

GRM 2020

GLOBAL RESPONSE MANAGEMENT END OF YEAR REPORT

Matamoros, Mexico
Tapachula, Mexico
Immokalee, Florida
Coban, Guatemala
Sesajal, Guatemala
Port-a-Prince, Haiti



2020 OVERVIEW

2020 has been a year of explosive growth for Global Response Management. Our operations reached **5 countries** with **7 different missions** and more than **10,000 patient interactions**.

Our work took us to Central America, the Caribbean, and the US. We more than doubled our operational capacity in 2020, added seven full-time staff, and are working towards veteran and global health fellowships.

We have continued our mission of going where others won't, to do what others can't, and have established ourselves as experts in providing medical care in high-risk, low-resource settings.



OUR MISSION

Global Response Management (GRM) is a veteran-led international medical NGO registered in the United States as a 501(c)(3) organization. We exist to bring emergency humanitarian medicine to vulnerable populations displaced by conflict, war, or disaster in high-risk, low-resource areas. Our network of experienced medical personnel are dedicated to delivering direct, evidence-based patient care and capacity building through training initiatives focusing on trauma and prehospital care, austere medicine, and COVID-19 response in low-resource environments. By working with medical professionals from a variety of backgrounds, we bring a diverse team to populations in critical need.

COVID RESPONSE

In February 2020, GRM began COVID-19 response planning for the asylum camp in Matamoros, Mexico. Coming up with a **Prevention, Fortification and Treatment strategy**. Thanks to our dedicated medical teams, GRM was able to help prevent the spread of COVID-19 until late July.

Well-versed in high-risk, low-resource medicine, **GRM was uniquely positioned to meet the challenge** of the pandemic both domestically and abroad.

GRM deployed a field hospital in Matamoros, Mexico, provided testing and isolation strategies for fire departments in Florida, consulted on COVID response for migrant farm communities in the US, published our approach in the Journal of Emergency Medicine, and served on many working groups for low-resource communities through **partnerships** with groups like Butterfly IQ and Massachusetts General Hospital.

Additionally, GRM provided a variety of trainings for low resource COVID-19 management for medical providers in non-traditional settings across the globe, to include Ultrasound training in Matamoros.

MEDICAL HUMANITARIAN AID

With so much need in the world, **GRM focused on three specific areas for 2020** - COVID-19 response, Central and South American refugee populations, and development of Search and Rescue capabilities.

In Matamoros, Mexico, our clinic operations expanded from one daily clinic to two full-time clinics, provided vaccine initiatives, and facilitated mobile outreach clinics within the city to reach populations who had displaced from the original camp. As our patients could no longer safely live in the camp we moved with them to provide emergency care, primary care, OB care, and COVID-19 response.

Our Operations team also traced **the migrant route from Guatemala City to Tapachula**, Mexico assessing the medical needs of more than 50,000 asylum seekers. In collaboration with local entities on the ground, GRM will open a second front along the trail, intercepting patients earlier in their journey and creating continuity of care.



10,000
PATIENTS
INTERACTIONS



11
NEW
PARTNERSHIPS



3,000
COVID TESTS
DELIVERED

SUCCESS STORIES:

HIGHLIGHTING THE
IMPORTANCE OF OUR
WORK WITH REAL
PATIENT TREATMENT
STORIES.



LINA'S SAFE & HEALTHY DELIVERY

In September, we reached out via social media to advocate for our patient, Lina, a Cuban refugee. Lina was pregnant with a baby boy. During an OB exam at our Matamoros clinic, we discovered Lina's baby had a severe, life-threatening cardiac congenital defect.

We asked our community to reach out to their senators and congressional representatives asking for humanitarian parole and the response was amazing - within a few short days, U.S. Customs and Border Protection granted that parole to Lina and her baby. Through coordinated efforts with lawyers and medical teams, Lina was able to relocate safely to a children's hospital in the United States.

The GRM team didn't stop there. With the assistance of medical specialists and social workers, we have ensured that Lina baby boy had access to the medical care and postpartum resources they both needed. In October, she delivered her newborn son and today both mother and baby are doing well.



ENGINEERING

As an organization that works in difficult settings, GRM recognizes that sometimes the solution to medical problems goes beyond traditional medical care.

With the challenges of responding to terrain that often has a **lack of clean water and sanitation options**, GRM expanded our medical response to include **WASH (Water, Sanitation and Hygiene)** initiatives, GIS mapping, stormwater management, water filtration solutions and sink and shower construction. Our engineering volunteers implemented a low-resource sanitation solution for COVID-19 response **replicated by UNHCR and other camps**. Our work has led to a formal partnership with Villanova University which will help GRM focus on engineering solutions for a variety of problems such as:

- Water, Sanitation and Hygiene
- Healthcare Education and Training
- Medical Equipment and Resources
- Adaptive Medical Equipment
- Trauma Prevention and Treatment
- Public Health

All adapted to meet the needs of low resource areas of the world.

DISASTER RESPONSE

In 2020, **GRM developed a model for medically-specialized disaster response teams** capable of immediate, fourteen-day deployments in the wake of international disasters. Our **primary focus** is covering the immediate **72-hour needs** post-disaster in the Caribbean and Central and South America. With one team already assembled, the team responded to Guatemala following the twin hurricanes in November 2020 providing medical care, emergency evacuations, and WASH solutions for communities cut off by flooding assisting dozens of families.





SOFIA'S PHYSICAL THERAPY ROUTINE

Sofia is a seven-year-old girl who came to our Mobile Clinic in Matamoros complaining of contracture symptoms after an injury she sustained three years earlier. Contracture is a preventable condition following injury that is typically treated with routine care from a physical therapist - a specialty that isn't consistently available to the asylum-seekers in Matamoros. One of our volunteer medics was able to use his education in Athletic Training to develop a physical therapy routine for Sofia. He taught both Sofia and her parents how to conduct the appropriate stretches and exercises to relieve her symptoms and prevent the problem from worsening.

CAPACITY BUILDING

Capacity building and training of local resources is a central part of GRM's operations. Once our teams leave an area, it is important that **critical aid continues**. Combined in-person training and remote learning efforts in trauma stabilization, emergency medicine, Search and Rescue (SAR), COVID-19 response, and field medical technological advancements like portable ultrasound have already been implemented in the Iraq, Syria, and Mexico, and will be expanded over the next three years to the African continent and Central America with education and university partners. In 2020 our providers helped support dozens of training opportunities, community education for COVID and fire prevention amongst refugees, as well as trauma training.

VETERAN ENGAGEMENT

Veterans are a huge part of our work force and volunteer base. In 2020, we hired three veterans and are working to create a veteran fellowship for 2021. **Veterans reentering the civilian workforce** from military service often face unique challenges. By offering these positions yearly we can engage and utilize skills that veterans have perfected during their service and provide them with the opportunity to make an impact in the global humanitarian community.

For more information visit: <https://www.global-response.org/veteran-led>

**IN 2020, OUR
VOLUNTEERS
PROVIDED \$1,340,536
IN DONATED MEDICAL
CARE**





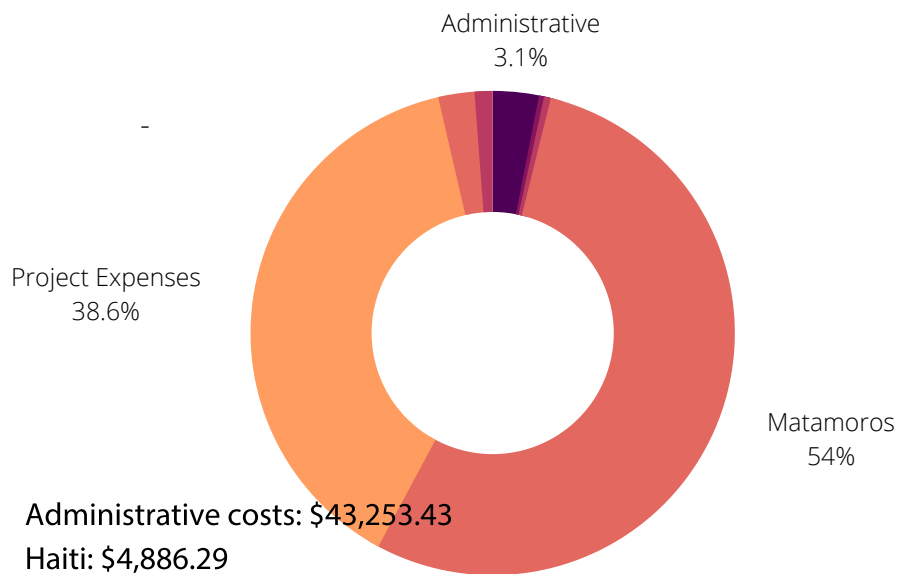
MARIA'S CORRECTIVE LEG SURGERY

In August, we became aware of an El Salvadorian asylum seeker who with a serious fracture in her left leg. Maria, who had fled violence in El Salvador and was hoping to find a safe place to settle in the United States with family, was denied asylum and deported to the southern border of Mexico to a town called Tapachula. On the multi-day journey by bus from Matamoros to Tapachula, Maria slipped and suffered a severe fracture of her left leg below the knee, resulting in a displaced tibia/fibia and patellar dislocation. The bus never stopped and she was not provided with medical care, ultimately being dropped off at an asylum shelter in Mexico City, before being deported the rest of the way to Tapachula. Her leg was still badly broken and she was unable to walk.

Maria came up on our radar when she got to Tapachula and clearly needed serious corrective surgery to salvage her leg and foot. The team was able to use our resources to get Maria the help she needed and save her leg and foot.

2020 FINANCIAL ACCOMPLISHMENTS

AT GRM, WE BELIEVE IN TRANSPARENCY. WE WANT YOU TO KNOW WITH FULL CONFIDENCE THAT YOUR GENEROUS CONTRIBUTIONS ARE BEING USED IN THE MOST EFFICIENT WAY TO IMPACT AS MANY PEOPLE AS POSSIBLE.



Administrative costs: \$43,253.43
 Haiti: \$4,886.29
 Iraq: \$6,400
 Matamoros: \$761,233.73
 Project Expenses *: \$543,921.57
 SAR: \$34,041.78
 Tapachula: \$16,971.57



**Project Expenses represent expenses that apply to more than one project within the organization



LOOKING AHEAD...

PRIORITIES FOR 2021

As we welcome the new year, we are inspired by everything we have achieved in 2020 through the generosity of our donors. Since our inception in 2017, Global Response Management's total operating budget has been \$2,096,162. With that budget, we have impacted the lives of more than 70,000 people in 8 countries across the globe. For such a small nonprofit, those numbers represent staggering accomplishments. In 2021, we're continuing to focus on our three priority strategic areas: **Humanitarian Response, Disaster Response, and Training and Capacity Building**, but we are setting the bar even higher.

Our top five priorities for 2021 are:

- 1) Advance our yearly operating budget to \$2,958,000.
- 2) Stabilize our work in the locations we are currently working, and facilitate one other major project in an area of extreme need.
- 3) Promote our Disaster Response Team rapid response capabilities, so that GRM can respond to crises faster and more efficiently.
- 4) Implement a more robust training program for low resource medical care to areas like Haiti, Sierra Leone, Liberia, Syria, and Iraq by training more than 100 medical providers.
- 5) Create one fellowship position annually for a minority veteran reentering the civilian workforce from military service.

As always, we will pursue these goals by implementing our high-impact and cost efficient work model. With funding from donors like you, we can continue to provide locally led, professional, sustainable high-quality medical care in humanitarian and disaster areas.



OTHER DELIVERABLES

- Ultrasound teaching, cardiac, FAST exam, and ocular for medical staff in Matamoros
- Training CPR for asylum staff for emergency interventions in camp.
- Fire prevention and safety for 20 leaders in camp, along with two to use fire extinguisher.
- Emergency training for medical staff at COVID-19 field hospital.
- COVID-19 training on pulmonary pressure gradients
- Fire and smoke education for prevention of respiratory complications for children.
- Over 250 adult and child hygiene kits provided to asylum seekers displaced during COVID-19.
- Field hygiene classes for families living in non-traditional structures.
- 10 Mask education classes for camp residents during COVID-19.
- Nerve block ultrasound training for medical providers in Matamoros.
- Stop the Bleed training for Immokalee Fire Rescue.
- Remote COVID-19 Training via Youtube for low resource COVID-19 treatment.
- Guidelines for UNHCR to establish COVID prevention in refugee settings. These were shared with camps in Syria and Greece.
- Worked with Collier County Florida to establish COVID prevention guidelines in hurricane shelters for hurricane season.
- Partnership with Middle Ground Haiti to establish pediatric specialty referral resources for malnourished patients via RUBICON MD partnership.
- COVID-19 shelters assessments in Tijuana and Juarez, Mexico
- Nogales, Mexico medical resources provided for asylum care.
- Provided over 560,000 liters of clean drinking water for asylum camp residents in Matamoros.
- Flood prevention and storm water drainage for asylum camp in Matamoros.
- Hurricane response plan for asylum camp in Matamoros, which was utilized for Hurricane Hannah.
- Clothes washing station for asylum residents in Matamoros Mexico.
- Provided child psychological safe play space for pediatric patients needing medical care.
- Provided over 60 specialists consultations via our RUBICON MD partnership.
- Provided 150 Fluoride dental treatments for kids in Matamoros with severe dental caries.
- Coordinated life saving heart surgery for Matamoros baby born with severe congenital heart defects.