



THE SHALOM  
FOUNDATION

# 2020 ANNUAL REPORT



# FOUNDER'S LETTER

Dear Shalom Family,

As we reflect on this past year, we first want to extend our deepest thanks to you for walking alongside us during one of the most challenging times in our collective history. We have seen God work miracles through your generosity in giving during our greatest time of need, and the Shalom team couldn't be more thankful or proud to call you our partners in ministry.

2020 felt like a whole new world to navigate for all of us – but in the midst of fear we found *renewed hope*. Our team knew we couldn't stop our work. Even though the world seemingly stopped functioning, we had to find a way to keep going for the sake of our patients. *Our mission is to bring hope and healing to Guatemala's most vulnerable, and they needed us now more than ever before.*

**So, we pivoted.** We adapted every single one of our protocols to comply with safety measures in this new COVID-19 reality. That meant obtaining travel permits in order to send nutritional supplements to our kids that could no longer travel to the hospital for their milk formula, it meant implementing a new telemedicine program so that our patients could still receive quality healthcare, it meant adapting our internal and external communication methods so that we were always available to our staff and patients alike, and it meant starting new programs to meet the needs from the unprecedented food crisis that was created in Guatemala by the pandemic. In the midst of so much uncertainty, we wanted to be there in any way we could for our people – and by God's grace we were able to do that.


Despite the hardships that 2020 brought, **you** stepped up to the challenge of continuing to provide healing and hope to our most vulnerable patients. *What a testimony to what the Lord can do when His people care for "the least of these."* Even though the pandemic isn't over, we've come to realize that 2020 was the perfect scenario to showcase God's faithfulness and provision in the midst of uncertainty.

Whether you gave for the first time or the 100th time, God bless you – and **thank you** for being a part of providing healing and hope to so many in 2020.

We can't wait to see what the Lord does through The Shalom Foundation in 2021!



Steve Moore  
Founder, Chairman of the Board  
The Shalom Foundation



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STEVE MOORE  
FOUNDER

# PRE-PANDEMIC MEDICAL MISSIONS

We started our first trimester at the Moore Center in a “business as usual” mode, hosting three surgical teams: **Hirsche Smiles Foundation, Monroe Carrell Children's Hospital at Vanderbilt** and **Colorado Children's Orthopedic Group**.

Guatemalan medical specialists were able to prescreen **301 patients** within that time period.

Colorado Children's Orthopedic Group was our last mission team to be hosted at the Moore Center before the airport in Guatemala City closed due to COVID-19. Thankfully everyone from the team made it home safely, and we are so grateful for all of these team's incredible commitment to our mission!



## GUATEMALAN SPECIALISTS

**301** Prescreened patients

## U.S. MEDICAL TEAMS

**315** Screened patients

**174** Surgeries

**67** Dental treatments



"During 2020 we experienced the greatest level of uncertainty we have endured since our doors opened. Looking back, we realize it was a blessing to witness God's faithfulness manifested through the support and generosity of our teams and supporters."

**PEDRO MÉRIDA,**  
EXECUTIVE DIRECTOR

## COVID-19 PANDEMIC IN GUATEMALA

The unfathomable had happened: an unprecedented worldwide pandemic was reshaping the whole world. For the first time in decades - we found ourselves in a compulsory pause as a nation, and at The Moore Center.

After reviewing global COVID-19 protocols in April, we adapted every single one of our own to comply with new safety measures so that we could continue to operate in this new reality.

In May, we received incredible news that our Moore Center would be able to resume in-person medical consultations, and what a day that was! **The whole center was full of joyful noise from our sweet little nutritional program patients seeing their pediatric doctors for the first time in months!**

Despite the progress we'd made, in June our staff received confirmation that our surgical teams would still not be able to travel to the center due to the pandemic raging in the USA and Guatemala. This meant our children could not have their long-awaited surgeries, and were left waiting. It was heartbreaking to understand this new reality, but out of this despair came a **renewed hope.**



# MEDICAL ATTENTION DURING COVID-19

Guatemala's health system has always been stretched thin, and resources have always been scarce. Due to the added stress of COVID-19, it completely collapsed. As a result, the government had to cancel all medical services because there was simply no space in hospitals, and no able-bodied medical staff to help. Everyone was already stretched beyond their limits. ***This gave our medical team the opportunity to step in!***

The Moore Center staff were able to find new opportunities to meet a huge need that arose - pediatric clinic consults for children and their parents. The healthcare collapse left kids from far and wide who were not originally our patients with nowhere else to go. ***Despite the pandemic, our doctors and nurses at The Moore Center were able to see them and take care of their basic needs, providing healing and hope for so many during an incredibly difficult time.***



398 Follow-up appointments

210 Nutritional consultation's for patients

210 Telemedicine consultations

13 General pediatric consultations



Guatemalans faced an unprecedented food crisis due to the COVID-19 pandemic. Families already struggling with cyclical poverty were facing starvation.

In early April, white flags signaling hunger began to appear on the streets and in impoverished communities in Guatemala. They have since become a common site across the country. These flags hung in windows or on roofs, have been painted on the sides of homes, and were held in the hands of families along major roads hoping that a passerby might help them in some way.

***Through our White Flag Survival Kit project, we were able to provide families with 63 pounds of non-perishable items like rice, beans, oats, oil, etc., access to free tele-health services, and 20 pounds of personal hygiene products to combat the spread of COVID-19. Each kit fed a family of 5 for 8 weeks!***

With our established patient database and our relationships in the local communities with pastors and volunteers, our staff identified and supported the most desperate families that were in immediate need of help.

***In 2020, The Shalom Foundation provided over 105,000 meals to vulnerable families in Guatemala!***



"The White Flag Survival Kit project has literally changed people's lives in Guatemala. When these vulnerable people had nothing left, our donors stepped in the gap and provided what they needed most – food to survive. We are so incredibly blessed to be the hands and feet of Jesus to our patients who desperately needed immediate help."

**CAYLEN SANTOS,  
PROGRAMS DIRECTOR**



105,480

meals provided to families in 2020

586

White Flag Survival Kits distributed

35,160

pounds of non-perishable food distributed

1,528

miles traveled to deliver bags

350

hurricane relief kits distributed



# THANK YOU!

*Thank you for walking alongside us during what was truly one of the hardest years of our lives.*

We literally couldn't have continued changing children's lives and making a real difference for people here in Guatemala if it wasn't for your consistent support and generosity.

As we look towards 2021, our staff are hopeful for the future. Already our donors and medical teams are stepping up in a huge way by funding surgical procedures that will take place in 2021 for our patients who simply cannot wait any longer.

*Because of your care for our kids, our patients and their families have a renewed hope this new year.*

*You have stepped in the gap and we couldn't be more thankful to have donors and partners like you!*

With so much gratitude,

The Shalom Foundation Team



**THE SHALOM  
FOUNDATION**  
GIVE HEALING, GIVE HOPE

