Region

Latin America/Caribbean \$188 million total aid 3.2 million prescriptions 4.4 million medical supplies 8 health projects

#### Africa/Middle East

\$62 million total aid 956,397 prescriptions 2.7 million medical supplies 6 health projects

#### Asia/Eurasia/Europe

\$113 million total aid 2 million prescriptions 1.2 million medical supplies 20 health projects

#### **United States**

\$256 million total aid to partners 2.8 million prescriptions 4.2 million medical supplies 6 health projects

U.S. Patient **Assistance Program** \$370 million value 590,000 prescriptions 432,395 medical supplies

## **Emergency Programs**

\$32 million 343,527 prescriptions

#### **Complex Emergencies**, **Political Crises and**

**Refugee Crises:** Bangladesh, Colombia, Democratic Republic of Congo, Iraq, Jordan, Lebanon, Palestinian Territories, Syria, Venezuela, Yemen

3,391,017 medical supplies 91 health projects

**Disease Outbreaks**, **Drought and Hunger:** Kenya, Philippines, Somalia

Earthquakes and Tsunamis: Haiti, Indonesia, Iraq

# 2019

#### Flooding, Landslides and Severe Storms:

- Dominica, El Salvador, India, Indonesia, Malawi, Mozambique, Nepal, Philippines, U.S. (Hawaii,
- Puerto Rico, Texas, U.S. Virgin Islands)

Tornadoes: U.S (Alabama, lowa)

Wildfires: California

Other: Liberia (hospital fire), U.S. (Florida algae bloom)

#### FINANCIAL INFORMATION

Thanks to the generous support of our donors and partners, Fiscal Year 2019\* was again a very strong year, the third largest by revenue (not including gifts-in-kind) in Americares 40year history. This success allowed Americares to continue to provide high levels of health improvements for people in need in the United States and around the world. Our FY2019 results bring our historical level of total aid provided to just over \$18 billion.

Geographically this year, Americares reached 93 countries, 49 U.S. states and three U.S. territories: the Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands, Also of significant note were responses to 43 emergencies in 24 countries, including the U.S. (see geographical distribution chart, "Where We Work"). Our U.S. Program remains the largest provider of donated medical aid in the U.S., delivering more than \$600 million in medicine and supplies to patients in need in FY2019.

Overall revenue was \$990.3 million. This was driven, in largest part, from support for our U.S. and Latin America health programs, in both cash and medical gifts-in-kind revenue. The FY2019 overall revenue represents a slight decrease (6 percent) in overall revenue from FY2018, mainly due to the large level (\$30 million) of hurricane relief revenue received in the fall of 2017 related to four major hurricanes. Although the majority of our revenue is driven by our medical gifts-inkind program, it is significant to note that the cash (non-gifts-in-kind) revenue portion was \$55.5 million, our third-largest ever and our largest ever in a fiscal year without a major emergency response.

On the expense side, led by our Access to Medicine program, our programs accounted for 98.3 percent of our total expenses, including both cash and gifts-in-kind-one of the strongest in the industry. Without gifts-in-kind expenses, our program expenses were at a strong 83 percent. In addition, our Forbes Private Fundraising Efficiency ratio was 1.3 percent in FY2019, also considered best in class. Finally, Americares unrestricted operating surplus for FY2019 (a strong measure of financial health in a nonprofit's financial statements) was \$2.1 million, much of which will go to support for local health centers and future long-term recovery efforts in areas impacted by emergencies. It should also be noted that the \$102.3 million shortfall of revenue-to-expenses is mainly driven by the \$104.5 million decrease in gifts-in-kind inventory (net distribution) and spending of prior years' restricted gifts.

These metrics put Americares in a very strong position to roll out our 10-year Strategic Plan (2020-2029), which will grow and diversify the organization's funding, expand and deepen its geographic reach and combine its leading medical gifts-in-kind programs with sustainable health development programs that enhance the work of local health centers to improve the lives of people in their communities.

Richard K Tranbudge Jr.

Richard K. Trowbridge, Jr. CFO, Treasurer and SVP Operations

For the audited financial statement and report from our independent certified public accountants, please visit americares.org.

#### **RESOURCES (TOTAL)<sup>†</sup>** MANAGEMENT & GENERAL 0.5% FUNDRAISING 1.2% PROGRAMS 98.3%

+Cash and gifts-in-kind

HOW WE USE OUR

#### **CONDENSED FINANCIAL INFORMATION**

FOR THE 12-MONTH PERIOD ENDING JUNE 30

#### **OPERATING REVENUE (\$IN 000S)**

CONTRIBUTIONS (CASH AND SECURITIES) **U.S. GOVERNMENT GRANTS & CONTRACTS** GIFTS-IN-KIND AND CONTRIBUTED SERVICES OTHER REVENUE

#### **TOTAL OPERATING REVENUE**

#### **OPERATING EXPENSES AND CHANGES IN NET ASSETS**

TOTAL PROGRAM SERVICES

(WITHOUT GIK)

TOTAL GIK EXPENSES

FUNDRAISING

**MANAGEMENT & GENERAL** 

TOTAL OPERATING EXPENSES

**EXCESS/(DEFICIENCY) OF OPERATING REVENUE OVER EXPENSES** 

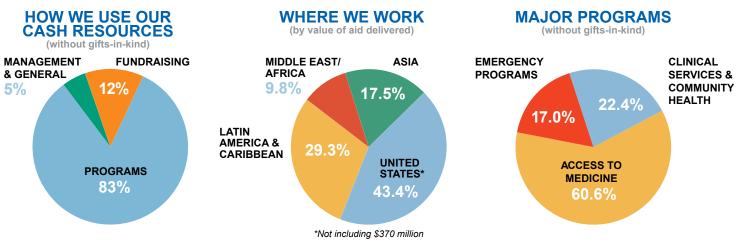
EXCESS RELATED TO NON-GIK UNRESTRICTED OPERATING FUNDS EXCESS/(DEFICIENCY) RELATED TO **GIK & RESTRICTED FUNDS** EXCESS/(DEFICIENCY) REALTED TO NON-OPERATING ACTIVITY TOTAL INCREASE/(DECREASE) IN NET ASSETS

#### **COMPOSITION OF NET ASSETS**

WITHOUT DONOR RESTRICTIONS WITH DONOR RESTRICTIONS

#### **TOTAL NET ASSETS**

5%



\*Julv 1. 2018. through June 30. 2019



2019	2018	CHANGE\$	CHANGE%
------	------	----------	---------

%)
%)
%)
91
%)
5

	\$216,099	\$318,438	\$(102,339)	(32%)
	· · ·			. ,
	151,067	221,433	(70,366)	(32%)
	\$65,032	\$97,005	\$(31,973)	(33%)
S	\$(102,339)	\$(282,582)	\$180,243	
	58	224	(166)	
	(104,462)	(291,574)	187,112	
	2,065	8,768	(6,703)	
	(102,339)	(282,582)	180,243	
	1,092,603	1,338,646	(246,043)	(18%)
	5,738	5,519	219	4%
	12,974	12,394	580	5%
	984,619	1,254,703	(270,084)	(22%)
	89,272	66,030	23,242	35%

patient assistance program value

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Reflects activity between July 1, 2018 and June 30, 2019

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W. Laird Stabler Chicago, IL

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Richard Townsend New Canaan, CT

Eric Weintz, MD (Chair, Bay Area) Menlo Park, CA

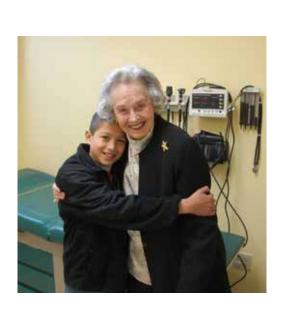
Megin and Adam Wolfman Cherry Hill Village, CO

Melissa and Andrew Woolford Norwalk, CT

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#### **Remembering** Alma Jane "Leila" Macauley

1921 – 2019

Americares co-founder and permanent vice chairman

The Macauley Legacy Society, named after Americares founders Bob and Leila Macauley, was established to recognize and honor our donors who have included Americares in their estate or charitable gift plans. We are proud to have a distinguished group of over 350 members of the Macauley Legacy Society.

> All photos by Americares staff, except as noted here. Pages 3-4: Nicolo Filippo Rossi. Page 4-5: Indonesia, Edy Irianto; Colombia, Nicolò Filippo Rosso; Texas, Annie Mulligan. Page 6-7: Annie Mulligan. Page 7-8: Texas, Annie Mulligan. Page 8-9: William Vazquez. Page 10-11: Indonesia, Edy Irianto; Tanzania, Nana Kofi Acquah; Florida, William Vazquez. Page 24: Edy Irianto. Page 26, 28: Getty Images. Page 33: William Vazquez.

Cover photo: Colombia, Venezuelan refugee crisis

# **Our Mission**

Americares saves lives and improves health for people affected by poverty or disaster so they can reach their full potential.



88 Hamilton Avenue, Stamford, CT, 06902 203.658.9500 | 1.800.486.HELP | americares.org

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