



As 2016 began, the path ahead wasn't as clear as it once seemed.

For years, we'd been a heart surgery organization, helping kids with life-threatening defects get the care they need in countries like Iraq, where my family and I have lived for over a decade. When ISIS stormed the region in 2014 and 2015, capturing up to a third of Iraq, it disrupted everything.

We continued providing heart surgeries wherever we could—and we still do. But we couldn't ignore this new crisis engulfing the entire region. Families were fleeing unimaginable violence and sleeping in the desert with nothing. Others were encircled by ISIS, fighting for their lives. So we turned to you, our amazing supporters, for help. With the money we raised, we launched our first emergency relief efforts—including a dramatic flight over ISIS-held territory to get food into the besieged Iraqi city of Haditha.

Soon, the money we had raised for relief was spent, but the need was still there. So were you. In mid-2015, you rallied again, raising more than a million dollars for families displaced by ISIS. We'd never seen this kind of response before. You helped provide food, baby formula, mattresses, water tanks, hygiene kits, shelter, and more for those who'd lost everything. You helped refugees start businesses and put kids back in school. All while continuing to provide hundreds of lifesaving heart surgeries.

That was only the beginning.

2016 was the year Iraq really began to gain ground against ISIS. The cities of Sinjar, Ramadi, and Fallujah were all liberated from ISIS control. As the year wore on, Iraqi forces turned their sights toward Mosul, ISIS's biggest stronghold.

You were there with us every step of the way—providing food and water for nearly 50,000 people from Fallujah and for thousands more up and down the Mosul corridor. You were there when we expanded into Syria, serving those whose lives have been torn apart by years of civil war.

Because of your generosity, we grew by nearly 4X in 2016. Most of our revenue—more than 60 percent of it—came in the last few weeks of December, as thousands of you rallied for the people of Aleppo while their city burned. Your support enabled us to expand our emergency response in Syria by a factor of ten—and it positioned us to grow even further in 2017.

We are doing more than ever before, thanks to you—feeding more families, providing more medical care, starting more refugee-owned businesses. In the first few months of 2017, we grew operational expenditures by over 500% compared to the same period in 2016—and by 16X compared to the same period in 2015. We've increased our field capacity so we can serve even more people in Syria and Iraq.





As we've moved into 2017, our path and our mission are clearer than ever before. We are the people who show up on the frontlines with food, water, and medical care. We're the people who stay—long after the media and the rest of the world have moved on—until war-torn families have what they need to rebuild their lives. We're the people who provide jobs, income, and hope for the future.

We are the people who love anyway. And your love is helping create the more beautiful world our hearts know is possible.

With you,

A handwritten signature in black ink, appearing to read "Jeremy Coutney". The signature is fluid and cursive, with a large initial "J" and a long, sweeping tail.

**Jeremy Coutney**  
CEO/President

