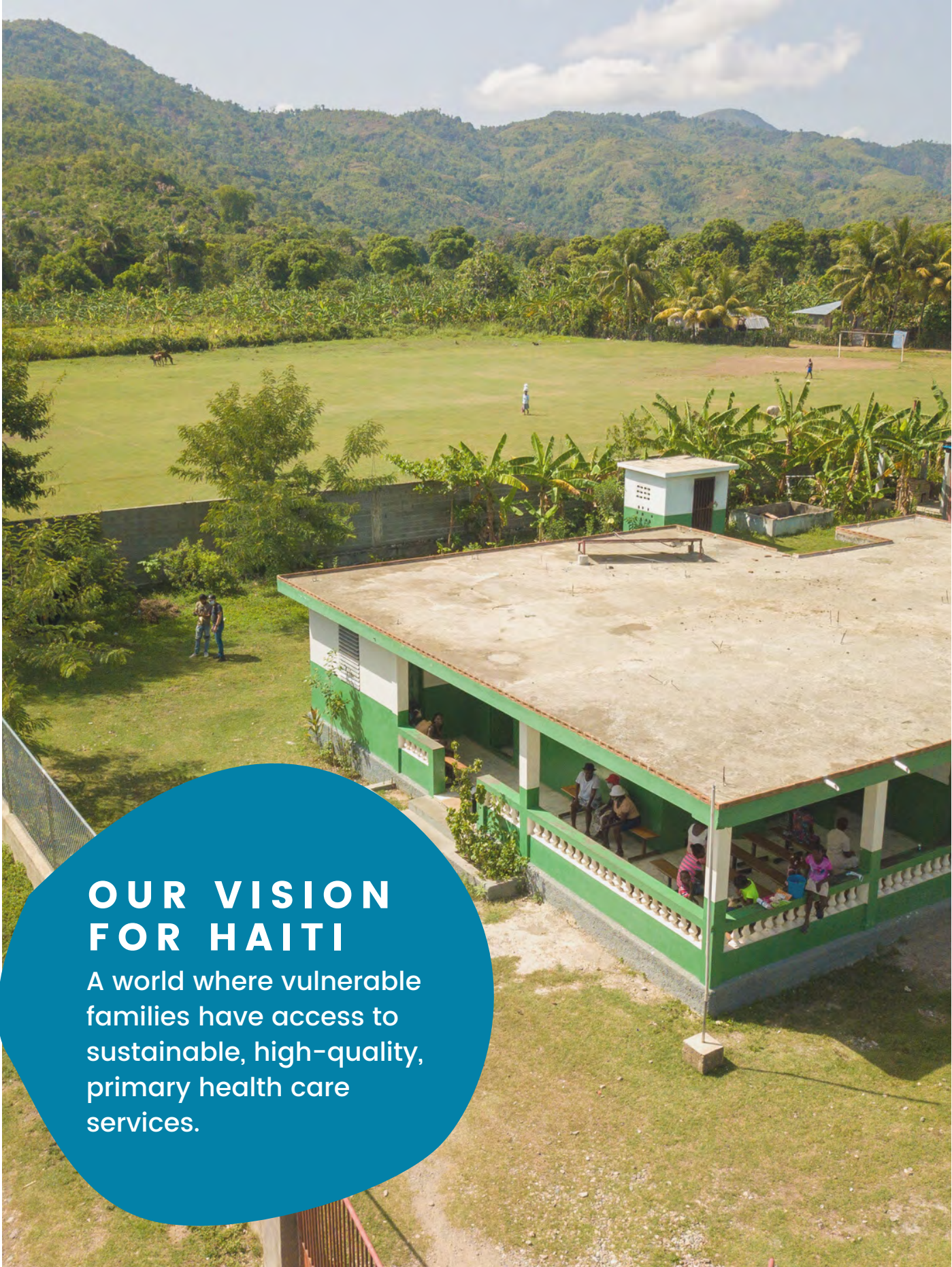


2020 ANNUAL REPORT



Celebrating
10 years
in Haiti!



**OUR VISION
FOR HAITI**

A world where vulnerable families have access to sustainable, high-quality, primary health care services.

MESSAGE FROM OUR LEADERSHIP

Dear friends of C2C,

It would be an understatement to say that 2020 was a year unlike any other in our lifetime.

Healthcare has been on all of our minds this year as we are living through a global public health crisis. We learned quickly that the strength and resilience of a nation is calibrated directly to its healthcare system.

I am humbled by and grateful for the steadfast support of the C2C community and for our extraordinary clinical team, who remained committed to our patients every day and in the face of great uncertainty. Without them, C2C would not have been able to fulfill our promise to our patients.

Over a decade ago, we founded C2C in an effort to find a new and sustainable way to deliver primary health care to the people and families who need it most, where they need it most. Good health is the bedrock of society. If your health is compromised—or if you're worried about catching a deadly disease—it's hard to concentrate on anything else, whether you live in the United States or Haiti.

For us at C2C, our work to deliver essential health services to the people of Haiti has never been more important. Even in the face of the pandemic, I am so proud that we have been able to continue in strength, ensuring that our clinics are vibrant community resources for the families we serve.

We cannot continue to do this important work without the incredible staff, advisors, Board of Directors, supporters, and friends of C2C. In the pages that follow, you will read more about what we have accomplished during this past decade and, in particular, this past year despite the challenges. Thank you for helping us to shape the future of healthcare in Haiti!

Allison Howard-Berry
Board Chair



Racha Yehia
Managing Director, Haiti



While this past year was challenging for everyone around the globe, it was especially difficult for Haiti for so many reasons. In addition to the pandemic, it is still dealing with waves of civil and political unrest, high rates of inflation and unemployment, food insecurity, and fuel shortages.

In a country with a fragile health system and national infrastructure, building high-quality and sustainable health care is of the utmost importance for the people of Haiti. Despite the challenges, our priority was to keep all of our clinics' doors open to serve the communities that depend on us. Our slogan "Sante w se Pwiyorite" ("Your Health is Our Priority"), explains how we believe healthcare should be.

We are excited to share with you the milestones and successes we experienced this year. In this report, you will learn more about our programs, our dedicated staff, our patients, and everyone who has contributed to work through the difficulties of this past year. Thanks to your support, we celebrate how far we have come in a decade. We are so proud to operate seven successful community clinics that offer care to over 250,000 people.

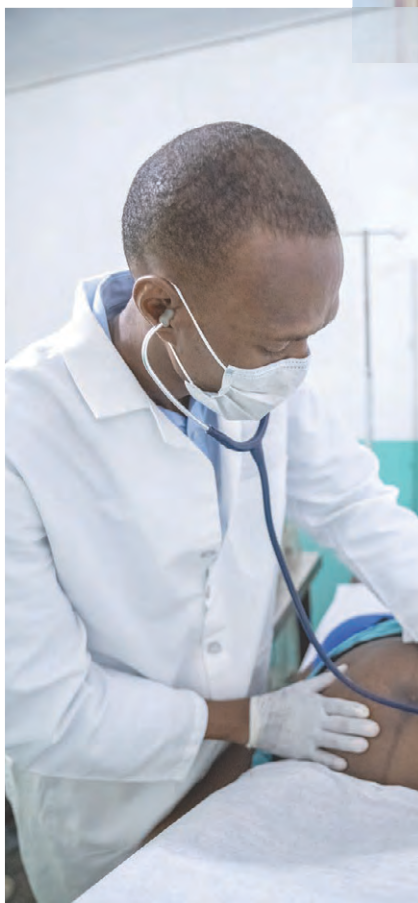
I would like to thank you for believing in C2C and in the important work we are doing in Haiti. We have done incredible things together and I firmly believe that the example of C2C's work can serve as a model for primary care delivery in Haiti and elsewhere.

WHAT WE DO

C2C transforms the lives of vulnerable people by providing curative care, promoting good health, and ensuring **sustainable access to health services**.

In partnership with the government of Haiti, we save lives by increasing access to primary care services and **improving the quality of care** at public clinics in a financially sustainable way which ensures long-term availability of essential health services.

We set ourselves apart by our commitment to **higher-quality, patient-centered care** that working families need. We work with our communities to address their health concerns and offer health care services based on their needs. We do this through our **one-stop-shop model, that provides all of our services in one place**, from a doctor consultation, lab work and picking up medications.



A DECADE OF PROGRESS

2010 - 2020



C2C

Santèw se priyorite'n

klinik kominotè Savanèt
konsiltasyon lendi pou Vandredi
Sèvis: konsiltasyon Jeneral
• Famasi ak Laboratwa
• Planin pou fanm

A DECADE IN REVIEW

2010

C2C was first founded by Elizabeth Sheehan as a relief organization in response to Haiti's devastating earthquake. At the time, our containerized clinic model served over 40,000 people in Port-au-Prince until 2013, on the grounds of a local hospital that had lost more than 80% of its infrastructure in the destruction.



2013

With our partners and patients, we learned about the persistent challenges of supply chain maintenance, human resources for health, and financial sustainability in Haiti. We opened our second clinic in Camp Coq, a small community with a population of 20,000 people in the northern region of Haiti. Our clinic offers the only doctor for many miles. In addition to primary care, we also provide maternal health services for expectant mothers and their babies.



2015

After our partnership with the hospital was completed, we deployed our innovative clinic facility to the community of Acul du Nord. Thanks to a dedicated group of Holy Cross Alumni, the clinic opened its doors and currently serves a community of 50,000 people. In addition to primary care services, we also provide maternal health services at this clinic.



2017

The Cité Chauvel clinic is our busiest clinic, located in the only peri-urban community we serve, near Cap-Haitien (Haiti's "second city"). Residents of the community do have access to other health care options, but they like that our clinic offers them low-cost, high-quality primary care all in one location.



2018

We formalized a public-private partnership with the government of Haiti to rehabilitate underperforming public clinics and to enhance patient outcomes by improving the infrastructure, service quality, and operational excellence of these existing clinics.

We launched this partnership by rehabilitating the Sinek clinic, located in the community of Bas-Limbé, and opened another clinic months later in the community of Bayeux. It was successful start to the partnership, leading the way to replicate this model throughout Haiti.



2019

The Savanette clinic is the furthest clinic site from our headquarters in Cap-Haitien by approximately 3 hours. It has a population of 30,657 people. The public clinic was originally closed for 3 years and the community is very happy to have a high-quality clinic close to home.



2020

We opened the newest clinic of the C2C network through our partnership with Haiti's government in Roche Plate. This public clinic is the only health care option in the area to serve the community of 8,439 people.



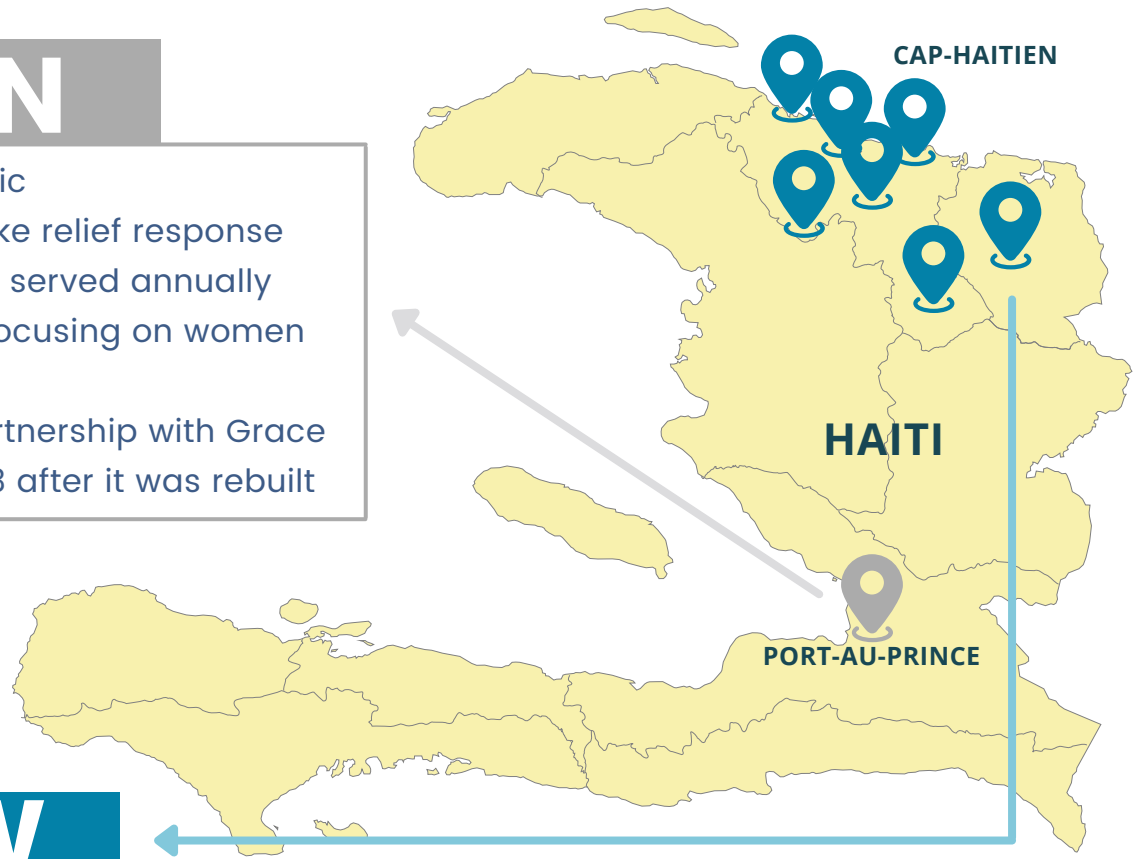
MEASURING PROGRESS

2010–2020

From our founding days through today, we have believed in a simple powerful premise: that health is human right. And that a strong, effective, durable national healthcare system, is the way to ensure that right is realized. Thanks to generous friends and partners like you, we are closer to that goal more than ever!

THEN

- 1 container clinic
- Post-earthquake relief response
- 10,000 patients served annually
- Primary care, focusing on women and children
- Completed partnership with Grace Hospital in 2013 after it was rebuilt



NOW

- 7 community-based clinics
- Public-Private Partnership with Haiti's government
- 53,000+ patients served annually
- Primary Care
- Comprehensive Women's Health
- Community Health
- Child Malnutrition
- Sexual and Reproductive Health
- Vaccinations
- Sustainability
- Earned clinic revenue
- 100 employees
- Social Service Program
- Quality of Care Clinical Protocol
- Electronic Medical Records
- Main Office in Cap-Haitien
- Solar Energy



2020 IN NUMBERS

Despite all the challenges this past year due to the COVID-19 pandemic, and ongoing civil and political instability, our clinics have stayed open to serve our patient communities through it all. We are so proud of to share our work and the growth we experienced during an incredibly difficult year for Haiti.

53,942

TOTAL PATIENT VISITS
IN ALL CLINICS

48% increase in one year



82%

AVERAGE
COST-RECOVERY

*(cost recovery is
at clinic unit level)*

2,359

PRENATAL VISITS



100

LOCAL STAFF



16,820

VACCINES
ADMINISTERED



11,005

PATIENTS REACHED
THROUGH COMMUNITY
HEALTH ACTIVITIES

CLINIC OF THE YEAR

Savanette

In May 2019 and in partnership with Haiti's government, we opened the most remote clinic from our Cap-Haitien headquarters. Located in the community of Savanette, this public clinic was closed for three years due to lack of funding.

As we explored the renovation of the clinic, we found a strong interest in the community to reopen it for two reasons: Since it is the only health facility in the community, patients would not have to pay transportation fees to go somewhere else that happens to be further, and they would not lose a day just to see a doctor for basic services.

Shortly after the clinic opened its doors to the community, we saw an average of 7 patients per day. **Only one year later and despite a global pandemic, the number of patients visiting the clinic has increased fourfold.** The community of Savanette has been very happy to have a functioning and high-quality clinic back in their very own community.

We are thankful to report that neither COVID-19 or the civil and political unrest has affected the community. We kept the clinic's doors open throughout the year, despite the challenges that Haiti has faced in 2020, and continues to face currently.

Average patient visits quadrupled in 2020!



"Often times, when we had a problem, we had to go all the way to the next town. But now that we have the clinic here, we can get treated here, and if necessary get a referral to a hospital. I'm very happy for that."

-Judith, C2C patient and resident of the Savanette community

OUR GROWING TEAM

100
employees
in 2020!

We take pride in having locally-staffed clinics and we are proud to grow our team of 100 talented and dedicated staff in Haiti! Our staff are the heart and soul of our clinics working through daily challenges to provide the very best quality of care to the communities they serve. Dr. Wilnick Richard and Edelie Jean Pierre are leading C2C's mission in Haiti!

Meet Dr. Wilnick Richard, our Chief Medical Officer who manages C2C's doctors and nurses to provide safe, effective medical services to our patients, while developing and training staff on our medical protocol to keep current on changing medical regulations.

Dr. Richard is from Cap-Haitien and is one of nine children in his family, to which he credits for his passion to study medicine. He was a natural caregiver and is drawn to care for people by way of using his intelligence, skills, and character to make them feel better. He joined C2C as a resident doctor in our Cité Chauvel clinic. Before long, he rose through the ranks of senior doctor to his current role.

"I believe C2C is a unique healthcare provider because we place patient satisfaction and quality of care very high. A measure of care quality, patient satisfaction gives providers insights into various aspects of medicine, including the effectiveness of their care and their level of empathy."

"One of my priorities as Chief Medical Officer is to lead the training of our staff on quality of care. Medicine is a field that needs to consistently involve training and learning to make sure that patients receive the highest quality of care. In Haiti, if patients are treated well, they will refer others, they will come back, and they adhere to their treatment."

Dr. Wilnick Richard
Chief Medical Officer, Haiti



Edelie Jean-Pierre
Clinic Manager, Haiti



Meet Edelie, born and raised in Cap-Haitien, and a member of our clinical team. Since 2016, she has worked in a range of positions from a malnutrition nurse to the supervisor of our community health program, and most recently, as Clinic Manager. As our mission focuses on providing high-quality care, Miss Edelie shares her view on the work we do and what it means to her to be part of C2C.

"One of the most interesting parts of working for C2C is the quality of care offered to the Haitian community, as well as the strive to be up-to-date with new technology and concepts to make our services and programs accessible to all Haitians. I have always wanted to be part of a team in which I can put my knowledge and my know-how in nursing at the service of people where innovation, creativity, and focus on patients are at the center of everything we do."

"While the year 2020 has been difficult for everyone between the pandemic and political instability, I have always done my best to go to work every day. The only difficulty I have encountered is often the inability to find an efficient means of transport to get to work because of the recurring scarcity of fuel and the insecurity causing roadblocks. Despite everything, patients still need us and we are there to serve them to keep them safe and healthy."

GREEN ENERGY



Most of our clinics also have solar-powered refrigerators in order to provide routine vaccinations for children and families regardless of the state of Haiti's fuel supply, infrastructure, or instability.



*In partnership with
The Pfizer Foundation and IZUMI Foundation*

Small island nations like Haiti are particularly vulnerable to climate change and prone to environmental disasters. With electricity either unavailable or unreliable, all our clinics have to rely on gas or diesel generators for operation. Not only is this an unhealthy and inefficient way to produce energy, it is also an unreliable power source due to the country's instability and fuel shortages.

As healthcare providers, we make every effort to keep our clinics open to our patients who depend on us for care. In 2020, three of our clinics were outfitted to run on solar energy and we are in the process of converting most of our clinics to be solar-powered by the end of 2021.

Solar power is a promising source of renewable energy for Haiti. The island is sunny most of the year, making solar energy a reliable source of electricity, especially in rural areas. With the help of our partners at the IZUMI Foundation and The Pfizer Foundation, we are able to bring solar-powered healthcare to Haitian communities. We build our clinics to be sustainable in every sense – providing care long-term, operating self-sufficiently, and reducing environmental impact!

EVERY DAY CARE

Primary Care:

We strive to provide high-quality, affordable, patient-centered primary care to communities in Haiti. Here is what we accomplished in 2020:

53,942
TOTAL
PATIENT
VISITS

44%
FIRST-TIME
PATIENTS

127
AVERAGE
DAILY
PATIENTS

Primary health care is the most efficient and effective way to achieve health for all. Most of what communities suffer from could be treated at the primary health care levels in a more cost-effective way.



Community Health:

Community health education and outreach are central to our model. As an extension of our clinical services, our community health workers make home visits, convene health screenings, and work with communities to promote health, nutrition, and vaccination.

11,005
PATIENTS REACHED
IN THE
COMMUNITY

2,785
FOLLOW-UP
HOME VISITS

225
EDUCATION &
SCREENING
ACTIVITIES

This past year, we expanded our community health program as part of our COVID-19 response in our clinics and in the communities we serve. Preventive education became a priority and, with the help of our community health workers, we focused on delivering accurate messaging about preventive methods to mitigate the spread of COVID-19 and protect the lives of our patient communities.

SPECIALTY CARE

Maternal Health:

Haiti has the lowest health outcomes for pregnant women and newborns in the Western Hemisphere. We provide specialty antenatal care services to mothers and their babies through the first year of life.

Sexual & Reproductive Health:

We launched this new initiative in our patient communities as an education program targeting young women in Haiti who are vulnerable to adolescent pregnancy and subsequent poverty. This after-school course will cover a variety of topics to address myths about sex and sexuality that are prevalent in Haiti, giving girls the tools they need to prevent early, unwanted pregnancies.



2,359
PRENATAL VISITS

In partnership with the IZUMI Foundation and Vitol Foundation



NEW PROGRAM

In partnership with Together Women Rise (formerly Dining for Women) and Conservation, Food & Health Foundation



15,641

CHILD VACCINATIONS ADMINISTERED

In partnership with Haiti's Ministry of Health and Vitamin Angels

Vaccinations

Only 40% of children in Haiti are fully vaccinated and some of the leading causes of child mortality include entirely preventable and treatable conditions like pneumonia and diarrhea. We address the prevention of early childhood infectious disease by covering all recommended pediatric vaccinations – administered in the first year of life, delivered at no-cost to families.

Child Malnutrition

One in five children in Haiti are malnourished and one in 14 will die before age five. As part of our malnutrition program, children are seen once per week for up to 12 weeks and receive a ration of Ready-to-use Therapeutic Food, antibiotics and medicine (as needed), health and nutrition counseling for the parent, and a transport subsidy to alleviate the costs of going to and from the clinic every week.



321
CHILDREN SCREENED

In partnership with Clif Bar Family Foundation



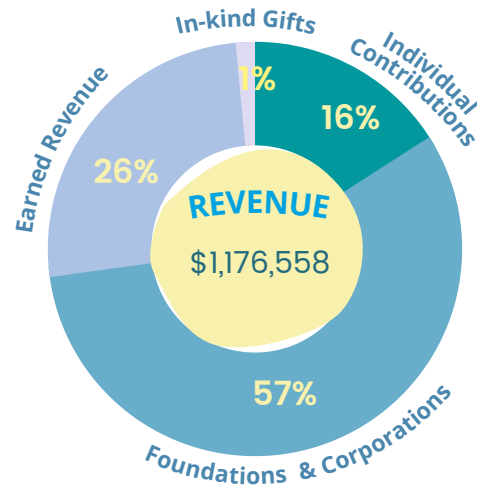
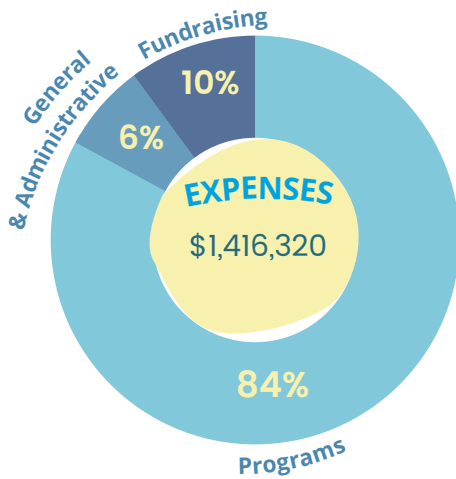
COVID-19 RESPONSE

In March 2020, the first COVID-19 case was confirmed in Haiti. As a primary care provider, we focused on protecting our staff and patients, while educating our communities about practicing preventative measures, while treating mild to moderate cases, and identifying and referring severe cases when necessary. We also provided more than 50 hand-washing stations that were placed at churches, school entrances, and in areas with a high population density. As we continue to fight COVID-19, our mission is to ensure that vulnerable communities in Haiti have access to high-quality care to safeguard the health of themselves and their families.

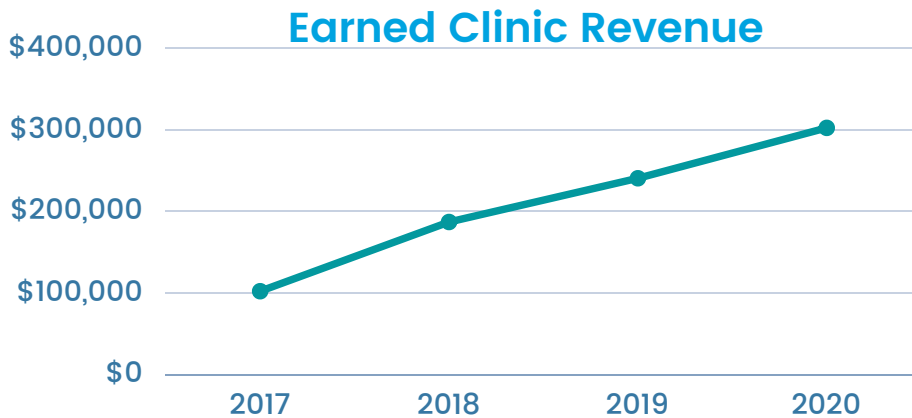
Thank you to everyone who supported our COVID-19 Response.
Our work would not be possible without your generosity!

FINANCIALS

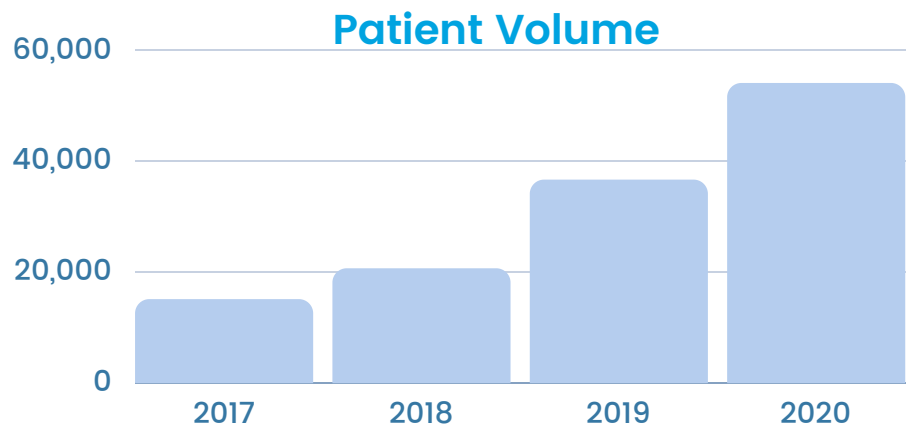
We are so proud to share our accomplishments of 2020 with you, such as our almost doubled patient volume and the 26% increase in earned revenue. At the same time, we also reflect on the difficulties this past year presented on our clinics and programs. COVID-19 significantly affected our patient volume during the first few months of the pandemic due to cultural stigma and misinformation but gradually began to increase in after the country lifted its restrictions this past summer. We finished the year on a strong note and are pleased to report that our clinical programs and services are back to schedule.



**cash basis*



26%
increase in earned clinic revenue in one year



48%
increase in patient volume in one year

We are grateful for our donors and partners for standing with us as we navigate through the pandemic and civil unrest to provide quality care for the people that need it the most.

Thank you for helping us shape
the future of healthcare in Haiti!



For more information, email us
at info@care2communities.org

Learn more at
www.care2communities.org



Photos by C2C Staff & Team BWB



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