Our responsibility in life is to do the greatest good for all of humanity.

人生的責任，是要做利益人群的事。

Having a clear conscience brings the ultimate peace of mind. Being able to contribute, help and save others brings the greatest joy.

問心無愧心最安，能夠付出、助人救人，最是快樂。

— Master Cheng Yen

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LETTER FROM THE FOUNDER

Every day, we see disasters occurring as a result of the imbalance in Nature’s Four Elements. Take the United States for example. In 2011, many parts of the United States were affected by tornadoes. There was even one incident where over 200 tornadoes were reported in a single day. This is truly very frightening.

Seeing the severity of the devastation truly broke everyone’s heart. There were many people who lost their homes. After surveying the disaster situation, our volunteers provided hot meals, blankets, and cash cards to those affected and collaborated with the local Red Cross for relief efforts.

Indeed, wherever disasters strike, Tzu Chi volunteers who are safe and well will quickly go to the disaster areas to give comfort and care, provide emotional support, and give out material supplies to those affected. When Tzu Chi volunteers reach out to those in need, it’s not just about bringing people material aid. What’s more important is the boundless love they give to comfort people and set their minds at ease.

In following the Buddha’s teaching, we open our hearts to embrace all living beings as our own family. Living in this world, we are all closely interconnected and should care for one another like a family. That’s how we should treat one another and it’s also what the Buddha teaches us to do.

Thirteen years ago, Tzu Chi volunteers first set foot in Central America and sowed seeds of love there. And now, we see that these seeds have grown. For the flood disasters there this time, our local volunteers in several countries of Central America were able to lead our relief efforts locally. For that, I am very grateful. I’m also very grateful to our US volunteers for going to Central America to offer their support. We’ve seen seeds of love sprouting and taking root. May these seeds grow stronger, and their roots deepen and extend farther and wider, so that they may flourish into big Bodhi trees.

Living in this world, we truly must awaken to the lessons disasters bring. Seeing how major natural disasters keep bringing devastation to people, and how man has caused so much unrest and violence around the world, we truly must awaken and change our ways. Everyone, let us take good care of our minds. May the world be free of disasters, society be full of peace and harmony, and people live in peace and safety.

Shih Cheng Yen
Founder
Buddhist Tzu Chi Foundation

LETTER FROM THE CEO

True to its name, Compassion and Relief, Buddhist Tzu Chi Foundation aims at helping people. Through international and domestic disaster relief, regular winter relief, free clinics, hospital care, scholarships, and various community services, Tzu Chi was able to help at least 4,377,698 people globally in 2011. That means in every seven seconds, one person’s life was made better because of Tzu Chi.

In 2011, Tzu Chi also constructed a total of 17,229 Great Love houses in 13 countries, built 174 schools in 15 countries, and signed up 348,185 bone marrow and stem cell donors in Tzu Chi’s bone marrow registry; the largest registry in Asia, and third largest in the world.

Tzu Chi has been a devoted advocate for saving our planet by promoting vegetarian diet and conservation in numerous programs and activities throughout the year. Tzu Chi’s 100,391 environmental protection volunteers worldwide collected 103,787,810 kilograms of recyclables from 6,436 recycling stations in 2011, saving 1,132,581 trees in the process.

Domestically, Tzu Chi is also quick to respond to disasters. From April through July, Tzu Chi USA distributed $288,300 in cash cards and checks, along with 1,528 blankets, to people who lost their homes to tornadoes, not only in the hardest hit Joplin, Missouri, but also in Pennsylvania, North Carolina, Alabama, Georgia, and Massachusetts.

As Central America is the “backyard” of the United States, Tzu Chi USA also held 12 relief distributions from October through December, passing out urgently needed corn, corn meal, beans, rice, oil, sugar, and other food items to flood victims in Guatemala, Honduras, and El Salvador.

Due to Tzu Chi’s long-term contribution, many mainstream organizations are starting to recognize the importance of Tzu Chi’s role in the community, and that of our beloved Master. In 2011, TIME Magazine named Master Cheng Yen as one of the 100 most influential people in the world. Ms. Anna E. Roosevelt, Roosevelt Institute board chair and granddaughter of former President Franklin D. Roosevelt traveled to Hualien in October 2011 to present in person the Distinguished Public Service Award to Master Cheng Yen in recognition of Tzu Chi’s “monumental disaster relief efforts as well as local community services”. This is the first time that this award has been given to an organization or individual outside of the United States.

Along with recognition comes greater expectation. We realize Tzu Chi USA’s road is still long and we still have far to go. Taking to heart Master Cheng Yen’s teachings, we will continue to work towards the fundamental goals of Tzu Chi: purify people’s minds, harmonize the society, and eliminate disasters in the world.

We sincerely thank everyone who has helped put us where we are today; please continue with your generous support and help make this world a better place for all.

Han Huang
CEO
Buddhist Tzu Chi Foundation
TZU CHI’S FOUR MISSIONS:

MISSION OF CHARITY
Master Cheng Yen believes that suffering in this world is caused not only by material deprivation but also by spiritual poverty. She feels that the lack of altruistic love is the root of many problems in this world. Thus, Tzu Chi’s guiding principle in charity is to “help the poor and educate the rich” to give material aid to the needy and inspire love and humanity in both givers and receivers. Tzu Chi’s unique approach to disaster relief includes delivering cash aid and emergency relief supplies directly into the hands of disaster survivors as quickly as possible. Grateful for the opportunity to practice selfless giving, Tzu Chi volunteers always present relief material to survivors with both hands, a deep bow, and a smile or a hug.

MISSION OF EDUCATION
As of 2011, Tzu Chi has established three schools in the United States. A Chinese program, infused with Master Cheng Yen’s teaching, is provided to students of the 22 Tzu Chi Academies across the country. Tzu Chi also works closely with two public schools in San Bernardino City Unified School District in Southern California, helping students develop positive character traits of kindness, trustworthiness, and integrity.

MISSION OF MEDICINE
Tzu Chi has established hospitals, free clinics, and community clinics in different parts of the world, providing free and low-cost high-quality medical care to low-income community members. Tzu Chi also conducts many outreaches to help the homeless and the poor throughout the year. The Tzu Chi International Medical Association (TIMA) is made up of more than 8,600 medical professionals in 15 countries who volunteer their expertise and time, travelling at their own expense to provide quality medical services both in their own communities and around the globe.

MISSION OF HUMANISTIC CULTURE
The mission of humanistic culture is to communicate the spirit of Tzu Chi, promoting humanistic values as well as documenting the footprints of love and compassion. Through publications, TV broadcasting, websites, e-magazines and e-newsletters, translations, electronic poster displays, and modern technologies such as iPhone, iPad, and iTunes, Tzu Chi reaches a wide audience every day, inspiring kindness and compassion and promoting the cycle of love in the world.
MISSION OF CHARITY

The Tzu Chi Foundation... is known for the astonishing speed and efficiency with which it brings aid to victims of natural disasters. Whenever calamities occur, Tzu Chi volunteers and experts arrive promptly, dispensing food, medicine, blankets, and warm clothing... and, in the long term, rebuilding homes, clinics, and schools.

TIME Magazine, May 2011
Disaster Relief

The year 2011 was marked by countless disasters around the world, including deadly tornadoes across the United States in April and May, and the 9.0-magnitude earthquake in Japan responsible for tsunamis, aftershocks, and nuclear radiation leaks.

Tzu Chi USA volunteers quickly responded to each major catastrophe, raising funds on the street to support survivors in Japan and traveling to the sites of greatest tornado damage to offer comfort and needed supplies to survivors across the United States.

In continuing support for regional disaster areas, Tzu Chi USA also erected 50 temporary houses in Haiti and conducted two relief distributions in Mexico, where more than 700 people received corn meal, rice, oil, beans, noodles, and other goods.

Tzu Chi volunteers not only pass out relief goods, they give genuine love and caring to disaster survivors. Tzu Chi volunteers distributed emergency cash cards and eco-friendly blankets on March 19, 2011, to food-affected households in Valley View, a suburb of Cleveland, Ohio.

A relief distribution was held on September 22, 2011, for families affected by the forest fire near Bastrop, Texas.

Tzu Chi volunteers in North Carolina went out to inspect tornado damage on April 24, 2011.

On September 15, 2011, Tzu Chi volunteers helped families clean up their homes after a recent flooding in Manville, New Jersey.
<table>
<thead>
<tr>
<th>Date of Disaster</th>
<th>Date of Relief Distribution</th>
<th>Location</th>
<th>Nature of Disaster</th>
<th>Cash-Card or Check</th>
<th>Blanket</th>
<th>Jacket</th>
<th>House- hold</th>
<th>Head Count</th>
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</thead>
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</table>

**Central America Disaster Relief**

After heavy flooding devastated Central America in the summer and fall of 2011, teams of Tzu Chi volunteers traveled from the United States to El Salvador, Guatemala, and Honduras. All three countries now have active local Tzu Chi chapters—nurtured by Tzu Chi USA since relief efforts there in 1998. Volunteers distributed over three hundred tons of food and daily necessities to more than 14,000 families affected by the disasters. 🌍
<table>
<thead>
<tr>
<th>Date</th>
<th>Country</th>
<th>Location</th>
<th>House-</th>
<th>Temporary</th>
<th>Eco-Friendly</th>
<th>Clothing &amp;</th>
<th>Corn (kg)</th>
<th>Rice (kg)</th>
<th>Red Beans (kg)</th>
<th>Black Bean (kg)</th>
<th>Salad Oil (kg)</th>
<th>Sugar (kg)</th>
<th>Salt (kg)</th>
<th>Oatmeal (kg)</th>
<th>Noodle (pkg)</th>
<th>Toilet Paper (roll)</th>
<th>Medical Kit</th>
<th>Commmeal (kg)</th>
<th>Stationery (pkg)</th>
<th>Instant Rice (pkg)</th>
<th>Instant Noodle (pkg)</th>
<th>Instant Soup (Box)</th>
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</tbody>
</table>
Community Services

Every winter, Tzu Chi volunteers conduct numerous winter relief distributions of food, clothing, and blankets to bring warmth, care, and holiday cheer to people living on the streets. In 2011, Tzu Chi volunteers distributed over 63,200 hot meals to the homeless all over the United States.

Tzu Chi volunteers in Atlanta, Georgia, were invited to participate in a United Way activity on November 10, 2011. Early in the morning at 5 a.m., bracing cold winds and a drizzle, Tzu Chi volunteers canvassed the streets in downtown Atlanta, trying to find homeless people sleeping outside, and persuade them to move into city shelters.

On October 1, 2011, Tzu Chi volunteers in Pennsylvania held their routine quarterly visit to Brandywine Nursing Home in the suburbs of Philadelphia. The residents joyfully participated in the games, drawings, exercises, and massages that volunteers provided, and especially enjoyed the slide show of their own pictures from previous visits.

Tzu Chi opened up a Volunteer Income Tax Assistance (VITA) service location in 2011 to help mid- and low-income households with their income tax. From February to April, more than 1,300 families enjoyed Tzu Chi’s VITA service offered in three languages: English, Chinese, and Spanish.

Moved by Tzu Chi volunteers’ selfless giving, a homeless person in downtown Los Angeles donated money for charity.

On December 25, 2011, Tzu Chi volunteers conducted a winter relief distribution at the CityTeam shelter in Oakland, California.

Opened on September 10, 2011, Tzu Chi’s Food Pantry in Cedar Grove, New Jersey benefited 1,304 households; 2,597 individuals in its first twelve months of operation. Here, volunteers are picking up bread and other produce at Food Bank for the Food Pantry.

In the spring of 2011, Tzu Chi volunteers began cultivating Moringa, the fast-growing, drought-resistant plant. In just three months, 30,000 seedlings were distributed to Haitian schools. With more nutrition in its leaves than many fruits and vegetables, Moringa could provide a solution to Haiti’s problems of poverty, deforestation, and chronic malnutrition.
Mr. and Mrs. Zhu, a Chinese couple from Vietnam, were in dire need of help in August of 2011. Mr. Zhu, a diabetic, had lost his weight and ability to walk following a stroke. His wife had been diagnosed with Stage I lymphoma.

Tzu Chi volunteers started to care for Mr. Zhu at the nursing home so that Mrs. Zhu could start her own chemotherapy treatment. The volunteers massaged Mr. Zhu, took him outside in a wheelchair so that he could enjoy the sunshine and fresh air, read Jing Si Aphorisms to him, and helped him to learn to walk again.

Half a year later, Mrs. Zhu's cancer went into remission, and Mr. Zhu could take 100 steps with a walker. They became grateful Tzu Chi members and vowed to help others whenever they can.

After divorcing her unfaithful husband, Kelly lost custody of her daughter. Inexperienced in finances, she soon lost all her inheritance through poor investments and bad advice. Worse yet, an apartment fire destroyed everything she owned and left burns over 20% of her body. After several skin transplants, the disfigurement, unbearable pain, and ceaseless itching made her think of ending her life.

Tzu Chi volunteers found a motel with a small kitchen for Kelly to stay in, and helped pay her rent and daily expenses. Under the loving care of Tzu Chi volunteers, Kelly found the strength to go on living. She vowed to devote herself to volunteer work and sharing her experience with others to help them prevent catastrophic fires.

Local Haitian volunteers encourage people in their community to save one gramme (about 0.35 cents) a day to donate to Tzu Chi at the end of each month. With this Bamboo Bank Fund, they started their first charity case in February 2011, helping Jonite Pascal, a girl born without arms, to pay tuition to a technical school. With computer skills learned at the technical school, Jonite will have a better chance at finding work to support herself.

### 2011 U.S. Family Services

<table>
<thead>
<tr>
<th>Region</th>
<th>New cases in 2011</th>
<th>Family Services with Financial Aid</th>
<th>Home Visits without Financial Aid</th>
</tr>
</thead>
<tbody>
<tr>
<td>Western</td>
<td>230</td>
<td>136</td>
<td>94</td>
</tr>
<tr>
<td>Northwestern</td>
<td>102</td>
<td>52</td>
<td>50</td>
</tr>
<tr>
<td>Greater Washington D.C.</td>
<td>38</td>
<td>21</td>
<td>17</td>
</tr>
<tr>
<td>Southern</td>
<td>75</td>
<td>38</td>
<td>37</td>
</tr>
<tr>
<td>Midwestern</td>
<td>148</td>
<td>41</td>
<td>107</td>
</tr>
<tr>
<td>Northeastern</td>
<td>46</td>
<td>20</td>
<td>26</td>
</tr>
<tr>
<td>Mid-Atlantic</td>
<td>30</td>
<td>2</td>
<td>28</td>
</tr>
<tr>
<td>Central</td>
<td>200</td>
<td>16</td>
<td>184</td>
</tr>
<tr>
<td>Pacific Islands</td>
<td>33</td>
<td>22</td>
<td>11</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>902</strong></td>
<td><strong>348</strong></td>
<td><strong>554</strong></td>
</tr>
</tbody>
</table>

**Family Services**

Family care services ensure that short- and long-term care is provided to families going through rough times. Volunteers assist nearly 1,500 families in the United States annually. Among these, some have been cared for continuously for more than a decade.
Even before Happy Campus Program was officially launched in 2009, Tzu Chi volunteers had been helping the students in low-income schools with after-school tutoring, weekend food backpacks, and the distribution of uniforms and stationery. Now, Happy Campus Program is operating in 22 public schools in eight cities and four U.S. states, plus three schools in Haiti. In addition to caring for students, which has resulted in significant improvement in attendance, academic performance, and students’ behavior, Tzu Chi volunteers also help their families with weekly food distributions and job training so the parents may find better work and become independent.

Tzu Chi volunteers hold food distributions every Monday for low-income parents at Gordon Lau Elementary in San Francisco, California.

In Houston, Texas, a volunteer carefully measures a student’s foot before ordering shoes for the students at Landis Elementary School.

Haitian students benefit greatly from after-school tutoring, where lessons are explained in Haitian Creole, a language they understand, rather than in French.

Las Vegas volunteers make a final check on the weekend backpacks before passing them out to more than 100 children at John S. Park Elementary School.

A young volunteer tutors a younger student at Broad Acres Elementary School in Silver Spring, Maryland.
Scholarship

Every year, Tzu Chi gives $1,000 scholarship to high-school graduates admitted to university or college but who have financial burdens. In 2011, 247 students from all over the United States received Tzu Chi Scholarship to help them get started.

Back to School

Tzu Chi has participated in Foothill Unity Center’s “Back to School Program” since 1995. In 2011, with the distribution of uniforms and school supplies, free haircuts, and free eyesight and hearing exams, 7,484 students from low-income families were able to go back to school with needed supplies and happy hearts.

Holiday Care Packs

Tzu Chi also provides Holiday Care Packs each year to families in need to ensure a happy holiday for each family member. It is hoped that Holiday Care Packs may inspire them to give some joy to others as well. Holiday Care Packs include a debit card of USD100.00 for a holiday dinner, blankets made from recycled plastic bottles, a box of chocolates, socks, and a Care Bear stuffed animal to cheer up the little one in the family.
MISSION OF MEDICINE

Buddhist Tzu Chi Medical Foundation has been a central part of every clinic we’ve organized, providing hundreds of volunteers as well as dental chairs and equipment, mobile units, medical exam rooms and supplies. The Foundation has been a leading responder in disaster relief across the U.S., providing both medical and financial support to victims.

Care Harbor, organizer of CareNow
LA free medical clinic
Tzu Chi Clinics

As of 2011, there are two Tzu Chi free clinics (Alhambra, CA, and Honolulu, HI), two community clinics (El Monte, CA, and Wilmington, CA), one dental clinic and one alternative medicine clinic (both in El Monte, CA) in USA, serving the needs of low-income families and those who cannot afford medical care or health insurance. These clinics are the basis for Tzu Chi’s outreach programs and other valuable services to the community. Tzu Chi clinics have also started providing social services as of October 1, 2011.

Since it opened in November 2010, Tzu Chi Community Clinic in Wilmington, California, has provided low-cost traditional Chinese medicine and dental care, as well as free exercise programs and health lectures to the local population.
Medical Outreach

Tzu Chi held three large-scale free clinics in 2011; the first two with Remote Area Medical (RAM) in Northern California, and the third one with CareNow LA in Los Angeles. Medical, dental, vision, and acupuncture services were provided at all these outreaches, and over 21,000 patients were served. Inspired by Tzu Chi’s medical and lay volunteers, more than 7,000 medical personnel from various ethnic groups signed up to volunteer in future outreaches.
The National Kidney Foundation and Tzu Chi's New York branch jointly organized a Kidney Early Evaluation Program (KEEP) screening in Flushing, New York, on July 9, 2011. Tzu Chi volunteers also provided a vegetarian lunch to demonstrate their gratitude to the medical personnel.

**Other Services**

Through medical outreach programs and health fairs, medical professionals from Tzu Chi International Medical Association (TIMA) provide free services to people in remote and impoverished areas to promote community health and wellness. In 2011, Tzu Chi's Medical Mission conducted 52 preventive medicine seminars, health screenings, and flu shots throughout the 21 TIMA locations in the U.S.

On March 24, 2011, Tzu Chi signed a Memorandum of Understanding with the Association of Organ Procurement Organizations (AOPO) in El Monte, California, becoming cooperating partners in promoting cornea, organ, and tissue donation in Asian communities throughout the United States.

During the outreach with CareNow LA at the Los Angeles Sports Arena, Tzu Chi not only provided free medical care, they also provided free vegetarian lunch, cooking lessons, Tai Chi exercise, and flower arrangement classes.

Tzu Chi's NY branch holds blood drives with the New York Blood Center three times each year. During the drive on March 13, 2011, they also collected donations for Japan's earthquake victims, recruited new volunteers, and encouraged Bamboo Bank adoption.

A doctor gives eye examination to a patient during the November 24, 2011, free clinic in Houston, Texas.

Each May, Buddhist Tzu Chi Medical Foundation Cancer Support Group organized a “Buddha’s Life Well” event in Western Tijuana, Mexico, providing a series of seminars on health, fostering a supportive environment for cancer patients. In 2011, this highly appreciated community program was held in Tijuana.
Tzu Chi International Medial Association (TIMA)
Locations in U.S.

Each year, Tzu Chi offers free vaccinations to the public at its free clinics. On December 18, 2011, Tzu Chi Free Clinic in Honolulu, Hawaii, provided flu vaccinations to people of low-income and those without medical insurance.

Learning from US Tzu Chi volunteers, local volunteers in Haiti took the initiative to organize a free clinic activity of their own on October 29, 2011.
Exemplary Doctors and Nurses

Jung Jung, Stephanie Liu, DDS, realized what a blessing it was to be able to give after becoming a Tzu Chi volunteer. Although busy with her own dental practice, she helps out wherever she is needed: whether in Tzu Chi Headquarters’ kitchen, at the Tzu Chi Community Clinic, or at Lytle Creek Elementary where Tzu Chi volunteers teach character education. Liu says, “In the Tzu Chi family, the care I receive far exceeds that which I give to others.”

After graduating from college, Stephen Deng volunteered at Tzu Chi Free Clinic every Wednesday morning. But after he started his own practice, he only had time to participate in Tzu Chi’s free clinic outreach program. For 10 years he never really knew what Tzu Chi was about. In 2010, deeply moved by the conduct of a Tzu Chi volunteer, Deng decided to learn more about this organization. Deng says he has gained much from working with Tzu Chi and learning about Buddhism. He changed his views and ways because he was able to detach himself. Having learned to combine medicine and Buddhism, he feels he has found his goal in life.

While a student at Taipei Medical College’s Pharmaceutical Department, Yi-Hsien Alex Lai took many courses in Chinese herb medicine as he had a strong interest in the field. After coming to the U.S. in 1994, he changed his field of study to alternative medicine and became a licensed acupuncturist. Ever since Tzu Chi’s Alternative Medicine Clinic was established in 2007, Lai has been utilizing his knowledge in both western and Chinese medicine to treat patients and teach them to live healthy lives.

Hsin Cung Chen, a licensed acupuncturist, did not begin to study about alternative medicine until he was in his mid-forties. Chen’s rich life experiences include chicken farming in Argentina, working as an electrician, a plumber, a gardener, and a house repairman. He studied hard for his medical degree and was able to accomplish so much because he knew how to manage his time. In 2006, Chen closed his private practice of 13 years to fully devote himself to Tzu Chi’s medical mission. He became the director of Tzu Chi’s Alternative Medicine Clinic in 2007. Aside from treating patients and managing the clinic, Chen is also making long-term future plans for the expansion of traditional Chinese medicine in the United States.

Chung Shih Teresa Huang is a registered nurse who has helped in Tzu Chi’s free clinics for many years. Ever since she volunteered in the international free clinic in Haiti, Huang is even more devoted to community work. Having lived in South America for some time, she is fluent in Spanish, which is a great asset during family-care visits to Hispanic households in her community. Although she is still recovering from cancer treatment, she participates in Tzu Chi’s activities whenever she can.

Chi Chu Gillian Hsueh, a licensed acupuncturist, has participated in Tzu Chi’s free clinics for many years. Hsueh has been active in numerous Tzu Chi activities ever since her parents asked her to join in a Buddhist organization in 2010. This year, Hsueh’s parents, her husband, and herself will all receive certificates for completing their training and becoming active, dedicated Tzu Chi commissioners.
I am honored that Tzu Chi is setting an example at our school by the teaching of these character classes. But most importantly, I am honored by the fact that Tzu Chi not only teaches it through a class but they live it. Tzu Chi has helped our school and community by giving out free medical care, giving us books, and many of our students have seen with their own eyes the service that this organization has done; and so it has been a great model for our students to learn the beautiful gift of giving.

Edwin Gomez, then-Principal of Lytle Creek Elementary, now-Director of Charter School Operations for San Bernardino Unified School District
Tzu Chi Great Love Preschool & Elementary School

Tzu Chi has three schools in the U.S. educational system: Great Love Preschool and Kindergarten in Monrovia, California, was established in 2006; Great Love Preschool and Kindergarten in Dallas, Texas, opened in 2008, and Great Love Elementary School in Monrovia, California, was established in 2010. Total enrollment has increased by 33% from 2010 to 2011. The curricula in these schools have been systematically developed based on the U.S. public school standards and the essence of Tzu Chi’s humanistic culture, ensuring that the students not only receive a quality education meeting U.S. educational standards, but can also develop their inner strength. The parents of Tzu Chi’s schools are most attracted to the Chinese-English bilingual program as well as the character education program. They are impressed by how polite and respectful the students are toward one another and to the adults.
Mission of Education

Contribution to Local Elementary Schools

Tzu Chi volunteers have been visiting Lytle Creek Elementary School in Southern California’s San Bernardino City Unified School District on a biweekly basis since 2007. Their purpose is to carry out character education lessons based on Jing Si Aphorisms by Master Cheng Yen. The volunteers help out in classrooms, and play an important role in developing lesson plans.

Students at Lytle Creek learned the importance of listening and speaking one-to-one by playing with paper cup walkie-talkies.

“Sound of Love”, a continuation of the musical instrument donation, was organized in September of 2011, providing students of Barton Elementary School in San Bernardino with second-hand musical instruments, easing the shortage of available instruments in the school.

In the summer of 2011, the students of Lytle Creek Elementary School visited Tzu Chi U.S. Headquarters in San Dimas for the first time. The field trip was based on Master Cheng Yen’s teachings of environmental protection: “Turn trash into gold. Turn gold into love.”

In September 2013, Tzu Chi Great Love Elementary School in Monrovia moved from its temporary classroom in the auditorium of Tzu Chi Great Love Preschool to a new school site three minutes away. The new school is a two-story building. It has a playground, a basketball court, an outdoor play area, a designated garden and a big lawn surrounded by trees. The classrooms in this new school can accommodate students from kindergarten through 5th grade.

Students wash their parents’ hands before a Mother’s Day Celebration.

Christmas Caroling at a Nursing Home.
Tzu Chi Academies

First established in 1994, Tzu Chi Academy students not only receive lessons on academics, Chinese language, Jing Si Aphorisms and humanistic culture, they are also guided in moral and character development. The Humanistic Culture Courses include flower arrangement, tea ceremony, environmental protection, as well as participation in community service activities such as regular visits to nursing homes and disabled children’s centers.

Following the campaign of collecting used books and school supplies for South African and Haitian children in 2004 and 2009, the students in Tzu Chi Academies participated in worthy causes in 2011: “Veggie Country Passport” (the promotion of a vegetarian diet), “The Power of 5” (an on-going donation request of $5 a month), and fundraising for Japan earthquake and tsunami victims.

On September 12, 2011, two more Tzu Chi Academies were established in Tri-Valley of Northern California and Las Vegas, Nevada, making a total of 22 Tzu Chi Academies across the United States, with a total enrollment of 4,556 students.
Community Education Program

Tzu Chi holds a variety of community education classes for adults throughout the year, offering interesting and useful hobby ideas and exercise programs, providing community members a place for life-long learning. Some examples of the classes held are Sweet-Home Series, Tea Ceremony, Flower Arrangement, Vegetarian Cooking, Cake Decoration, Fruit Crafting, Soap DIY (using all natural ingredients), Sewing, Decoupage collage art, Paper Clay, Paper Tole, China Painting, Chinese Calligraphy, Chinese Brush Painting, Sketch, Oil Painting, Speaking Mandarin, Spanish, Singing, Erhu (a two-string Chinese violin), Home Maintenance, Home Gardening, Basic Car Maintenance, Computer, Photography, Health Workshop, Yoga, Tai Chi and Parent-Child Series.
MISSION OF
HUMANISTIC CULTURE

Master Cheng Yen taught her followers that in giving, they must give unconditionally, without expecting anything in return. Direct giving was important because it enabled volunteers to practice compassion and offer their love, which was seen as helping to soothe and heal the hearts of disaster survivors. At the same time, volunteers should be grateful for the opportunity to give, because through the experience they gained insights about life and deep spiritual joy from seeing people’s suffering eased.

Harvard Business School case study, January 2011
Spreading the Word

The Department of Humanistic Culture Development promotes the teachings of Dharma Master Cheng Yen through translation and publication of books, magazines, television programs, websites, music CDs, and DVDs. Tzu Chi’s humanistic culture inspires Tzu Chi volunteers to carry the spirit of “gratitude, respect, and love” to all corners and to motivate people to purify their hearts and work toward a harmonious society and a peaceful world.

The Humanistic Culture Department offers many opportunities to gain a deeper understanding of Tzu Chi, including:

Official Websites: Both global (www.tzuchi.org) and US (www.us.tzuchi.org) websites offer news stories, videos, e-books, vegetarian recipes, and more.

Da Ai Television: American subscribers of Dish Network can now view Da Ai (Great Love) TV in their homes. Live feed and syndicated programs are also available online at www.daai.tv.

Quarterly Magazines: Tzu Chi USA Journal (English) and Tzu Chi World U.S.A. (Chinese) are published every quarter. Each issue contains volunteers’ stories, words from Master Cheng Yen, vegetarian recipes, and more. Copies are available in all Tzu Chi offices; PDF and E-book versions can be viewed on the website.

US Tzu Chi 360: This television program, broadcast weekly on Da Ai TV, documents extraordinary stories of US Tzu Chi volunteers. Sixty-seven six-minute episodes are available on the Tzu Chi website, YouTube, iTunes, and Facebook. July 3, 2011 marked the launch of the 24-minute TV show “US Tzu Chi 360”, featuring in-depth reports of people who make a difference in their communities. The show is also available on the internet: www.us.tzuchi.org.

Flowers in the Snow: The first of its kind, Flowers in the Snow is a collection of true stories about, and written by, Tzu Chi volunteers in the U.S. Like the name suggests, Tzu Chi volunteers are working hard to “transform the world from a cold, barren landscape into a summer garden full of beautiful flowers.”

MISSION OF HUMANISTIC CULTURE
New Launches in 2011

On February 5, 2011, Tzu Chi started its weekly broadcasting in Southern California again, after eight years of silence. Every Saturday morning from 8:30 to 9:00 A.M., Tzu Chi’s radio show of Master Cheng Yen’s teachings, Tzu Chi songs, recommendations on Jing Si books, interviews, and event announcements can be heard on KAZN AM1300 and KAHZ AM1600. Called “Tzu Chi World MP3,” the radio program can be downloaded from www.us.tzuchi.org as well.

A small museum documenting the origin of Tzu Chi has opened inside Jing Si Books and Café at Tzu Chi Headquarters in San Dimas as of May 7, 2011. On display in the museum are valuable pieces of history, such as a hand-copied sutra by Master Cheng Yen’s own writing, actual baby shoes made by the earliest nuns, a worn copy of the collection book used when Tzu Chi was taking donations for its first hospital, and some blue-and-white uniforms worn by the first volunteers.

Jing Si Aphorisms Enter Hotels

From September 17 through December 31, 2011, Jing Si Aphorisms, a collection of simple but wise sayings by Master Cheng Yen, was placed into 63 hotels and motels in California, Texas, Washington, DC and New Jersey. Nearly 5,000 copies of Jing Si Aphorisms now provide travelers inspiration and wisdom for life in four languages: Chinese, English, Japanese, and Spanish.
Environmental protection is an important initiative of Tzu Chi. Tzu Chi volunteers operate numerous recycling stations all across the country, some of which serve as educational facilities where schoolchildren and community members can learn about effective recycling techniques. Some Tzu Chi chapters also operate second-hand stores next to their recycling stations to encourage people to live a simple and frugal life. Tzu Chi volunteers regularly participate and motivate others to participate in street sweeping, park or beach cleaning, and park or beach adoption.

Tzu Chi volunteers in Atlanta, Georgia, held their first quarterly neighborhood talk on February 12, 2011, to encourage people to reuse and recycle. Originally planned for two days, this event was extended to a full week by popular demand.

On March 26, 2011, Tzu Chi volunteers in Warren Township of Central New Jersey collected eight bags of trash, two bags of recyclables, and a 100-kilogram tire from behind the bushes and along the road side of the main road they had adopted. They clean this area four times a year to help keep their community clean.

In an "Environmental Protection" lecture held on February 20, 2011, at the San Francisco Tzu Chi Academy, volunteers explained to the audience how to make fruit enzymes and hand soap at home, so as to cut down on the use of chemical products.

Tzu Chi volunteers in Las Vegas adopted Government Wash, a cove inside the Lake Mead National Recreation Area. They have committed to clean up the cove at least three times a year and to provide formal reports and photos of their activities to the National Park Service. On October 15, 2011, the volunteers collected twenty-three large bags of trash and retrieved many recyclables.

Tzu Chi volunteers participated in a community clean-up at the Hospital-Full Area on March 19, 2011.

Dressed in fruit costumes, Tzu Chi volunteers take every opportunity to promote vegetarian diet, urging people to go veggie for their own health, for respect of life, and for the preservation of our environment.

The recycling station at Tzu Chi Headquarters in San Dimas, California is the favorite drop-off place of recyclables for Tzu Chi volunteers and neighbors in the neighboring community.

Tzu Chi volunteers in LA took care of a group of patients on International Children’s Day, visiting the hospital and bringing them smiles and warmth.

In an "Environmental Protection" lecture held on February 20, 2011, at the San Francisco Tzu Chi Academy, volunteers explained to the audience how to make fruit enzymes and hand soap at home, so as to cut down on the use of chemical products.

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USTzuChi360: A View from All Perspectives

USTzuChi360 documents the full scope of the American Tzu Chi experience, and through its stories encourages and empowers its audience. In USTzuChi360, people from many different races, religions, and experiences meet and interact. But its stories clearly show that love and compassion are universal.

USTzuChi360 episodes show US volunteers active in charity work across the globe - in places like Haiti, Chile, Germany, and Central America - and actively engaged with people from every continent here in the United States. There are stories of South African volunteers at a United Nations conference, and of college students picking up trash on lonely dirt roads across America; stories of hot meals for the homeless in Chicago, and of food backpacks for school children in San Francisco and Los Angeles; stories of Tzu Chi’s clinics and Medical Outreaches, schools and academies, and public schools Tzu Chi partners with. These stories reveal that sometimes a physical need for food or shelter or medical care shows a deeper need to be loved and respected. Love is as much a human need as food or shelter, and fulfilling this basic need allows people to feel like they have space to breathe and to give as well.

USTzuChi360 not only shows stories of people from many different backgrounds and religions, it is targeted towards viewers of many different backgrounds. Sometimes there is a sense of helplessness and hopelessness even in America. The principles of mindful living and selfless giving becoming acts of self-cultivation and self-help, of feeling empowered to do good and thus empowering others, are woven into the backbone of the show itself. Through the show, USTzuChi360 delivers Tzu Chi Foundation and Dharma Master Cheng Yen’s philosophies to the American public. USTzuChi360’s main goal is to reach as many people as possible, whatever race, religion, or walk of life they come from.

US Tzu Chi 360
New Episodes Every Sunday

Real-life stories about US Tzu Chi volunteers active in their communities and around the world: a view from all angles, a view from all perspectives.

US Tzu Chi 360

Watch episodes online at www.us.tzuchi.org
and www.youtube.com/user/ustc360.

Many stories in Tzu Chi USA Journal are also featured on US Tzu Chi 360. Please go online to watch the stories marked with a USTC360 logo.
Global in Action

A Pakistani woman frequently strikes the portable bed she has just received on February 19, 2011, from Tzu Chi during its second relief distribution in Thatta, Sindh Province, one of the areas hit hardest by the floods in October of 2010.

On June 17-18, 2011, Tzu Chi’s Philippine Branch held a free clinic at Angono General Hospital together with the government of Rizal Province, Philippines. Doctors at the clinic conducted eye surgery on patients with cataracts and other eye diseases.

On November 20, 2011, Tzu Chi volunteers in Brazil traveled to Francisco Morato in the outskirts of Sao Paulo to provide a free clinic for the locals.

On February 1, 2011, Tzu Chi volunteers distributed cash cards and other relief materials to flood victims in Gemas, a small village in Negeri Sembilan, Malaysia, one of the many areas left under water by many consecutive days of rain.

With the approach of Children’s Day in Brazil, Tzu Chi volunteers visited the school of Escola Municipal Ceu Navigation in Cocal, Sao Paulo, on October 2, 2011, to present gifts to the children and wish them health and happiness.

On May 24, 2011, Tzu Chi volunteers distributed seed rice to farmers in Tharhlyin, Yangon, Myanmar, for planting in their fields. The farmers gratefully accepted, anticipating next year’s bountiful harvest.

Volunteers from Tzu Chi’s Bogota Service Center conducted a shoeless distribution in three villages of Nariño, Colombia, on July 9, 2011. The villagers were thrilled to receive rice, blankets, sweaters, and vegetable oil to help them through the winter.
Global in Action

On Feb 20, 2011, a Tzu Chi volunteer in Durban, South Africa, clipped the bierails of a village that the volunteers routinely go to visit and care for.

Tzu Chi volunteers conducted a famine relief distribution in Pyongwon County, South Pyongan Province, North Korea, on November 18, 2011. A total of 13,211 tons of rice, 350,738 liters of cooking oil, and 43 tons of infant formula was shipped to North Korea by way of freighter, boat, truck, and tractor, and was received with deep appreciation by the local villagers.

A strong 7.2 magnitude earthquake hit southeastern Turkey on October 23, 2011, causing massive damage and hundreds of casualties. Tzu Chi volunteers went to the Turkish province of Van on October 26 to assess the situation and prepare for relief distributions.

During a routine visit to a scholarship applicant’s home in Ho Chi Minh City, Vietnam, Tzu Chi volunteers discovered holes in the home’s roof. On June 29, 2011, volunteers returned to the home to retrofit the applicant’s home with palm fronds.

Local Tzu Chi volunteers visited Santa Cruz, Asuncion, Paraguay, on June 26, 2011, to distribute daily necessities to the less fortunate.

The Columbia Indians were severely affected by heavy rainstorms in Araguaima, September 2011. On December 4, 2011, Tzu Chi volunteers from Singapore and Malaysia conducted a major distribution of daily necessities in Atalaia Penh’s Chycy Changyu area.
**Financial Highlights**

**SUPPORT AND REVENUE:**
(In Thousands)

- Contributions: 21,987 (85.7%)
- Program services & tuition: 2,503 (9.8%)
- Other income: 1,173 (4.6%)

**TOTAL SUPPORT AND REVENUE**: $25,663

**EXPENSES:**
(In Thousands)

- Charitable services: 5,091 (18.5%)
- Medical services: 4,724 (17.2%)
- Education: 3,782 (13.7%)
- Humanistic culture: 1,754 (6.4%)
- International disaster relief (note 1): 9,826 (35.7%)
- Management and general: 1,416 (5.1%)
- Other (note 2): 889 (3.2%)
- Fundraising: 30 (0.1%)

**TOTAL EXPENSES**: $27,810

Note 1: After a 9.0-magnitude earthquake struck Japan on March 11, 2011, Buddhist Tzu Chi Foundation embarked on humanitarian relief efforts to aid survivors.

Note 2: Other expenses include the Foundation’s environmental protection and community volunteerism projects.

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**List of Officers**

**CEO**: Han Huang

**EXECUTIVE VICE PRESIDENTS**: Debra Boudreaux, William Keh, Paulina Luan, Austin Tsao

**VICE PRESIDENTS**: Jackson Chen, Shiu Yun Tsai

**TZU CHI US REGIONAL SERVICE AREAS**

**REGIONAL DIRECTORS:**

- Northwestern: Minjhing Hsieh
- Western: Han Huang
- Pacific Islands: Jerome Fan
- Midwestern: Amy Hsieh
- Central: Yuanliang Ling
- Southern: Mike Huang
- Northeastern: George Chang
- Mid-Atlantic: Debbie Chen
- Greater Washington D.C.: Clara Cheng

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**TZU CHI US REGIONAL SERVICE AREAS**

[Map showing regional areas]
Location Directory

MISSOURI
ST. LOUIS SERVICE CENTER
8515 Olive Blvd.
St. Louis, MO 63132
Tel./Fax: 314-994-1999

NEVADA
LAS VEGAS SERVICE CENTER
2590 Lindell Rd., #100
Las Vegas, NV 89146
Tel./Fax: 702-880-5552

JING SI BOOKSTORE
LAS VEGAS, NV
Tel: 702-880-5552

RENO OFFICE
33888 Lakeside Ct.
Reno, NV 89509
Tel/Fax: 775-770-1138

TZU CHI ACADEMY,
LAS VEGAS, NV
Tel: 702-880-5552

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839 Nakomis Dr. N.E.
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60 E. Williston Ave.
East Williston, NY 11596
Tel: 516-873-6888
Fax: 516-746-0626

JING SI BOOKSTORE
EAST WILLISTON, NY
Tel: 516-873-6888

NEW YORK CHINATOWN SERVICE CENTER
34 Howard St.
New York, NY 10013
Tel: 212-965-1151
Fax: 212-965-1152

JING SI BOOKSTORE
CHINATOWN, NEW YORK, NY
Tel: 212-965-1151

NORTHEASTERN REGIONAL OFFICE
137-77 Northern Blvd.
Flushing, NY 11354
Tel: 718-988-0866
Fax: 718-460-2068

JING SI BOOKS & CAFÉ
NEW YORK, NY
Tel: 718-799-3000

TZU CHI ACADEMY,
LONG ISLAND
Tel: 516-873-6888
Fax: 516-746-0626

TZU CHI ACADEMY,
NEW YORK, NY
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Fax: 718-460-2068

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CHARLOTTE OFFICE
11626 Wilmar Blvd. Ste 8
Charlotte, NC 28273
Tel: 704-281-8060
Fax: 704-943-1031

RALEIGH SERVICE CENTER
3705 Mason Road
New Hills, NC 27562
Tel: 919-448-4800
Fax: 919-363-6945

JING SI BOOKSTORE
CARY, NC
Tel: 919-439-4919

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CLEVELAND SERVICE CENTER
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Happiness is not about wealth, power or position; it is about living in peace, joy and harmony.

幸福不是財富多、權大、位高，而是自在、快樂、平安。

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