



Christel House®



In 2020, it was all about

# RESILIENCE!

2020 ANNUAL REPORT





Christel House®

## A Letter from Bart

# A year like no other

Dear Friends,

I hope you are well as we continue to navigate these difficult days. Not surprisingly, our Christel House students and their families have been significantly affected during this unprecedented time of upheaval. But our kids, teachers and staff have demonstrated resilience.

We know the closure of our schools is extraordinarily impactful on our communities due to the services we provide – from education and daily nutrition to health care and social services. But within hours of lockdowns, our schools went into action – organizing and distributing food and other critical resources to our Christel House families. It continues today.

With the need for remote learning, the COVID-19 crisis exacerbated the longstanding “digital divide” our kids face. But with leadership from the Christel House International Board of Directors and the Christel House Indianapolis Board, an urgent initiative to expand our technology resources was launched. With your support, we kept our Christel House students learning, providing devices and data for kids to learn from home.

On June 6 we lost our friend, our inspiration, our Founder, Christel DeHaan. While there is immense sadness in her passing, we know she would be proud of the resilience demonstrated by the children, teachers, and staff of the organization she loved and cherished.

Christel’s legacy will continue. Christel House gives kids who need the most help the best chance. All of us thank you for your generous support.

Best,

Bart Peterson, President and CEO







# A tribute to our Founder

## Christel DeHaan

### 1942 - 2020

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Christel DeHaan's life epitomized the American Dream. Her passion for life, for causes, for people and for the arts and nature was underscored by a deep commitment to excellence in all that she did. Christel made a difference as a business leader, as a community leader and as a philanthropist.

After a remarkable career in business as the co-founder of Resort Condominiums International (RCI), Christel created Christel House in 1998 with the goal of transforming the lives of impoverished children around the globe.

Now serving nearly 6,000 students and graduates worldwide through schools in India, Jamaica, Mexico, South Africa and the United States, Christel House was created to address the root causes of poverty through a holistic human development model.

***"To care, to share,  
to make a difference."  
- Christel DeHaan***

Thanks to Christel's careful planning, the work of Christel House will continue to be supported through her estate. It was her wish that all Christel House general and administrative expenses be covered in perpetuity. This allows all donor gifts to fund programs and services needed by Christel House students.



# Providing hope for families

## *When schools closed, the heart of*

The pandemic has disproportionately affected families in under-resourced communities. Despite challenging circumstances as Christel House schools closed around the world, staff at each school showed resilience, taking action by organizing food deliveries to safely provide thousands of meals and other critical resources to students and their families.

**(Below)** Before the lockdown took effect in South Africa, teachers handed out flyers about COVID-19 and social distancing. Christel House provided soap, loaves of bread, disinfectant, and lollipops for the children.



***"The vast majority of our students and their families rely on food from the school."***

**- Adri Marais, CEO  
Christel House South Africa**



The crisis left thousands of daily wage laborers in Bangalore and Atal Nagar unemployed and without access to food and other essentials. With donor assistance, Christel House India extended support to over 1,400 families every week.



# families in a global crisis

## *Christel House remained open*



In the first weeks of the pandemic, Christel House Indianapolis staff loaded over 8,000 meals at drive-through locations at the South and West school campuses.



**(Left)** Christel House India social workers traveled into communities to provide groceries, sanitizers and face masks for students and families.

**(Below)** Christel House Mexico worked with local pantries to provide food for Christel House students and families.

# 190,433

Nutritious meals  
provided to students,  
alumni, and their  
families.







Christel House India – Bangalore students pick up tablets for remote learning.

# Bridging the digital divide

## *Devices and data for remote learning*

While Christel House kids have access to technology in the classroom, with the pandemic closing schools, students needed the tools to transition to e-learning. That meant purchasing hundreds of tablets, laptops and WIFI data packages to facilitate remote learning. With determined leadership from the Christel House International Board of Directors and Christel House Indianapolis board members, a technology fund was launched. Supporters responded, keeping Christel House kids learning from home.

***“Having access to a tablet at home is such a privilege for me.”***

***– Channele, Grade 9, Christel House South Africa***

“The impact of this virus has been more severe than any of us could have imagined,” says Harry Guest La Vercombe, English teacher at Christel House Mexico. “But in true Christel House fashion, our staff, students and supporters have proven that perseverance is the name of the game.”

**(Right)** Christel House Jamaica second graders and parents received training on using new devices.

6 – REMOTE LEARNING

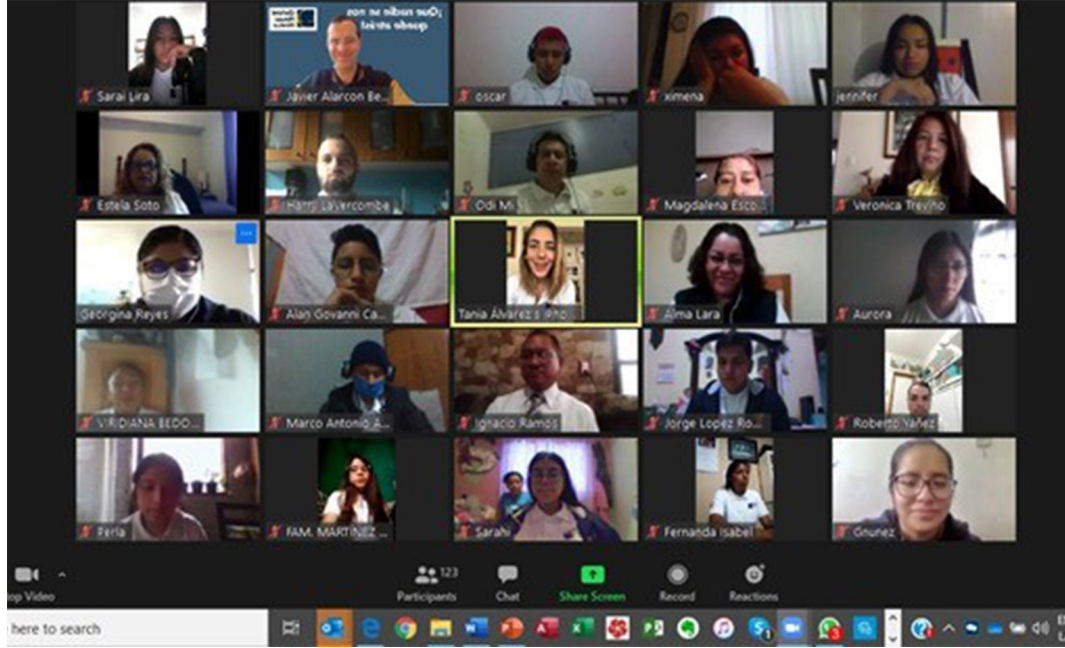




# 1,770

Additional devices  
provided to  
students,  
ensuring they could  
experience  
real-time learning.

**(Below)** More than 50% of Christel House Indianapolis students did not have WIFI at home. Data packs allowed access to e-learning.



**(Top)** Christel House Mexico staff and students on a Zoom call. Teachers used a variety of platforms from WhatsApp to Facebook and video messaging to connect to students.

**(Below)** For younger grades in India, children received weekly homework packets. In addition to written feedback, teachers called students three times a week.





# Our Heroes

***Teachers turn adversity into lessons on resilience for kids***

## **#Hashtags connect teachers to students**

During the earliest days of the pandemic, Christel House Mexico recognized the abrupt closing of school could cause uncertainty and make children feel isolated. Teachers reached out, letting students know they were not alone. They created social media hashtags to connect. "One was #StayAtHome and the other was #IAmChristelHouseFamily," says Executive Director Javier Alarcón Benet. Students responded, sharing photos from home. "We are working as a family," says Javier of the student/teacher connection during the crisis. "It's a big community of solidarity."



***"If the children cannot come to school, we will take the school to the children."***

**- Christel House India third grade teacher Sathi Menon**



Teachers at Christel House India are going above and beyond to ensure students' emotional and academic success. Schools have remained closed. The India team brainstormed to create and deliver homework packets to younger students. Teachers then follow-up via phone to assess how kids are doing and to lift their spirits. During the lockdown, some children have experienced deep personal trauma. When a student lost her father in an accident, she and her mother received support from Christel House counselors. "It gives the children a sense of security to know teachers are only a call away," Menon says of the contact with each student. "It takes time. But we don't mind putting in those extra hours as we know it benefits the children."

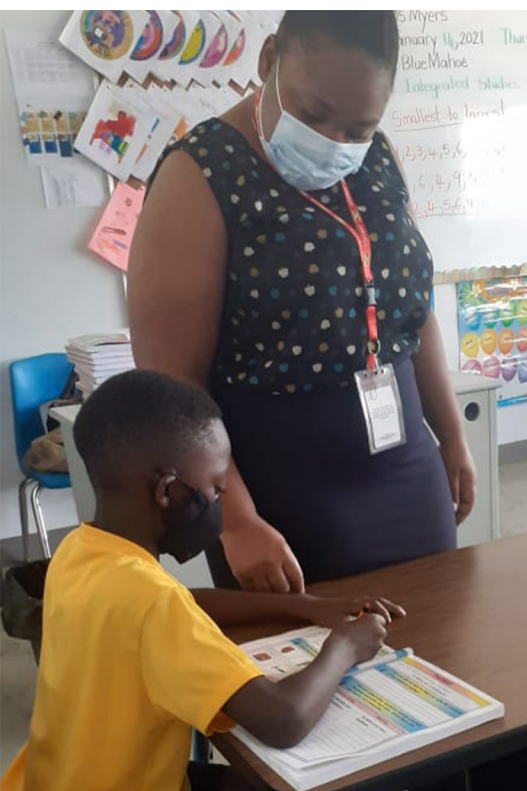




## ***Safely adapting to in-person classes***

With stringent safety measures in place, Christel House South Africa welcomed back some students to the school in June. The entire facility was sanitized before kids arrived. The first lesson for students was an introduction on new school safety and social distancing rules.

**(Left)** Christel House Jamaica opened with plenty of space for safe social distancing in the school's brand new classrooms. **(Right)** As part of the new normal, masks and plexiglass dividers are standard in Indianapolis classrooms. "Our kids are so happy to be back," says Debby Nauta, New Teacher Instructional Coach.

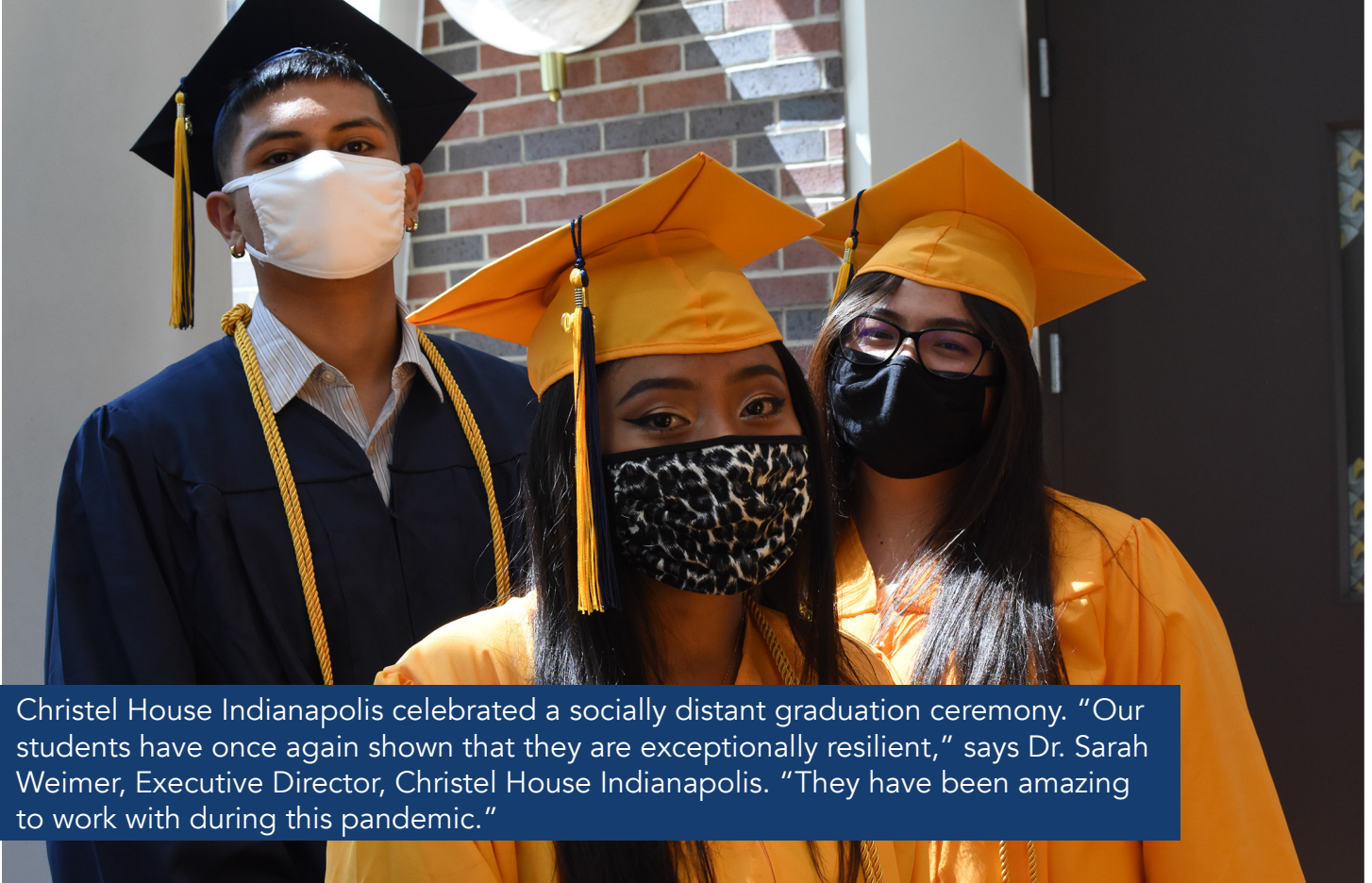


# 99%

**Teachers report  
regular contact  
online or by  
phone with  
students studying  
remotely.**







Christel House Indianapolis celebrated a socially distant graduation ceremony. "Our students have once again shown that they are exceptionally resilient," says Dr. Sarah Weimer, Executive Director, Christel House Indianapolis. "They have been amazing to work with during this pandemic."

# College & Careers Works

*Technical training or college, graduates find success*

Five Christel House Mexico graduates were accepted to UNAM, the #1 ranked university in Mexico—a record number for the school. Another eight students were admitted to IPN, the best public university to study engineering. Luis Serrano, College & Careers Coordinator, is impressed with the entire Christel House Mexico class of 2020 for overcoming pandemic obstacles. "For me, this class is like those Greek heroes who succeed after a long journey filled with trials," he says proudly.

**(Below)** The Christel House India Class of 2020 scored a remarkable 96.2% pass rate on the PUC (Pre-University Course) board exams! "These are fantastic results," says Jaision C. Mathew, CEO of Christel House India.

# 323

**Graduates  
around the  
globe  
earned  
diplomas  
in 2020.**







She earned a diploma from Christel House DORS, our adult high school, in Indianapolis during the pandemic. But that's not all Marisol Serrano did. She also earned a job certification. Now the 2020 graduate is enjoying a new career – as a welder! "I love every moment of it," she says. Students attending Christel House DORS are strongly encouraged to continue their education after earning their diploma. Marisol chose the vocational route. "The experience I had at DORS was amazing."



Angelique Blaauw-Chiropa, 2009 Christel House South Africa graduate, grew up in a community overrun with poverty and violence. She says Christel House changed her life. Angelique was the first in her family to complete school. With support from the College & Careers program, she attended business school. Now working as a Senior Accounting Clerk, she and her husband have purchased a home. "No one else in my family has ever owned their own house. It's a milestone to celebrate for me!"

# 5,662

**Students served including College & Careers**

# 94%

**Annual K-12 retention**

# 99%

**Students passing graduation exams**

# 96%

**Annual K-12 attendance**

# 88%

**Graduates continuing studies or employed**





2019 Photo

# Celebrating Our Supporters



The Glick Play Garden will provide a new on-site, drop-in childcare service for Christel House DORS South students. The grant will renovate space as part of a plan to create a community-serving campus for Southside residents in Indianapolis.

## ROWLEY FAMILY FOUNDATION

A multi-year grant from the foundation will provide staffing resources for the drop-in childcare service at Manual beginning in Fall 2021.

## MIKE AND THERESA MASCARI

Students at Christel House Academy South will make beautiful music on a baby grand piano thanks to the Mascaris.



The Pathways Junior Fellows Program is a full-time, paid summer job-shadow and mentoring opportunity for Christel House Indianapolis high school students.



It's an annual tradition – employees collect and deliver new toys and clothes for the children of Christel House Academy West in Indianapolis.

## DAVID BROWN, CO-PRESIDENT GRAND PACIFIC RESORTS

After visiting Christel House Mexico, David organized a personal appeal to provide Chromebooks for all the high school students.

## HERBERT SIMON FAMILY FOUNDATION

The foundation served as Presenting Sponsor of the 2020 Passport to Prosperity virtual event which raised \$223,000 for our students around the globe.

## THE VIRTUAL WALK AROUND THE CHRISTEL HOUSE WORLD

The inaugural Walk Around the Christel House World raised over \$217,000 and honored Christel House Founder, Christel DeHaan. Over 100 walkers participated in the virtual event



TIM AND APRIL DeHAAN FAMILY

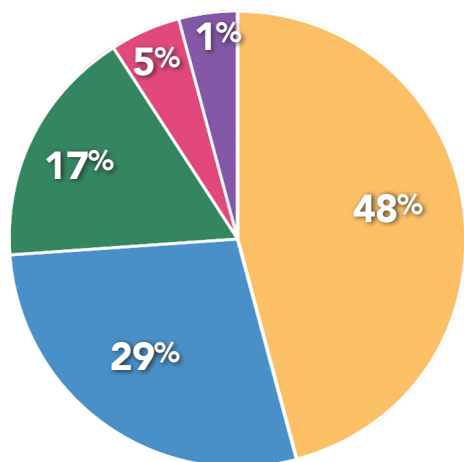
See a full list of all donors online at  
[www.christelhouse.org/2020donors](http://www.christelhouse.org/2020donors)



# TRANSPARENCY AND ACCOUNTABILITY

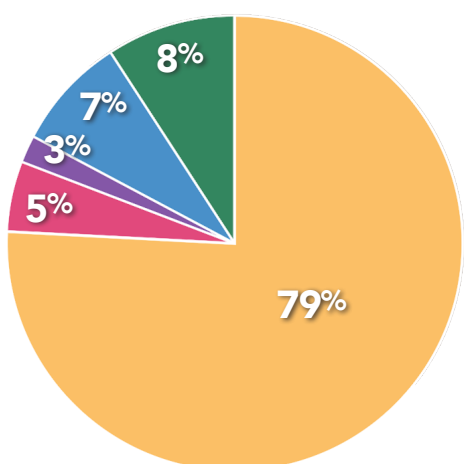
## Combined and Consolidated Financial Statements of Christel House International Inc. and its Affiliates<sup>1</sup>

Breaking the cycle of poverty requires tenacity and determination. It requires adherence to rigorous educational and business practices, high measures of accountability and complete transparency. Every Christel House entity's financial statements are audited annually.



### 2020 Combined Revenue

Government <sup>2</sup>	\$16,684,000	48%
Endless Success Foundation <sup>3</sup>	10,208,000	29%
Corporations/Foundations	5,984,000	17%
Individuals/Board Members	1,694,000	5%
Virtual Walk/Events	518,000	1%
<b>TOTAL</b>	<b>\$35,088,000</b>	<b>100%</b>



### 2020 Combined Expenses

#### EDUCATION & OTHER PROGRAM SERVICES

Education	\$27,440,000	79%
Nutrition	1,750,000	5%
Health, Outreach & Social Services	1,109,000	3%
<b>TOTAL</b>	<b>30,299,000</b>	<b>87%</b>

#### GENERAL & ADMINISTRATIVE<sup>4</sup>

Management & General	2,338,000	7%
Fundraising	2,286,000	6%
<b>TOTAL</b>	<b>4,624,000</b>	<b>13%</b>
<b>TOTAL</b>	<b>\$34,923,000</b>	<b>100%</b>

1. Financial data above is unaudited; when completed, audited financial statements will be available on our website.

2. Primarily U.S. State and Federal charter school funding.

3. Endless Success Foundation, Inc. ("ESF") contributions released from restrictions in support of general and administrative (including fundraising) expenses and operating shortfalls. ESF is a supporting organization established by Christel DeHaan, the Founder of Christel House.

4. Management & General and Fundraising expenses are covered by ESF.

Note: Christel House International is a registered 501(c) (3) public charity, number 35-2051932. Christel House schools are registered not-for-profit entities in their local countries. The Christel House Registration number with the Florida Department of Agriculture & Consumer Services is SC 10875.

### BOARD OF DIRECTORS

**Dennert O. Ware** - TEXAS  
Retired Executive Chairman, Board of Directors, CeloNova BioSciences, Inc.  
Interim Chairman, Christel House International

**Olivier Chavy** - FLORIDA  
President, RCI Exchanges

**Nancy Gillespie** - FLORIDA  
Retired Human Development Economist, World Bank

**Gordon S. Gurnik** - FLORIDA  
Executive Vice President and Chief Operating Officer, Hilton Grand Vacations

**Don Harrill** - FLORIDA  
Vice Chairman of the Board of Directors, Orange Lake Resorts

**Nelson Hitchcock** - NEW YORK  
Executive Vice President and President International, Scholastic, Inc.

**Judith A. Kleiner** - NEW JERSEY  
Former Senior Vice President, KBC Financial Products

**Donald E. Knebel** - INDIANA  
Of Counsel, Barnes & Thornburg LLP

**Martha Lamkin** - INDIANA  
Retired President and CEO, Lumina Foundation for Education, Inc.

**Gail Shiel Mahoney** - ILLINOIS  
Principal, Shiel Design Company

**Lucas Montarce** - INDIANA  
Vice President and CFO of Lilly's International Business Unit, Eli Lilly and Company

**Guido Neels** - INDIANA  
Operating Partner, EW Healthcare Partners

**Marc Nichols** - NEW YORK  
Executive Vice President, General Counsel & Company Secretary, Saab Defense and Security, USA/North America

**Bart Peterson** - INDIANA  
President and CEO, Christel House International

**Stephen Ross** - MAINE  
Retired CEO, Edcon, (Republic of South Africa)

**Marcia Rowley** - ARIZONA  
Co-Founder, International Cruise & Excursions, Inc.

**Cheryl Wendling** - INDIANA  
Senior Vice President, Christel House International

**Dr. Matthew Will** - INDIANA  
Director of External Relations and Associate Professor of Finance, University of Indianapolis



**Christel House**





# Welcome to Jamaica

## *Newest school opens despite pandemic, tropical storm*

Christel House's newest school, Christel House Jamaica, opened with students in kindergarten to Grade 2. Each year going forward an additional 60 kindergarten students will be admitted. When the Ministry of Health approved Christel House to receive students for in-person classes, a tropical storm warning and days of torrential rain caused flooding on the island, forcing teachers and staff to adapt. "It was a very busy time for all," says the Hon. Sally Porteous, CEO of Christel House Jamaica. Following the weather emergency, the school finally opened for in-person learning with approved COVID-19 protocols. Marsha McPherson, Information Technology teacher, says the first months have been full of joy. "I believe Christel House Jamaica will have a tremendous impact on the students, their families and the wider community." McPherson knows the school will bring change. "Christel House represents a great example for future schools to follow and for current schools to emulate."

On Orientation Day, children proudly showed off their new school uniforms. **(Right)** Kids also received their very own backpack filled with books and supplies.

# 180

**Students from  
kindergarten to  
Grade 2  
welcomed  
to Christel  
House Jamaica.**







**(Above)** Due to COVID-19 restrictions, the Jamaica team had to go door-to-door to recruit students. Kerry Ann Thompson, Lead Social Worker, says two things stood out to her: the community's inadequate housing and minimal access to education.



**(Left)** Students pose outside the entrance of their new school.

**(Below)** A family is welcomed by the Hon. Sally Porteous, CEO, Christel House Jamaica.







It all began with the dream, passion, and dedication of our Founder. Now, their futures are bright because of YOU. **Christel DeHaan** left a legacy gift that will cover administrative and fundraising expenses in perpetuity.

# 100%

of your gift supports programs and services for students.

**BECOME A CHRISTEL HOUSE DONOR TODAY:** [www.ChristelHouse.org/Donate](http://www.ChristelHouse.org/Donate)

Christel House International, 10 West Market Street, Suite 1990, Indianapolis, IN 46204-2973

Phone: 317-464-2030 Fax: 317-464-2039 Email: [Children@ChristelHouse.org](mailto:Children@ChristelHouse.org)

[www.ChristelHouse.org](http://www.ChristelHouse.org)





## The impact of the pandemic on the Christel House mission



**124 Million**  
people move into  
extreme poverty.  
First time in 20 years that  
extreme poverty has increased.

Source: World Bank



**150 Million**  
children lost access  
to essentials  
such as food, housing, and  
health care.

Source: UNICEF



**94%** of students  
around the world  
were impacted by  
school closures.

Source: United Nations



Christel House •

## Supporting students through a global crisis

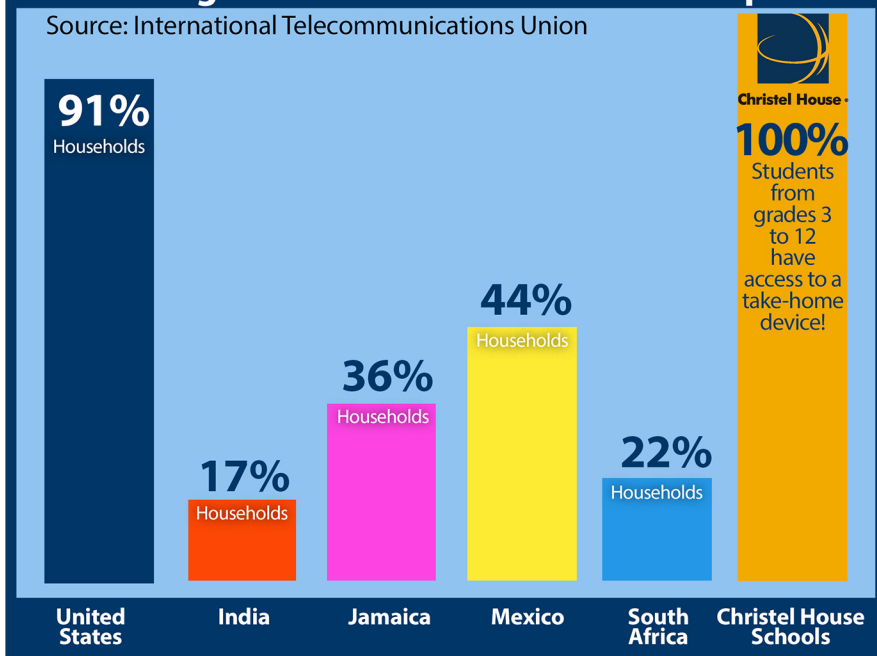
**5,662** Students served including College & Careers

**190,433** Meals provided for students/families

**1,770** Additional devices delivered to students in 2020

### Percentage of Households with Computers

Source: International Telecommunications Union



Providing  
students  
with  
personal  
devices  
resulted in  
more than

**ONE  
MONTH OF  
ADDITIONAL  
LEARNING**

Compared to learning when students  
had to rely on paper homework packets  
or borrowed mobile phones.

Source: Christel House Data Dashboard





Christel House •

# Christel House graduates are breaking the cycle of poverty



## 9 in 10

Christel House Indianapolis grads are self-sufficient or on-track to achieve self-sufficiency within five years of graduation.

Source: Christel House Data Dashboard



## 94%

Christel House India grads are continuing their education or working.

Source: Christel House Data Dashboard



## 3x

Christel House South Africa grads are three times more likely to complete college than their peers.

Source: 2020 CHSA Efficacy Study



At Christel House Mexico,  
on-time completion  
of 9th grade is

# 75% HIGHER

than the national average.

Source: Christel House Data Dashboard