



americares
ANNUAL REPORT 2017



“I have a dream, a really big dream.”

—Bill Dean, high school principal Zondo, Liberia

In rural Liberia, 15,000 people depend on Zondo Clinic for health care. The health center was left unfinished until AmeriCares stepped in to complete construction and provide medicine, supplies, equipment—including an ambulance—and support for staff and community health volunteers.

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Dear Friends,

Welcome to AmeriCares 2017 annual report.

Every year, AmeriCares sets out to make a greater difference in the lives of more people in need. And in 2017, with support from donors and partners, AmeriCares achieved this goal.

Our relationships with local health centers are the foundation of our work and inform every action. We invest in thousands of local health providers every year with programs that build capacity, improve quality and create sustainable change.

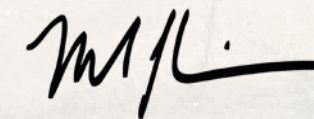
AmeriCares generous donors are our partners in every endeavor. AmeriCares has the trust of a broad base, including pharmaceutical and health care companies and corporate and family foundations, as well as individual donors with a desire to improve the lives of people in the United States and around the world.

The drive to make life better is evident wherever I go. In Nepal, where AmeriCares is rebuilding clinics damaged or destroyed by the 2015 earthquake, I met a local businessman who donated land for a new facility, so strong was his wish to have a center of health in his community.

In Zondo, Liberia, we met Bill Dean, principal at the local high school, who described how AmeriCares support of the community clinic has changed his view of Zondo's future: Now I have a dream, he told us, a really big dream.

My dream is that we continue to work together, to change lives by improving health. Your ongoing support and partnership put health within reach for millions of people.

Thank you,



Michael J. Nyenhuis
President and CEO

Hurricane Matthew battered southwestern Haiti in October 2016, killing hundreds and leaving 1.4 million survivors in need of humanitarian assistance. AmeriCares established warehouses in Port-au-Prince and Les Cayes and dispatched shipments of critical medicine and supplies throughout the affected region. AmeriCares also hired and managed mobile medical teams, Haitian doctors and nurses who provided care for more than 32,000 survivors in remote communities cut off from health services.

“As long as there is life, there is hope.’ And this life, for many people affected by Hurricane Matthew, is because of AmeriCares and its mobile medical clinic.”

—Dr. Joel Marcelin, physician, AmeriCares mobile medical units, Haiti

 **Emergency Programs**

In Fiscal Year 2017*

25
disasters

19
countries

750,000
prescriptions

3.2
million supplies

45,000
survivors cared for
with direct medical aid

245,000
people reached in
vulnerable communities
through health projects

*July 1, 2016, through June 30, 2017



Americares helped restore health services for survivors of 25 disasters in 19 countries in fiscal year 2017 (July 1, 2016, through June 30, 2017). Americares brought essential aid to save lives and improve health in areas of disaster, including conflict areas.

PREPAREDNESS To strengthen community response to emergencies, Americares: completed a disaster risk reduction program in El Salvador, which trained 1,500 community members; trained staff from 10 New York City health centers in emergency management; and began a health facility and health system preparedness project in the Philippines, reaching staff at eight health facilities and a provincial operations center that together serve more than 400,000 people.

RESPONSE Americares expanded our response capabilities, developing a trained roster of qualified emergency personnel to be a ready surge force. We conducted training and readiness activities in five countries. To efficiently deliver medical services, in 2017, Americares began forming mobile medical teams using local doctors, nurses and other health workers. Together, these teams saw 45,000 disaster survivors in fiscal year 2017, including in Haiti, Peru and the Philippines. Americares emergency teams also provided supply chain management expertise and technical assistance during emergencies.

RECOVERY To help meet survivors' long-term health needs, Americares completed rebuilding of health centers in the Philippines and Nepal and added capacity, including mental health services. In Pedernales, Ecuador, Americares provided a portable hospital to expand health services for survivors of last year's earthquake.

Americares mental health programs after disasters in Nepal and the Philippines were designed to meet

needs and build capacity for the future. In the Philippines, more than 500 health workers received training, while more than 12,000 people attended mental health education sessions. In Nepal, Americares-trained health workers raised awareness through more than 900 public theater performances, reaching more than 270,000 survivors since the 2015 quake. More than 1,600 people sought follow-up consultations. Americares also launched mental health projects for Syrian refugees and health workers, with workshops in Turkey and Jordan. In Jordan, a long-term project measures the effects of adding mental health services to chronic disease care in refugee communities.

Fiscal Year 2017 Emergencies

Americares responses included the following:

HURRICANE MATTHEW, HAITI

Emergency medicine, mobile medical teams, inventory and supply chain management, facility repairs

FLOODS, PERU Emergency medicine, mobile medical teams and relief supplies

FLOODS, U.S. GULF COAST Emergency medicine, facility repairs and replacement

CIVIL WAR AND REFUGEE CRISIS, SYRIA

Emergency medicine, facility support including fuel, mobile medical teams through in-country partners, mental health support and training for health workers and refugee communities

CYCLONE ENAWO, MADAGASCAR

Emergency medicine, relief supplies, health facility repairs

TYPHOONS HAIMA, NINA, PHILIPPINES

Emergency medicine, relief supplies, health facility repairs

FLOODS, SRI LANKA

Emergency medicine, relief supplies, mental health programming



Sri Lanka



Ecuador



Syria

“My family and I are really in need of help.”

Months after Hurricane Matthew devastated southwest Haiti, Elizabeth and her parents were living in the ruins of their house under leaky tarps. Elizabeth would run to the public market for shelter when it rained; her parents were selling cooking oil to make money. “My family and I are really in need of help,” the 19-year-old said.

When Elizabeth fell ill in December 2016, she worried that she couldn't find care or afford medicine. But an Americares mobile medical team brought doctors, nurses and critical medicine to her town near Roche-a-Bateau; she was examined by a doctor and given medicine at no cost. Elizabeth was one of 32,000 patients seen by Americares mobile medical teams in the wake of Hurricane Matthew.



Haiti

After rains flooded Ponchatoula, Louisiana, twice in one year, local residents including Dawn suffered financially and emotionally. Like millions of fellow Americans, Dawn turned to her local community clinic for help. AmeriCares provided Total Family Medical with more than 3,300 prescriptions last year, and Dawn got the medicine she needed, at no cost. Here, Dawn connects with Total Family Medical's owner, Peggy Gautreau.



30
million medical supplies

16
million prescriptions

86
countries reached by
any program

40
countries with
ongoing partnerships

4,000*
health centers
reached

2.4*
million people reached by
medicine and health projects

*Estimated

“People don’t understand that there are circumstances that put you in a position where you can’t afford health insurance.”

— Dawn, patient, Total Family Medical, Robert, Louisiana



To improve health outcomes for patients and communities, AmeriCares increases access to and quality of medicine and supplies for partner hospitals, clinics and medical teams.

ADDRESSING CRITICAL HEALTH NEEDS By matching medicine to fill 16 million prescriptions with the needs of thousands of local health providers—including community clinics, health centers, hospitals and ministries of health—AmeriCares reached an estimated 1.8 million people through donations of medicine alone. These medicines address many rising public health threats in low-resource countries. For example, to improve the lives of an estimated 500,000 people with potentially deadly and debilitating chronic diseases, AmeriCares provided medicine to treat diabetes, heart disease and mental illness. And for children in seven countries, AmeriCares continued distribution of deworming medicine, helping build a foundation of health during childhood.

A NEW TOOL TO MEASURE IMPACT AmeriCares conducted the first-ever study of donated medicine’s impact on patients in local health centers. Our monitoring and evaluation staff collected data representing 10,000 medical appointments from health centers in 10 countries and created an algorithm to calculate how many patients we reach with every shipment. This tested method will also allow donors to assess the reach of their donation programs at the patient level. In 2018, our monitoring and evaluation staff will similarly collect and analyze data on the 25 million medical supplies AmeriCares provides on average each year.

INVENTORY MANAGEMENT By continuing to train partner health centers in inventory management, AmeriCares is improving how our partner health centers stock, track and distribute medicine and medical supplies. AmeriCares developed the Field Inventory Tracker, or FIT Tool, software that aids inventory management. In fiscal year 2017, during emergency responses in Haiti and Peru, our team set

up inventory systems as they delivered relief supplies and medicine; during annual assessments with ongoing partners, we shared our methods; where we run multiple projects—this year in El Salvador and Liberia—we trained local health workers to strengthen their facilities.

PARTNERING TO SAVE LIVES In fiscal year 2017, AmeriCares was selected as a key partner in an important donation of Daklinza, the lifesaving hepatitis C medication daclatasvir. Used in combination with sofosbuvir, Daklinza offers high cure rates for hepatitis C, a chronic viral infection that can lead to fatal liver disease. The goal of the project, a collaboration with the global health organization CHAI, is to increase access to treatment for patients in low-resource countries, with a target of curing 10,000 patients over two years. AmeriCares will continue distribution of the medicine in fiscal year 2018.



Kosovo



Ghana



United States



United States



United States

U.S. PROGRAMS

A NETWORK OF SUPPORT In fiscal year 2017, AmeriCares maintained relationships with 1,073 free clinics and health centers in all 50 states and Puerto Rico, serving as a resource for capacity-building health programs, medicine, medical supplies and thought leadership. Through AmeriCares USAccess website, we fulfilled 7,655 requests for medicine and medical supplies valued at \$204 million, which included medicine for an estimated 230,000 low-income patients, most of them uninsured.

BUILDING KNOWLEDGE AmeriCares managed 11 health projects designed to improve patient health and add to the nation’s knowledge of chronic disease management, including prediabetes, heart disease, mental health and oral health.

- Collaborating with the University of Chicago and ECHO-Chicago, AmeriCares brought a study of the unique ECHO telehealth system to free and charitable clinics in Illinois for the first time, testing the model and building capacity for specialty care in local clinics.
- Across five states, AmeriCares implemented a low-literacy text reminder system for free clinic patients with chronic disease, tracking the roles that text reminders may have on health outcomes.

- To expand access to health care for low-income people with mental illness and substance use disorders, AmeriCares provided 139 partner clinics and health centers in 32

states with \$40 million of psychotropic medicine and, with the National Council for Behavioral Health, conducted a baseline study on care available to these patients.

- With the goal of transforming clinics into nationally recognized patient center medical homes, AmeriCares is working with select clinics to meet National Committee for Quality Assurance standards, which focus on quality care, community integration and patient outcomes.
- To improve prediabetes care in free clinics, AmeriCares is studying if and how a nationwide diabetes prevention program will work with low-income patients. Fiscal year 2017 preliminary results are positive, with improvements in blood pressure, blood sugar, weight, physical activity and well-being.

STRONG CENTERS OF HEALTH Drawing on community support and local health partners, AmeriCares four Free Clinics continue to serve close to 3,000 patients within Connecticut, utilizing the skills of 240 volunteers and more than \$9 million in donated services. To increase depth and breadth of care, AmeriCares added specialty services and opened our first permanent clinic location in Stamford.

PATIENT ASSISTANCE Partnering with pharmaceutical manufacturers to manage their patient assistance programs, AmeriCares also facilitated delivery of more than 495,000 prescriptions to qualifying patients, medicine with a value of \$223 million.

The more than 100,000 people who attend health promotion events at Américas clinic in Santiago de María, El Salvador, each year learn that health is an active pursuit. Almost daily, clinic staff demonstrate lifestyle changes and habits that prevent disease and infection to patients from the rural area surrounding the clinic. Dr. Mike Varshavski (left), a U.S.-based physician with more than 3 million social media fans, exercised along with patients last year. The clinic also offers primary and specialty care to this vulnerable, underserved community.



Clinical Services



Community Health

“Hypertensive and diabetic patients see a light of hope through the education I bring them.”

—Yimi, community health worker, Américas clinic, El Salvador

167,000
patients served

40,000
surgeries supported
in 77 countries

292,200
consultations in
Américas-run fixed and
mobile health centers



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 link to treatment services at community clinics and hospitals.

MOBILE PRIMARY CARE In Mumbai, Americares seven mobile health centers provided primary care for 94,000 patients, as well as a project to prevent transmission of hepatitis B from pregnant women to their babies. These mobile centers provide health promotion and education at each of their more than 200 stops each month. Americares also implements a school-based health program, this year reaching 14,000 students in 78 urban schools with hands-on lessons on basic health and hygiene, designed to be shared with family members and neighbors. Americares also ran mobile medical clinics in Haiti, Peru and the Philippines during emergency responses there.

HEALTH PROMOTION, PREVENTION AND TREATMENT Americares health center in rural El Salvador this year served more than 25,000 patients. The clinic expanded its health education and promotion projects, training community leaders to be health promoters and holding health education events at the clinic, which more than 100,000 people attended. The clinic also continued its study of hypertension and diabetes prevention, which will add to knowledge about disease prevention in rural Latin American communities.

BROAD-BASED CARE FOR WOMEN Americares supported surgery and rehabilitation including counseling for nearly 200 women in Tanzania injured during prolonged labor and childbirth. Building on eight years of this project in Tanzania, Americares is bringing a similar project to Liberia, where we already have a program promoting prenatal care and women’s health. In Liberia this year, Americares trained more than 200 community health workers and 30 facility-based health workers in women’s health issues, creating a foundation of community health in these low-resource settings.

SAFETY FOR WORKERS AND PATIENTS In Sierra Leone and Tanzania, Americares provided infection-prevention training for 1,000 health workers at five health facilities in fiscal year 2017. In Mumbai, India, Americares continued our hepatitis B prevention program, reaching more than 1,000 health workers with testing and infection-prevention training.

SPREADING EXCELLENCE Last year, Americares supported 1,073 U.S.-based medical volunteer groups traveling to provide primary care and specialty surgeries for low-income patients at more than 800 health centers in 77 countries. To promote excellence, Americares is helping spread industry guidelines for such volunteer trips. To ensure these trips have a lasting impact on host facilities and staff, Americares makes safety training and equipment, including pulse oximeters, available to teams. In fiscal year 2017, volunteers on 36 teams conducted infection-prevention training in 19 countries. Since 2014,

teams have distributed nearly 1,200 pulse oximeters in 49 countries, with accompanying training for in-country staff.

INTEGRATING MENTAL HEALTH To address the global gap in mental health services, Americares is integrating mental health support and training into emergency and ongoing programs. In the Philippines, for example, where Americares has robust disaster preparedness and response programs, more than 500 local health workers received mental health and psychosocial training. Our U.S. program has expanded to support mental health facilities.



Sierra Leone



Liberia

“The goal is to empower the population to adopt healthy lifestyles.”

Growing up in rural El Salvador, Yimi saw her grandparents suffer from hypertension and diabetes. So when Yimi learned she could not only learn to prevent the disease in her own family, but help her entire community lower its risk of these debilitating chronic diseases, she stepped up and became an Americares community health worker.

Yimi travels throughout the region, monitoring her neighbors’ health and sending them to Americares clinic in Santiago de Maria when they need medical care. Yimi has adopted healthy diet and exercise habits, which she also shares with her own children.



India



Liberia



El Salvador

Improving Health Around the World



Global Presence

- 8 country offices
- 86 countries reached by any AmeriCares program
- 40 countries with ongoing partnerships
- Site of AmeriCares emergency responses in fiscal year 2017

Emergencies in 19 countries in Fiscal Year 2017

Earthquake: Ecuador, Indonesia
Severe Storms and Flooding: Dominican Republic, Haiti, India, Myanmar, Peru, Philippines, Madagascar, Sri Lanka, U.S. (Louisiana, West Virginia)
Disease Outbreak: El Salvador, Somalia
Civil Unrest, Complex Emergency, Conflict and Refugee Crisis: Colombia (Venezuela), Iraq, Jordan, Turkey, Syria, U.S. (Texas border)
Drought: Guatemala
Water Crisis: U.S. (Texas)
Wildfires: U.S. (Arizona, Tennessee)

Global Health Programs Impact by Region

Africa*	United States	Asia/Eurasia/Europe*	Latin America/Caribbean	Emergency Programs
\$84 million	\$207 million	\$107 million	\$249 million	\$39 million
3.3 million prescriptions	3.4 million prescriptions	1.4 million prescriptions	7 million prescriptions	747,000 prescriptions
7.9 million medical supplies	11.5 million supplies	3.1 million medical supplies	15 million medical supplies	3.3 million supplies
9 health projects	11 health projects	8 health projects	16 health projects	32 health projects

* Does not include daclatasvir distribution; see financial information on page 17.

FINANCIAL INFORMATION

Thanks to the generous support of our donors and partners, fiscal year 2017* was the strongest in AmeriCares 38-year history. This success allowed AmeriCares to provide our highest levels of health improvements for people in need in the U.S. and around the world. Our FY2017 results bring our historical total of aid provided to nearly \$16 billion.

Geographically, AmeriCares reached 86 countries this year, including all 50 U.S. states and Puerto Rico. Our U.S. Program remains the largest provider of donated medical aid to low-income patients in the U.S., delivering more than \$435 million in medicine and supplies in FY2017 to our network of free and charitable clinics. Also of significant note were responses to 25 emergencies in 19 countries (and 13 U.S. states/territories), including collaborations with partners for significant responses in Nepal, Philippines and Ecuador. (See geographical distribution chart, "Where We Work.")

Overall revenue was \$2.4 billion, our highest level ever. This was driven, in large part, from an extraordinary pharmaceutical donation of the hepatitis C drug daclatasvir, valued at \$1.3 billion. Even without this gift, overall revenue was \$1.1 billion, our highest level since FY2009 and our third-largest ever. The FY2017 revenue represents a \$132.1 million, or 14 percent, rise from FY2016 (without daclatasvir). Although the majority of the increase is driven by growth in our medical gifts-in-kind program, it is significant to note that the cash revenue portion was \$42.5 million, a 2 percent increase over FY2016.

On the expense side, led by our Access to Medicine program, our programs accounted for 98.2 percent of our total expenses (without daclatasvir), including both cash and gifts-in-kind, one of the strongest ratios in the industry. In addition, our Forbes Private Fundraising Efficiency ratio was 1.1 percent in FY2017, also considered best-in-class. Finally, AmeriCares unrestricted operating surplus for FY2017 (a strong measure of financial health in a nonprofit's financial statements) was \$518 thousand. It should be noted that the \$453 million excess of revenue-to-expenses is mainly driven by the \$454 million change in gifts-in-kind inventory, with \$369 million due to the daclatasvir ending inventory.

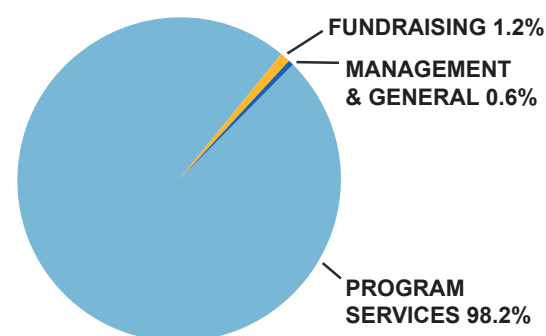
These metrics put AmeriCares in a stronger-than-projected position to roll out our 10-year Strategic Plan (2018-2027), which will grow and diversify the organization's funding, expand and deepen its geographic reach and combine its leading medical gifts-in-kind programs with sustainable health development programs that enhance the work of local health centers to improve the lives of people in their communities.



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

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

HOW WE USE OUR RESOURCES†



†Excluding daclatasvir program expense

CONDENSED FINANCIAL INFORMATION

FOR THE 12-MONTH PERIOD ENDING JUNE 30

OPERATING REVENUE (\$IN 000S)

	2017	2016	CHANGE\$	CHANGE%
CONTRIBUTIONS (CASH AND SECURITIES)	\$38,587	\$39,911	\$(1,324)	(3%)
U.S. GOVERNMENT GRANTS & CONTRACTS	463	100	363	363%
GIFTS-IN-KIND AND CONTRIBUTED SERVICES (OTHER THAN DACLATASVIR)	1,015,895	884,446	131,449	15%
DACLATASVIR GIFTS-IN-KIND	1,333,794	-	1,333,794	NMF
OTHER REVENUE	3,451	1,814	1,637	90%
TOTAL OPERATING REVENUE	2,392,190	926,271	1,465,919	158%

OPERATING EXPENSES AND CHANGES IN NET ASSETS

TOTAL PROGRAM SERVICES (WITHOUT DACLATASVIR)	957,005	978,144	(21,139)	(2%)
TOTAL DACLATASVIR EXPENSES	964,404	-	964,404	NMF
FUNDRAISING	11,724	11,344	380	3%
MANAGEMENT & GENERAL	5,463	4,754	709	15%
TOTAL OPERATING EXPENSES	1,938,596	994,242	944,354	95%
EXCESS/(DEFICIENCY) OF OPERATING REVENUE OVER EXPENSES	\$453,594	\$(67,971)	\$521,565	

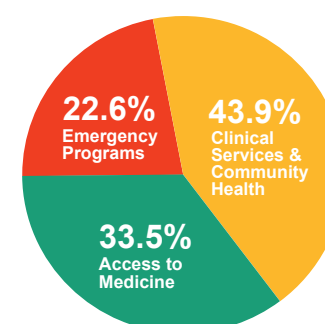
EXCESS RELATED TO NON-GIK UNRESTRICTED FUNDS	518	944	(426)
EXCESS/(DEFICIENCY) RELATED TO GIK AND RESTRICTED FUNDS	83,116	(68,651)	151,767
EXCESS RELATED TO DACLATASVIR GIK	369,390	-	369,390
EXCESS/(DEFICIENCY) RELATED TO NON-OPERATING ACTIVITY	570	(264)	834
TOTAL INCREASE/(DECREASE) IN NET ASSETS	\$453,594	\$(67,971)	\$521,565

COMPOSITION OF NET ASSETS

UNRESTRICTED	\$58,162	\$73,822	\$(15,660)	(21%)
TEMPORARILY RESTRICTED	538,113	69,429	468,684	675%
PERMANENTLY RESTRICTED	4,745	4,175	570	14%

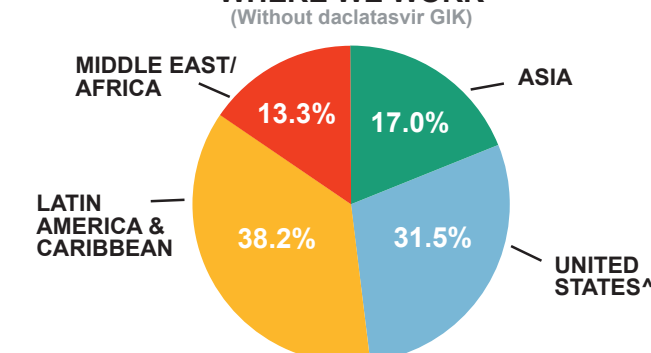
TOTAL NET ASSETS	\$601,020	\$147,426	\$453,594	308%
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MAJOR PROGRAMS**



**Not including gifts-in-kind

WHERE WE WORK



^AmeriCares also administered patient assistance programs by providing an additional \$223.7 million to patients in the U.S. (not included on this chart).

Our Mission

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



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