



Bringing Hope  
Building Resiliency

## **Dear Friends, Volunteers and Supporters,**

As we look back on 2019, we are grateful for the support we received from you, our volunteers and donors, as we continue our commitment to help others. It was an important year for the promotion and funding of our children's books. The children's books explain disasters and provide a psychosocial tool that assists children and their communities process their experiences and build resiliency. We published our 7th children's book this year.

The children's book that was written for Puerto Rico about the aftermath of Hurricane Maria received several awards. National Voluntary Organizations Active in Disaster (VOAD) awarded Headwaters and Dr. Roshan Khatri the Innovative Program of the Year. Headwaters also received recognition by Puerto Rico's Department of Health and the Medical Reserve Corps. The book also won a coveted opportunity to be presented by Dr. Khatri at the American Public Health Association conference in Philadelphia.

We rebuilt our website this year and it now includes a store with items for sale that we have brought back from our various international travels.

One of our volunteers made significant contributions to funding for the books by holding several fundraisers. We received a sizable grant from the Isagenix Legacy Foundation to publish additional children's books in 2020. Through another generous donation from North American Banking Company we were able to obtain a trailer for our disaster relief tools and equipment. We also purchased a truck, to pull the trailer, from a volunteer who significantly reduced the price as a donation to Headwaters.

We continue to diversify and expand the scope of our programming. One of our young child volunteers organized a day for children and their families to make sandwiches for people who are homeless. We worked with the Minnetonka High School Vantage Program. They created a video for Headwaters encouraging students to volunteer. We participated in Art-A-Whirl in Northeast Minneapolis. Not only did some of our volunteers show their art but we also worked with children during the open studio tour. Twice during the year, the US State Department asked us to host an International Visitor Leadership Program. All of these activities expanded our audience and showcased our work. It is our belief that broadening our focus engages more people in our mission and inspires others to serve.

We benefit from an increased number of fundraising activities sponsored by both Headwaters and our volunteers. 100% of the money we raise goes to the people we support. We are proud of our work and look forward to another year assisting people locally, nationally and internationally with public health, psychosocial and medical support and clean up and re-building, in partnership with other organizations.

Thank you to each of you for your support of this work and Headwaters Relief Organization. Headwaters is a collaboration of volunteers with all of the complexity and diversity that entails. We appreciate your contribution to our organization.

Warm regards and best wishes,

**Daniel G. Leitner**  
Board President

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## **Headwaters Relief Organization Staff**

**Lauren Lombard**, Development Director

**Dr. Roshan Khatri**, Medical Director

**Ashley Emry**, Executive Assistant





### Board of Directors

Daniel G Leitner, President  
Amy Kelly, Secretary  
Mary Anderson  
Brad Benesh  
Dave Comb

Tony Vannelli  
Kathy Holz  
Dale Ballman  
Judy Guerrero  
Susan O'Keefe

# 2019 Accomplishments

## January

- Headwaters Relief Organization hosted meetings with Padraig O'Malley, author, peacemaker and leader with Global Alliance of Muslims for Equality (GAME) and the local Somali community
- Headwaters continued consultation with Greek refugee camps on Compassion Fatigue
- Global Healthies poster competition, University of Washington Seattle, Dr Roshan Khatri was awarded for the best poster presentation on Headwaters children's books.

## February

- Headwaters Relief Organization team completed licensure and rebuilding of a home in Liberia for girls who are orphaned
- Cave Vin fundraiser organized by Headwaters volunteers held at a South Minneapolis French restaurant as a benefit for Headwaters' work in Haiti

## March

- Headwaters Relief Organization's First Annual Mardi Gras Gala at Watson Block
- Flood cleanup in Lakeland, Minnesota, coordinated with other Minnesota Voluntary Agencies Active in Disaster (VOAD)
- *Kids Connecting Kids - a Headwaters child volunteer hosted a sandwich making event for other children and their families to benefit the homeless*



- Presented at MN VOAD annual conference on Compassion Fatigue
- *Participant in GAME photo project - assisted Padraig O'Malley with an Inside Out installation for The Mariposa Museum and World Culture Center based in Peterborough, New Hampshire*

## April

- Headwaters Relief Organization participated in Earth Day clean up in Golden Valley, Minnesota
- Headwaters was among several Non-Governmental Organizations (NGOs) including the Medical Reserve Corp, Cruz Raja and Americares honored in Puerto Rico, on April 27, 2019, for its instrumental work in community recovery in the aftermath of Hurricane Maria. Headwaters' children's book, *The Savage Wind*, along with the caregivers' guide were recognized for their innovative approach to empowering communities to support themselves and build resiliency in the aftermath of this disaster



## May

- Headwaters Relief Organization attended National Voluntary Organizations Active in Disaster (VOAD) conference in Nashville, Tennessee. We won National VOAD award for the Innovative Program of the Year for work in Puerto Rico including publication of the children's book, *The Savage Wind*
- *Participated in Art-A-Whirl, an open studio tour, in Northeast Minneapolis. Headwaters volunteers exhibited. Headwaters also hosted an interactive children's event.*
- Headwaters team responded to flooding in Iowa and Nebraska. Isagenix provided funding for this trip. Headwaters coordinated clean-up activities and rebuilding with the city and a church group.
- Headwaters presented information about our work at Rocky Branch Elementary School
- APA Webinar: The Refugee Crisis: Understanding and Addressing the Mental Health Needs of Families and Children Displaced by Armed Conflict. Dr. Rebecca Thomley and Dr. Roshan Khatri presented "*Home is Where the Honey is*" book.
- 21st Century Marketing for Women Event - fundraiser



## June

- Headwaters Relief Organization team responded to flooding in Iowa and Nebraska. Isagenix provided funding for this trip. Headwaters gutted homes and provided clean up.
- Sponsored Points of Light national conference in Saint Paul
- Conducted Headwaters' team leadership training. Volunteers provided feedback on the content for final team lead training curriculum.
- Headwaters was featured in a number of news stories for our children's books.

## July

- Headwaters Relief Organization hosted a golf tournament at The Links of Northfolk golf course, Ramsey, Minnesota
- Fit to Serve fundraiser, Minnesota
- *Hosted international visitors for leadership program, Global Minnesota Recovering From Conflict and Trauma, Minnesota*



## August

- Headwaters Relief Organization continued support for Texas in long term recovery from 2017 Hurricane Harvey, rebuilding trip
- Headwaters' revised website launched
- Headwaters was represented at the Bright Side Charity Fair

## September

- Headwaters Relief Organization hosted International Visitor Leadership Program, US Department of State visitors, Minnesota
- Participated in Global Give Back day

## October

- Headwaters Relief Organization assisted in North Carolina with clean-up and re-building, in response to Hurricane Dorian

- Participated in launch of the book, *The Athena Protocol*, with acclaimed author Shamim Sarif. *The Athena Protocol* addresses human trafficking in a story for young adults. A portion of the book sales come to Headwaters Relief Organization as a donation.
- Provided training on individual and community resiliency at the Detroit resiliency event about Flint, Michigan
- Brows, Blowouts, Botox and Bubbly fundraiser by Jett Beauty, Dr. Bailey Lee and Andrea Hunt Salon
- Received funds from North American Bank for Headwaters' disaster response trailer
- Presentation about Headwaters at Trinity Episcopal Women's Guild, Minnesota

## November

- Headwaters Relief Organization participated in Minnesota Give to the Max on-line
- Presented at the American Public Health Association conference, Pennsylvania
- Headwaters' seventh book, *Together Again*, Printed
- Team trip to Nepal, focused on trafficking prevention
- Participated in Giving Tuesday, Minnesota

## December

- Ethan Allen Artisan Fair fundraiser, Minnesota
- Living is Giving fundraiser, Minnesota
- VANTAGE youth internship and video project, Minnesota
- Women Sip and Social, Liberian Community fundraiser, Minnesota
- School presentation Rocky Branch Elementary School, Minnesota
- Hosted annual Christmas Party at Headwaters Youth Center with New Salem Baptist Church, New Orleans

## Our Footprint Operations

- Headwaters Relief Organization continued to provide free, year-round services through the River of Hope Mental Health Resource Center in the upper ninth ward of New Orleans.
- Headwaters Relief Organization provided support for children's education and nutrition through individual sponsorships to a number of schools and orphanages in Haiti.



# Global Goals



**Headwaters Relief Organization continues its commitment to achieve these goals.**

**WE ARE DIRECTLY INVOLVED WITH 9 OF THE 17 GOALS.**



The hope of peace will be to make us all  
the same of ourselves and feeling that we are all

**HEADWATERS RELIEF ORGANIZATION** – We value and support the diversity of all individuals. We respect and welcome people of different ethnicities, ages, genders, religions, races, classes, physical abilities, mental abilities, nationalities, sexual preferences, and expressions. We seek to understand and learn from other cultures, and we encourage all communities to do the same.



# Fundraising Events 2019

## Your Generous Giving Supports Our Work



Art A Whirl



First Annual Mardi Gras Gala



Brows, Blowouts, Botox & Bubbly



Annual Golf Tournament



Haiti Online Fundraiser





Ethan Allan Artisan Fair



Global Give Back Day

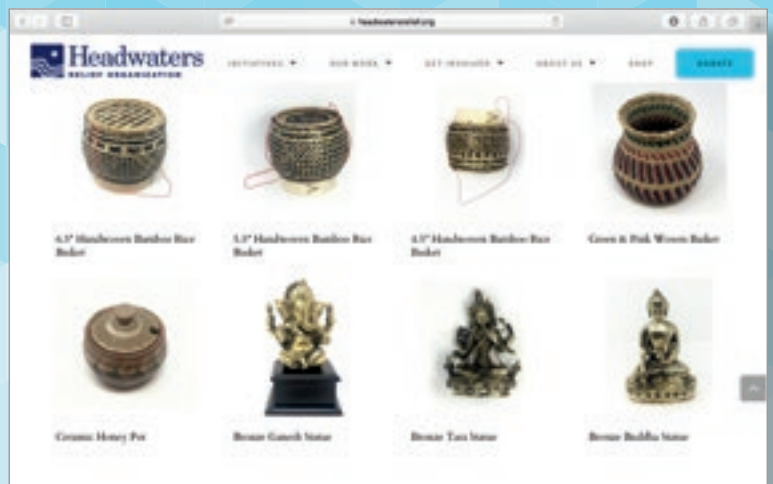
**100 % of all donations we receive go directly to those we serve.**

## Online Store



**SCAN ME**

We offer these gifts for sale, handcrafted and purchased from artisans from Haiti, Liberia and Nepal. By buying items you are helping us to transform our world and support our sustainable development goals of gender equality, decent work and economic growth, reducing inequality, and responsible consumption and production. 100% of the sales go back to the programs in Haiti, Liberia and Nepal.



# A Volunteer's Story

## My Nepal Experiences with Headwaters Relief

### *First Trip*

Ten days after the earthquake in April 2015, we flew into Kathmandu with our small team of volunteers.

As we left the airport, I took in my surroundings. Amid collapsed buildings, scattered debris and the smell of dust that was overwhelming, I saw the brilliant colors of women in Kurtas. As I looked further, I saw people using their bare hands to pick up bricks one by one, while the terraced green fields radiated in the distance.

We were there to provide Psychological First Aid for the first responders and to go into the communities that had been hardest hit by the earthquake to bring support, assistance and medical supplies. The resiliency, generosity and beauty of the Nepalese people are the memories I have of my experiences in Nepal.

The next day, we left to work in Jiri. When we came to the first village you could see the destruction all around and what was left of homes that clung to the side of the steep cliffs.

The openheartedness of the Nepalese people was extraordinary. Their homes and communities were devastated, food and water were scarce and yet every day we were offered tea and asked to share a meal.

### *Second Trip*

Headwaters' second trip was in the spring of 2016.

This time we were bringing the Headwaters book and caregivers guide written in Nepalese called "Nepal Quake". One of Headwaters' unique missions is creating children's books to teach coping skills and develop resiliency in the aftermath of disasters.

The Nepalese people again invited us into their community, schools and orphanages. We gazed upon wide-eyed children curious as to why we were here.

Children in Nepal, no matter where you go, are polite and disciplined and this school was no exception. We were surrounded by smiling faces and intense listening as we read the book. We talked about how you may feel after an earthquake and how to protect yourself and cover your head.

A few seconds after we finished and closed the book an earthquake hit, and the ground shook

uncontrollably! The children began to cry and scream and ran into our arms and held on for their lives. It was in that moment that I really understood the fear and paralysis a disaster can cause and that every time the earth shakes the Nepalese people feel the terror and emotions all over again.

### *Third Trip*

I was very fortunate to join a new initiative and return to Nepal a third time to the land and people I love.

In response to the issue of human trafficking, Headwaters Relief created a book "*Together Again*". This book helps to educate the children and people of Nepal on the trafficking issues that run deep throughout the country and are particularly prevalent after a disaster when people are most vulnerable.

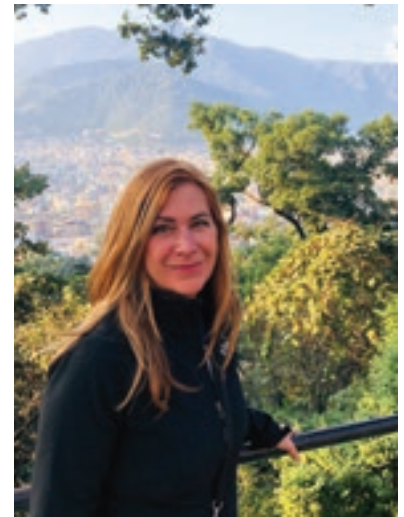
As I re-traced the footsteps I took in 2015, Kathmandu was lively, vibrant and thriving. I could see the rebuilding occurring in Patan Durbar Square and throughout the city. There was a new energy and it was an exhilarating feeling.

Trafficking is a very significant problem in Nepal. As we worked with the children and staff you could see the emotions and acknowledgment on their faces as they responded, yes this happens.

We worked closely with the teachers, staff and children and taught them about listening, relaxation and what they can do when a stranger approaches them. We talked with the children and staff about their experiences with trafficking.

My experiences in Nepal with Headwaters Relief Organization included astonishment at the resiliency and tenacity of the Nepalese people, the beauty of the country and the laughter that is still present in the face of disaster.

**Kelly Trolander**



# Volunteer Spotlight

Headwaters seeks to inspire passion to serve others. We forge connections between those who are being served, the Headwaters team and the community at large. We work to ensure that every volunteer, regardless of age, background, skills, or experience, feels valued and motivated to continue to serve others.



**Dr. DelRae Messer** - Team lead, volunteer, hosted multiple fundraising events.



**Dave Comb** - Board member, team leader and our long-term volunteer, helped us in acquisition of our new vehicle.



**Brad Benesh** - Board member, worked with North American bank to fund Headwaters' equipment trailer.

## 37,254 - TOTAL VOLUNTEER HOURS IN 2019



# Our National Presence



## Lakeland Minnesota

Headwaters participated in flood cleanup in Lakeland, Minnesota, coordinated with other Minnesota Voluntary Agencies Active in Disaster (VOAD). Our volunteers worked on removing carpet and other soggy items from the home.



## Puerto Rico

Members of our medical and mental health teams traveled to Puerto Rico to continue our work with the Puerto Rico Health Department and the Medical Reserve Corp. Our goal has been to help communities build resiliency. While there we received an award for our work in community recovery in the aftermath of Hurricane Maria. Headwaters' children's book, *The Savage Wind*, along with the caregivers' guide were recognized for their innovative approach to empowering communities to support themselves and build resiliency in the aftermath of this disaster.

## Texas

Long after the media has stopped reporting on a disaster, the hard work of re-building must still be carried out. Headwaters volunteers traveled to Texas in August to assist the non-profit iconnect with re-building efforts which are still on-going 2 years after Hurricane Harvey.

## North Carolina

North Carolina's coast has long been the site of hurricane activity. North Carolina was hit by Hurricane Maria in 2017; Hurricane Florence in 2018 and Hurricane Dorian in 2019. Our teams have helped in North Carolina previously and went back this fall to assist with clean up and rebuilding in Swansboro, North Carolina.



## Iowa/Nebraska

Nebraska, Iowa, South Dakota and Missouri experienced historic flooding in March and April of 2019. Rain, snow melt and a “cyclone bomb” contributed to flood waters that didn’t abate for weeks at a time. We were encouraged by one of our volunteers to request funding for these national trips from the Isagenix Legacy Foundation. The foundation generously funded two relief trips to Iowa and Nebraska.

## Team Leadership Training

Headwaters Relief Organization conducted its first formal team leadership training to seven experienced volunteers. The training was implemented in the field while responding to flooding in Iowa and Nebraska.







Pastor Jones at the youth center Christmas Party



## New Orleans

Headwaters Relief Organization has been serving the Ninth Ward of New Orleans since 2005. This was the birthplace of Headwaters Relief Organization, our non-profit which was originally named River of Hope. We began support there shortly after Hurricane Katrina devastated the area. In 2007 we received a grant from the Louisiana Health and Hospitals that allowed us to open a mental health resource center where we provided walk-in counseling, education and referral to other resources. Today we continue to support the children in the neighborhood in partnership with the New Salem Baptist Church. Regular youth center events are designed to promote a safe and positive environment for group activities.

## St. John's United States Virgin Islands

Headwaters Relief Organization initially worked in St. John's in December 2016. We were invited to provide training for the St. John's Community Foundation on Psychological First Aid, resiliency and other psychosocial topics. The group was engaged in preparedness activities and were seeking expertise from a national disaster relief organization. Within a year, in the fall of 2017, St. Johns was hit by Hurricane Maria. Headwaters provided support to the first responders and training in the immediate response post disaster. Thereafter, Headwaters received a grant from the National Voluntary Organizations Active in Disaster (VOAD) to provide telecounseling to those affected. Our volunteers have to be approved by the St. John's Board of Social Work to provide this service. We are offering telecounseling to community members with our licensed social workers.

## Bahamas

Hurricane Dorian hit the Bahamas in September 2019 as a massive category 5 hurricane. Headwaters mental health and medical volunteers responded. Our team assisted in the hospital on Freeport Island, providing support to other professionals who worked tirelessly supporting the community. Headwaters is creating a children's book for the Bahamian children to support processing of their experiences during the hurricane and its aftermath.



## Challenges in Haiti

Our work is rewarding although we routinely encounter a great deal of sadness and despair following natural and man-made disasters. One of our greatest frustrations this year has been our inability to travel to Haiti where we have been providing on going services since the 2010 earthquake.

Haiti has always been a place where we have taken extra precautions because of safety concerns and potential violence. In July 2018, we canceled a scheduled trip to Haiti due to civil unrest, violence and the risk to personal safety. We returned to Haiti in October 2018 but since then conditions have worsened. A level 4 security alert from the US Embassy has indicated that it has limited ability to provide emergency services to U.S. citizens in some areas of Haiti. During the past year the security alert level has vacillated between levels 3 and 4.

Although we haven't been able to travel to Haiti, Headwaters has continued to support the schools and orphanages that we have assisted. We also have interpreters and other friends in Haiti with whom we stay in touch. We continue to fund education for individual children through our Sponsor a Child program. We also fundraise for food and other necessities.

Our generous volunteers and donors have contributed to funding for food and have provided shoes, clothing, mattresses, sheets and other needed items this year. Our hope is that we will be able to safely travel to Haiti in the upcoming year.

## Liberia

We continue our work in Liberia. There is great need for services for children who are orphaned, some by the Ebola virus. There are also significant issues related to trafficking involving children. As a result, we began to develop a residential home for 12 girls under the age of 13 years old.

In January of 2019 we were able to complete the licensure for the program we designed; we also continued to fundraise for the money to start up the home. We established an annual budget and knew that once we opened the home, **Aunty Annie's Care Center**, we would need to have the funding in place to sustain these services long term. In addition to the funding difficulties, there has been civil unrest in Liberia. We have worked with the Minnesota Liberian Community to draw interest to the home; we will continue to look for funding opportunities during the upcoming year.



# Awards and Media Coverage



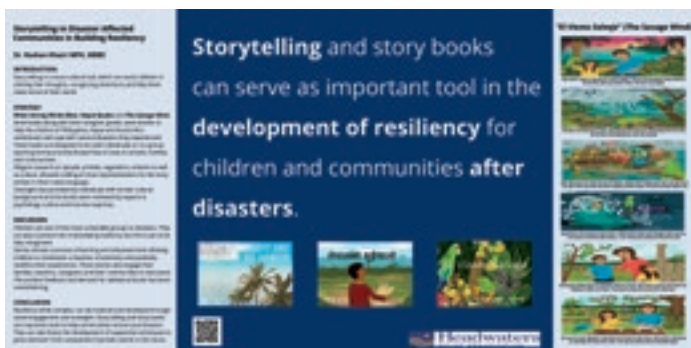
Innovative Program of the year 2019. National VOAD, Nashville Tennessee.



Recognized for contributions in the recovery of Puerto Rico. Health Department and Medical Reserve Corps, Puerto Rico.



Awarded Best Poster, Global Healthies poster competition, University of Washington, Seattle.



American Public Health Association (APHA) annual conference 2019, Philadelphia, Pennsylvania.

Presented for American Psychological Association Webinar Series







# Our Seventh Children's Book

## *Together Again*

This book has a preventative focus and deals with all forms of trafficking. We worked with our partners in public and private schools of remote regions of Nepal. In addition to distribution of the book, we interviewed the students, teachers, and local people on the impact of the book, and usefulness of storytelling as a tool for cultural change.





## Nepal Trip

In November, Headwaters volunteers returned to Nepal where we have worked many times since the earthquakes in 2015. Headwaters has used story-telling and children's books to educate children and communities. The books have educated children through story-telling in response to disasters in Haiti, the Philippines, West Africa, Nepal, Puerto Rico, as well as a book for refugee children. The books address normal emotional responses to disaster while supporting the development of coping skills and resiliency. Each book is accompanied by a caregiver guide that provides instruction on how to use the books with children.



Our newest book *Together Again* was specifically written for Nepal to educate children, families and teachers about the risks of human trafficking. Our goal with our trafficking book for children is to raise awareness of trafficking and to educate people before tragic events occur.

During our trip in November we visited schools in Katmandu as well as in the mountainous region of Jumla. We used therapeutic play activities with the children to engage them before addressing the very serious topic of trafficking. Our volunteers read the book to the children in the schools and explained the risks and what to do if they are approached by a possible trafficker. We also used the caregivers guide with the teachers to explain how to work with the children using the book. Our training was well received. We will be returning in 2020.



Areas impacted by natural disaster and devastation are recognized as inevitable sites of increased human trafficking, with children being the most vulnerable. Headwaters Relief Organization teamed with award-winning novelist Shamim Sarif to raise funds to educate communities about these risks, and support those who have experienced trafficking.

Headwater's creates children's books to help them build coping skills and develop resiliency. This drew Sarif's attention. Sarif is also an accomplished screenwriter and film director: "We all have an obligation to give back. After evaluating partnership options, I identified an opportunity to help turn lives around by selecting Headwaters Relief Organization."

"The Athena Protocol" is Sarif's fourth novel. It's also her first thriller and first young adult novel. "The Athena Protocol" deals with trafficking as a global issue. As with Headwaters, Sarif believes the impact of storytelling is huge. "It's empowering. People want characters they can identify with and aspire to," she says. "I hope to have a social impact on this generation with "The Athena Protocol" by drawing even more attention to the issues, and ultimately making a difference with this global problem."

This partnership was formed to raise awareness of trafficking and to educate people before tragic events occur. By working together to effect change, we can educate and support more people.

Our commitment is to be of service to others. In every contact, no matter how small, we wish to convey warmth, respect and compassion; to refrain from judgment and to appreciate diversity of thought and action; and ultimately to provide opportunities to learn and grow from these experiences.

With imagination anything is possible. There are endless opportunities to create positive change.

*– Dr. Rebecca S. Hage Thomley*



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