



2020 ANNUAL REPORT

Taking on what's next

For so many people in communities around the world, 2020 was catastrophic. The COVID-19 pandemic, climate change and conflict have combined to create the worst humanitarian crisis in a generation. At this time last year, 1 in every 45 people globally were in need of humanitarian assistance. That number has increased, and today, 1 in every 33 people need aid to survive.

Yet even in these challenges, there is hope. We have seen how families, neighbors and communities have supported each other in so many different ways. Mercy Corps' global team of humanitarians, working in more than 40 countries around the world, were part of this community of hope last year — delivering lifesaving and life-changing assistance to nearly 37 million people.

This Annual Impact Report tells some of the stories behind that number. Our global teams worked to keep students learning despite lockdowns, provided critical assistance for small businesses in Beirut recovering from the massive explosion, and connected thousands of farmers in Indonesia to sustainable techniques and technology to increase harvests. We also used 3D-printing to produce accessibility equipment for young refugees in Jordan and helped open new job opportunities for thousands of young people in Kenya.

Thank you for helping us create a brighter future with families and communities across the globe. I hope you are as proud as I am of what we have accomplished together in 2020 and that you continue to join us in taking on what's next.



Sincerely,
Tjada D'Oyen McKenna
Chief Executive Officer

COVID-19 INTERVENTION



Helping communities stay healthy through the COVID-19 pandemic

When COVID-19 spread across the globe, the challenges vulnerable communities were already facing intensified. In response, our teams started taking every precaution to keep themselves and the people they serve safe and healthy. We then quickly adapted our operations to the reality of the pandemic, distributing the supplies and information needed for communities to prevent transmission of the virus and the assistance needed for families and small businesses to stay on their feet.

As we continue this work, it's critical we ensure the equitable delivery of vaccines to vulnerable communities.

› 15.1m

reached with COVID-19 intervention programs

› 450k

students in Iraq helped to continue their education

› 433k

with new access to handwashing stations in Timor-Leste

EMERGENCY RESPONSE

Warnings for locust swarms

Farmers we work with in East Africa faced both the spread of COVID-19 and swarms of desert locusts, so we modified our existing mobile outreach program to deliver up-to-date information that helped them stay healthy and protect their livelihoods.

Rebuilding shattered livelihoods

After a massive explosion damaged half of Beirut and left hundreds of thousands of people without homes, we provided grants to small and medium business owners. The sooner their businesses recover, the sooner they can power a broader recovery across their communities.

Staying healthy after disaster strikes

For families in Guatemala sheltering together after Hurricane Eta destroyed their homes, the risk of COVID-19 transmission intensified the emergency. Our team quickly distributed hygiene kits and food aid to help families stay safe and healthy. With storms becoming more intense and frequent due to climate change, we're committed to helping communities prepare.



“More than ever, our teams have to be nimble, responsive and deploy effective approaches that not only support people in fragile states for today’s urgent life saving needs, but also consider and, wherever possible, build communities’ resilience to crises.”

—Anissa Toscano, Vice President
Humanitarian Leadership and Response

› CLIMATE ADAPTATION

Planting the seeds for a stronger world



This year Mercy Corps' climate resilience work tackled the pressing challenges of climate change — disappearing livelihoods, rising food insecurity, increasing disaster and escalating violence — by empowering communities to adapt, innovate and thrive, even during a global pandemic.

› **4.9m**

better equipped to adapt to climate change

› **138k**

more prepared for extreme weather events in Kenya

› **98k**

farmers in Indonesia introduced to new practices and tech

› INNOVATION

“We lean forward on technology in service of trying to be more efficient and effective in serving needs.”

— Myriam Khoury,
VP of Innovation for Mercy Corps



Printing possibilities for young refugees

In Jordan's Za'atari refugee camp, Mercy Corps piloted the use of 3D printing to support children with disabilities. After introducing this inexpensive technology, five children so far have received devices that will improve their mobility so they can participate in school activities.

A STRONG PERFORMANCE FOR ENTREPRENEURS

With our MicroMentor initiative, we connect budding entrepreneurs across the globe with an opportunity to learn from seasoned professionals. 2020 saw nearly a 300% increase from 2019 in hours donated by our mentors, with a value of \$9 million USD. And as the pandemic disrupted business across the globe, mentors provided critical COVID-19 support to entrepreneurs.

PANDEMIC SOLUTIONS BUILT WITH CODE

In Palestine, we help young people open a world of opportunities by building up their tech skills. To combat the effects of the pandemic, 700 of them joined the #HacktheCrisis movement. Together, they created nearly 90 viable prototypes, including apps to aid medication delivery and teach children about the virus. With the right tools, young people can change our world for the better.

YOUTH OPPORTUNITY

Building new possibilities and brighter futures for young people

› **2,500+**

girls in Nigeria received vocational training

› **\$2.3m**

in income generated for young people in Jordan

› **5,190**

new work opportunities for youth in East Africa



When connected to the right opportunities, young people have the power to be a positive force for change. We help prepare young people for those opportunities — and the challenges they'll meet along the way. This year, we focused more on job creation and support in order to combat the devastating economic effects of COVID-19 and to support lasting change.

ABOUT US

Mercy Corps is a leading global organization powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

[Join us.](#)

YOU CAN BE PART OF WHAT'S NEXT

With support from people like you, our teams continue to create transformative change in the lives of people around the world. It's when we work together, that a brighter future is possible.

BOARD OF DIRECTORS

Scott Brown

Co-Chair

Ryan Crocker

Vijaya Gadde

Mark Gordon

Allen Grossman

Lucy Lee Helm

Cecily Joseph

Gayle Tzemach Lemmon

David Mahoney

Linda Mason

George A. Papandreou

Kevin Ryan

Kofi Taha

Tjada D'Oyen McKenna

Chief Executive Officer
As of October 2020

Beth deHamel

Interim Chief Executive Officer
Through October 2020

Iman Dakhil

Europe Chair

2020 FINANCIAL STATEMENT SUMMARY

GLOBAL FINANCIAL SUMMARY

Mercy Corps Consolidated Operations: Condensed Summary of Support, Revenue and Expenses (in the thousands of dollars) for the year ending June 30, 2020

	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	2020 TOTAL
Support and Revenue			
Public Support and Revenue	329,125	—	329,125
Private Support and Multilateral Revenue	134,618	14,933	149,551
Other Revenue	33,703	40	33,743
Released From Restriction	8,677	(8,677)	—
Total Support and Revenue	506,123	6,296	512,419
EXPENDITURES—Program Services			
Humanitarian Assistance—Relief	127,610	—	127,610
Humanitarian Assistance—Recovery	41,352	—	41,352
Livelihood/Economic Development	140,356	—	140,356
Civil Society and Education	67,850	—	67,850
Health	47,299	—	47,299
Subtotal: Program Services	424,467	—	424,467
Supporting Services			
General and Administrative	57,201	—	57,201
Resource Development	16,379	—	16,379
Subtotal: Support Services	73,580	—	73,580
Total Operating Expenditures	498,047	—	498,047
	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	2020 TOTAL
Change in Net Assets From Operations	8,076	6,296	14,372
Non-operating Loss, Net	(4,588)	—	(4,588)
Net Assets at Beginning of Year	97,980	8,617	106,597
Net Assets at End of Year	101,468	14,913	116,381
Change in Net Assets	3,488	6,296	9,784
Condensed Statement of Financial Position		MCG	MC AND AFFILIATES
Total Assets	196,024	400,766	
Total Liabilities	116,608	284,385	
Net Assets			
Without Donor Restrictions	68,701	101,468	
With Donor Restrictions	10,715	14,913	
Total Net Assets	79,416	116,381	
Total Liabilities and Net Assets	196,024	400,766	

You can find our complete financial statement at mercycorps.org/financials.

WE USE YOUR GIFTS WISELY

Mercy Corps is efficient and accountable. Over the past five years, we have used 86 percent of our resources for programs that help people in need around the world.



BETTER BUSINESS BUREAU

Mercy Corps meets all 20 standards of the Better Business Bureau Wise Giving Alliance for charity accountability.



CHARITY NAVIGATOR

Mercy Corps is a highly rated charity according to Charity Navigator.



GUIDESTAR

Mercy Corps is recognized for its transparency with a Platinum Seal on our GuideStar Nonprofit Profile.

Mercy Corps Global Headquarters

45 SW Ankeny Street
Portland, Oregon 97204
United States
800.292.3355 tel
info@mercycorps.org
mercycorps.org

Mercy Corps European Headquarters

96/3 Commercial Quay
Edinburgh EH6 6LX
Scotland, United Kingdom
+44(0)131.662.5160 tel
info@uk.mercycorps.org
europe.mercycorps.org

