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
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.

“All 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
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.

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.

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.
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

Gisel Kordestani  
Co-Chair

Tjada D’Oyen McKenna  
Chief Executive Officer  
As of October 2020

Beth deHamel  
Interim Chief Executive Officer  
Through October 2020

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  
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

<table>
<thead>
<tr>
<th>WITHOUT DONOR RESTRICTIONS</th>
<th>WITH DONOR RESTRICTIONS</th>
<th>2020 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support and Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Support and Revenue</td>
<td>329,125</td>
<td>—</td>
</tr>
<tr>
<td>Private Support and Multilateral Revenue</td>
<td>134,618</td>
<td>14,933</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>33,703</td>
<td>40</td>
</tr>
<tr>
<td>Released From Restriction</td>
<td>8,677</td>
<td>(8,677)</td>
</tr>
<tr>
<td><strong>Total Support and Revenue</strong></td>
<td><strong>506,123</strong></td>
<td><strong>6,296</strong></td>
</tr>
</tbody>
</table>

**Expenditures—Program Services**

<table>
<thead>
<tr>
<th>WITHOUT DONOR RESTRICTIONS</th>
<th>WITH DONOR RESTRICTIONS</th>
<th>2020 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humanitarian Assistance—Relief</td>
<td>127,610</td>
<td>—</td>
</tr>
<tr>
<td>Humanitarian Assistance—Recovery</td>
<td>41,352</td>
<td>—</td>
</tr>
<tr>
<td>Livelihood/Economic Development</td>
<td>140,356</td>
<td>—</td>
</tr>
<tr>
<td>Civil Society and Education</td>
<td>67,850</td>
<td>—</td>
</tr>
<tr>
<td>Health</td>
<td>47,299</td>
<td>—</td>
</tr>
<tr>
<td><strong>Subtotal: Program Services</strong></td>
<td><strong>424,467</strong></td>
<td>—</td>
</tr>
</tbody>
</table>

**Supporting Services**

<table>
<thead>
<tr>
<th>WITHOUT DONOR RESTRICTIONS</th>
<th>WITH DONOR RESTRICTIONS</th>
<th>2020 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>General and Administrative</td>
<td>57,201</td>
<td>—</td>
</tr>
<tr>
<td>Resource Development</td>
<td>16,379</td>
<td>—</td>
</tr>
<tr>
<td><strong>Subtotal: Support Services</strong></td>
<td><strong>73,580</strong></td>
<td>—</td>
</tr>
</tbody>
</table>

**Total Operating Expenditures**

<table>
<thead>
<tr>
<th>WITHOUT DONOR RESTRICTIONS</th>
<th>WITH DONOR RESTRICTIONS</th>
<th>2020 TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets From Operations</td>
<td>8,076</td>
<td>6,296</td>
</tr>
<tr>
<td>Non-operating Loss, Net</td>
<td>(4,588)</td>
<td>—</td>
</tr>
<tr>
<td>Net Assets at Beginning of Year</td>
<td>97,980</td>
<td>8,617</td>
</tr>
<tr>
<td>Net Assets at End of Year</td>
<td>101,468</td>
<td>14,913</td>
</tr>
<tr>
<td><strong>Change in Net Assets</strong></td>
<td>3,488</td>
<td>6,296</td>
</tr>
</tbody>
</table>

## Condensed Statement of Financial Position

<table>
<thead>
<tr>
<th>MC</th>
<th>MC AND AFFILIATES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Assets</strong></td>
<td>196,024</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>116,608</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Without Donor Restrictions</td>
<td>68,701</td>
</tr>
<tr>
<td>With Donor Restrictions</td>
<td>10,715</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td>79,416</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>196,024</td>
</tr>
</tbody>
</table>

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

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**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**


**Charity Navigator**

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

**CharityWatch**

Mercy Corps is a “Top-Rated” charity and recipient of an “A” rating.

**Guidestar**

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

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**Mercy Corps**

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