



2020 Annual Review

FAITHFUL

IN A YEAR OF UNCERTAINTY



PRESIDENT'S LETTER

Dear friend of World Vision,

As I reflect on the past challenging year—dominated by the global COVID-19 pandemic and turmoil here at home—I am struck by the tremendous generosity of our supporters, the faithfulness of our staff, and God's goodness to us as we turned to Him in utter dependence.

In such times of trouble, it's clear that our Lord is not only a God of the good times. He is a God for all times. He never stops working in our lives, inviting us to align our hearts and plans with His. And His special concern for the poor and vulnerable never changes.

Early in 2020 when the pandemic hit, that same concern compelled us to immediately launch **our first-ever global emergency response, and the largest in our 70-year history**—including robust relief programs in the U.S. Thanks to our steadfast partners and supporters, this response led to our highest annual revenue ever, \$1.2 billion—meaning **\$95 million more than in 2019 to serve vulnerable children and families in the name of Jesus.**

The impact we have had together over the past year is nothing short of miraculous, made possible by our trust in the Miracle Worker. Consider the impact represented by these achievements through our global COVID-19 response at the close of our fiscal year in September:

- Every 60 seconds, we helped nearly 180 people survive, recover, and rebuild from the effects of the pandemic.
- Every 12 seconds, a person got cash and vouchers, helping vulnerable families pay for immediate necessities like food, rent, and medicine.

(Left) Edgar visits refugee children in Bangladesh in November 2019.

- We worked with 20 new pastors and faith leaders every hour to spread factual information about COVID-19.
- We provided protection and support to a new child every second of every day.

I'm especially encouraged by our response in the U.S. For decades, we've lived into our calling to support local churches as they minister in their communities—and in 2020 we took that commitment to a new level. Hand in hand with a network of over 1,300 U.S. churches, as well as schools and other local partners, we delivered nutritious food, hygiene and protective items, educational resources, and other essentials to families in need across the country, **bringing hope to 6.7 million children and adults.**

It can be said that 2020 put hope itself to the test. But the hope of Christ overcomes, and we are bearers of that hope. That's why I choose to look back on this year as a time when thousands of child sponsors faithfully and often sacrificially cared for children, and when Americans gave so that families near and far wouldn't go hungry.

Thank you for bearing witness to the hope of Jesus through your generosity this past year, despite so many challenges. The gratitude I feel echoes Paul's words in Philippians 1:3—"I thank my God every time I remember you."

God bless you,

A handwritten signature in black ink, appearing to read 'Edgar Sandoval Sr.'.

Edgar Sandoval Sr.
President and CEO, World Vision U.S.

*Our vision for every child,
life in all its fullness.*

*Our prayer for every heart,
the will to make it so.*

—World Vision’s vision statement

WHO WE ARE

World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice.

WHO WE SERVE

World Vision provides hope and assistance to communities through our presence in nearly 100 countries, joining with local people to find lasting ways to improve the lives of children and families in need.

WHY WE SERVE

Motivated by our faith in Jesus Christ, we serve alongside the poor and oppressed as a demonstration of God’s unconditional love for all people. World Vision serves all people, regardless of religion, race, ethnicity, or gender.

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OVERVIEW:

OUR GLOBAL IMPACT

Our COVID-19 response in **over 70 countries** supported **51.1 million people** (6.7 million in the U.S.)



Supported access to **clean water** for **3.4 million people**, sanitation improvements for **2.7 million**, and **hygiene** behavior change for **8.2 million**



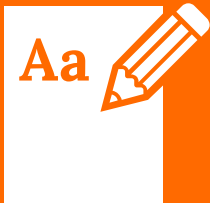
Responded to **68 additional humanitarian crises** in **48 countries**, assisting **27.1 million people**, 18 million of whom were children



Empowered **3.4 million children** through **sponsorship** globally, including **1 million** supported by U.S. donors



Offered educational support or training to **1.4 million kids and adults** impacted by COVID-19



Empowered **3.3 million children** in **49 countries** to **protect themselves and others** from abuse and violence



Disbursed **\$576 million** in microloans in **28 countries**—impacting **1.3 million jobs** + improving the lives of **3.6 million kids**

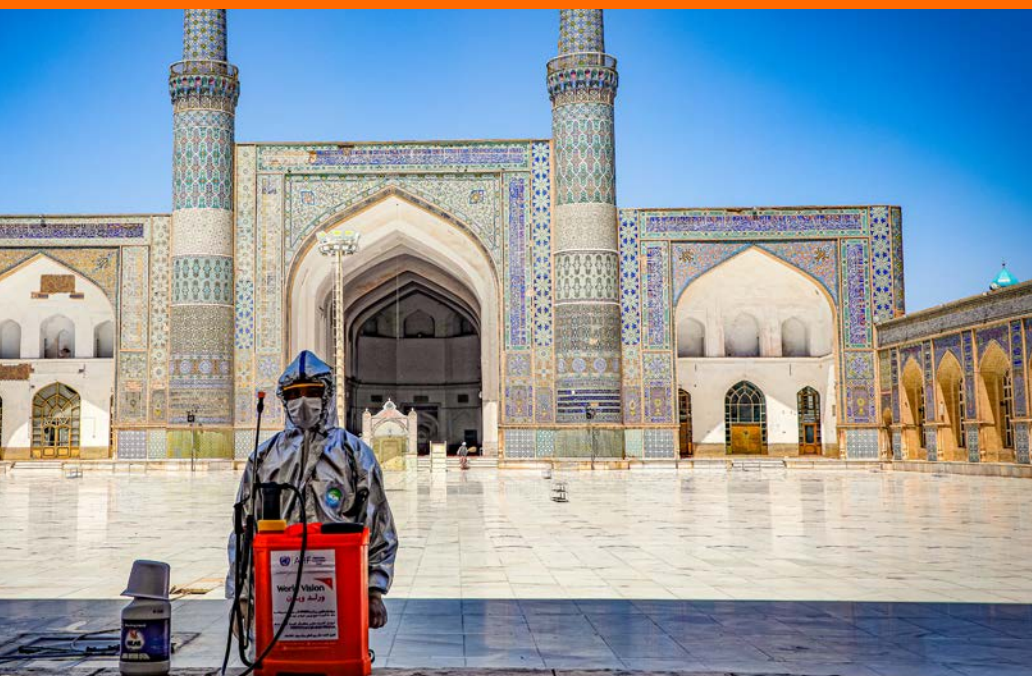


Distributed over **6.5 million** long-lasting insecticidal **bed nets**



Largest implementing partner of **World Food Programme**





Let us not become weary in doing good, for at the proper time we will reap a harvest if we do not give up.

—Galatians 6:9 (NIV)

THE PANDEMIC

You've seen it on the news, or experienced it yourself: long lines at food banks, rising unemployment numbers, shuttered businesses, uncertain economic forecasts. In 2020, poverty became a new reality for many.

Due to the secondary effects of the global health crisis, [the World Bank estimates](#) that as many as 124 million more people were pushed into extreme poverty in 2020.





[World Vision's own assessments](#) in 24 countries across Latin America, sub-Saharan Africa, and Asia confirmed alarming predictions of increased child hunger, violence, and poverty as a result of the pandemic.

Poverty and hunger spread close to home, too, across the U.S. But in the face of this turmoil, one thing was constant: the love of Jesus, and the dedication of our donors and our nearly 35,000 staff around the world to extend that selfless love to others.

(Clockwise from top left) World Vision staff help disinfect public places in Afghanistan; distribute food and supplies through partners in the U.S.; continue to respond to natural disasters such as a cyclone in Bangladesh; and educate people about the importance of handwashing in Myanmar and around the world.

As COVID-19 spread, World Vision found creative ways to help people survive, recover, and rebuild from the effects of the pandemic. In Brazil, we partnered with the Presbyterian Church of Manaus to bring aid to remote areas in the Amazon the only way possible—by boat.

The medical ship *Solidarity*, operated by World Vision, offered essential supplies, dental services, and healthcare to families up and down the Solimões, an upper stretch of the Amazon River—delivering:

<div>1,400</div> <div>food boxes</div> <div></div>	<div> 800</div> <div>hygiene kits</div>
<div> 400</div> <div>Tenderness Boxes</div> <div>(children's kits)</div>	<div>2,100</div> <div> masks</div>

[Read more](#) about the *Solidarity*.



“I prayed and asked God that one day this boat would arrive in our community. And now you are here. I’m happy, really happy.”

—Lourdes, 49, a mother in Brazil who received supplies along with treatment for a foot injury and diabetes

“We want to express our gratitude to World Vision donors—our brothers and sisters—who provided these kits for us. You sent us a love message by living out your biblical principles to love your neighbor.”

—Myron Lizer, vice president of the Navajo Nation



Navajo Nation, U.S.

OUR PANDEMIC RESPONSE

From here to Timbuktu (in central Mali, West Africa), World Vision has trained people to prevent the spread of COVID-19. In Timbuktu, we've provided tents, masks, gloves, soap, hand sanitizer, and cleaning kits to health centers and temporary clinics.

Between March and September 2020 (the end of our fiscal year), with the support of donors around the world, we:



Reached **51.1 million people**, including over 22 million children, in over 70 countries through our COVID-19 response



Distributed **6.7 million masks** and **4.3 million glove sets** to health facilities, health workers, and community members



Provided information on preventive behaviors to **27.9 million people**



Delivered **3.7 million handwashing supplies**

Serving families in the U.S.

To help meet the basic needs of **6.7 million children and adults** here at home who were impacted by the pandemic fallout, we distributed:

- More than **56,000 Family Emergency Kits** including a week's worth of nutritious food for a family of five, protective items, and educational resources
- **2 million Fresh Food Boxes** through our partnership with the U.S. government's Farmers to Families Food Box Program

A special thanks to the network of over 1,300 churches who have worked hand in hand with us to serve their communities.



Diana, from Auburn, WA, receives a Fresh Food Box after her parents faced job loss.



In Zambia, World Vision staff member (and former sponsored child) Matthew Sakala teaches 12-year-old Beauty how to properly wear a mask for protection from COVID-19.

Meeting needs **worldwide**



Food

- Provided **6.2 million people** with essential food resources



Economic empowerment

- Distributed cash and voucher assistance to **1.8 million people**
- Offered livelihoods training to **124,398 people**
- Organized **4,616 savings groups**



Health

- Supported **150,000 local volunteer community health workers in 46 countries** to respond to the pandemic



Child protection

- Supported **1.3 million children** through child protection programs
- Reached or trained **100,028 frontline actors** on child protection



Education

- Provided **1.4 million people** with educational support or training
- Distributed **658,475 education materials** to enable or support remote learning

These COVID-19 response achievements made possible with the support of World Vision donors around the world.



WITH GRATITUDE TO OUR **FAITHFUL** **PARTNERS**

In the face of so much uncertainty in 2020, our partners—individuals, churches, companies, governments, and local and international organizations—went above and beyond. Our work was possible with the help of **more than 13,400 volunteers in the U.S.** and the prayers and generosity of many.

DID YOU KNOW?

Our multiple funding sources allow us to leverage all donations efficiently, keep overhead low, and send help where it's most needed. [Learn more](#) about how we leverage financial donations for maximum impact.

(Left) World Vision is pleased to partner with Mastercard to help make the global economy more equitable—including through our microfinance subsidiary, VisionFund, which helps ensure vulnerable people have access to digital finances and resources.

Individuals

In fiscal year 2020, 767,000 individual donors and 12,000 organizational donors in the U.S. joined World Vision to care for our world’s poor.

Sponsors

- Sponsors in the U.S. supported more than **1 million children**. Globally, World Vision sponsors equipped nearly **3.4 million children** and their families to address the impacts of the health crisis and tackle poverty over the long term.
- Through our innovative **Chosen®** program, people across the U.S. continued to experience the blessing of being chosen by a child as their sponsor. We rigorously maintained COVID-19 protocols throughout the choosing process to ensure protection for kids, families, and our staff.

Major donor partners

- **8,250 private major donors, 216 foundations,** and **472 businesses and organizations** gave more than **\$130 million to large-scale projects** supporting clean water, health, child protection, and economic empowerment.

Churches

- More than **7,000 U.S. churches** partnered financially with World Vision to respond to global needs.
- **Pastors from dozens of denominations** joined together for a one-year journey toward racial justice through World Vision’s **May We Be One initiative**.

“World Vision is a place where you can make a significant financial investment. No investment is too big. They have the structure and organization to effectively use your gifts as they grow over time.”

—Cody Nath, president and CEO, Refined Technologies Inc.

Youth

- **43,833 youth** and their leaders participated in the **30 Hour Famine**, raising nearly \$1 million to help feed and care for nearly 2,000 children for a year. 30hourfamine.org
- **1,133 students** participated in World Vision’s **Ignite** school program, learning about global poverty and partnering with communities in need to bring about lasting change. worldvision.org/ignite

Other donors

- **34,200 donors** faithfully pledged **monthly gifts** to empower kids and communities to create brighter futures.
- **174,000 donors** gave gifts through the World Vision **Gift Catalog** or to specific areas of need.

Collins, a 12-year-old from Kenya, was one of the first kids to choose his sponsor through World Vision’s Chosen program. He feels the support of sponsorship during the pandemic’s hardships. And he loves to write to his sponsor, Joel Barnes of Chicago. Joel says that his friendship with Collins “has allowed me a window into the perspective of another life.”



22,548 people in every U.S. state and Washington, D.C., participated in the 2020 virtual Global 6K for Water®, helping more than 36,000 people get lasting access to clean water.



U.S. government and other agencies

In fiscal year 2020, the U.S. government and other agencies granted nearly \$426 million in food and cash through World Vision.

Federal funding enables us to serve the most vulnerable in some of the world’s toughest places. As a Christian organization, we’re committed to the most rigorous stewardship of all funding to help ensure that all kids can experience fullness of life.

- **10,341 volunteer advocates** sent messages to Congress to support our policy asks, helping secure \$1.5 billion for **global COVID-19 response**, restore \$400 million to address the **Central America economic and migration crisis**, and support passage of **legislation to protect the world’s poor**
- **88 advocates engaged 59 members of Congress** with 129 in-person meetings, which resulted in nearly 50 supportive actions from members of Congress on behalf of kids around the world

Corporations

In fiscal year 2020, 532 corporate partners offered financial support, product donations, and the power of their people, customers, and brands to support World Vision’s work, contributing:

- **94,115 pallets of top-quality products** including medicine, school supplies, shoes, and clothing—valued at \$243 million—to benefit communities in 36 countries
- **\$8.1 million in cash donations**, including \$4.7 million in workplace matching gifts, to support programs that empower children and families in need

“We’ve actually reversed a revenue stream from one that is declining, largely because of COVID, to one that is now increasing, because our customers are so excited about what we’re doing with giving.”

—David Henriksen, president and CEO, Giving Company



DID YOU KNOW?

World Vision is the 6th largest implementer of USAID grants.

Members of World Vision’s Volunteer Advocate Community pose for group photos in front of the Capitol Building.
(Photo taken prior to COVID-19.)



Corporate partner Bombas works with World Vision in the Bronx.
(Photo taken prior to COVID-19.)





Pastor Helen Epps and the Morning Star Prayer Center hold their first Family Emergency Kit distribution in April 2020.



Shannon Martin was chosen by Bridget from Uganda. (Photo taken prior to COVID-19.)



A Volunteer Advocate at the Capitol talks with members of Congress.

WAYS TO GET INVOLVED

As an individual

Sponsor a child Help one child reach their God-given potential and equip them and their entire community to break the cycle of poverty. Now, you can empower a child to choose you as their sponsor. worldvision.org/chosen

Give life-changing gifts Choose from more than 100 options in the World Vision Gift Catalog to make a lasting impact for children and families in need. worldvisiongifts.org

Empower lasting change Give monthly to the World Vision Fund and meet critical needs both today and tomorrow. worldvision.org/lasting-change

Make a planned gift Use your will, retirement assets, or stock to help the world's poor. worldvision.org/mylegacy

Speak up Use your voice to influence policies that empower children for healthier futures and help end global poverty. worldvision.org/advocacy

Help in the U.S. Support vulnerable kids and families right here at home. worldvision.org/usprograms

As a church

Live out Jesus' words Bring Matthew 25:35–36 alive through the Matthew 25 Challenge—a week-long, multigenerational experience that encourages participants to engage in Jesus' love for those in need. worldvision.org/matthew25

Global 6K for Water® Combine fun and global impact as you rally your congregation (in person or virtually) around a unified goal: empowering people in need with life-changing clean water in the name of Jesus. worldvision.org/6k

Go hungry Give your youth the chance to grow closer to God as they fast for 30 hours and raise funds to help kids who are hungry. 30hourfamine.org

Bring Chosen® to your church See what happens when a child is empowered to choose their sponsor—and the radical transformation that takes place when your church members are the ones being chosen. worldvision.org/chosenchurch

Through your job or business

Donate through your workplace Multiply your donations through your company's matching gifts program. worldvision.org/employeegiving

Invest in corporate social responsibility Strengthen your business and change lives through product donations, financial support, and programs that engage your employees, customers, and community. worldvision.org/corp



Nine-year-old Ireen used to walk for water several times a day—often up to 6 kilometers, like millions of girls and women worldwide. But in August 2020, drillers hit water near her village in Malawi, and the entire community turned out for a big celebration. Now, with water close by, Ireen will be free to pursue her education—and walk tall on the path out of poverty. “I was so happy, like I’ve never been in my life,” says Ireen about the drillers’ success. “My prayers have been answered.”

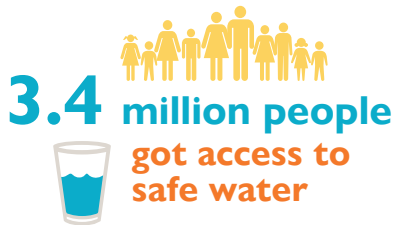
OUR IMPACT FOR **KIDS** AND **FAMILIES**

Celebrate with us the impact we made together in 2020.



Water, sanitation, and hygiene[†]

- Helped establish lasting access to clean water for **3.4 million people**, improved sanitation for **2.7 million**, and supported hygiene behavior change for **8.2 million**



Since 2011, we have empowered 25.4 million people with access to clean water. World Vision reaches one new person with clean water every 10 seconds and one new person with handwashing promotion as well.



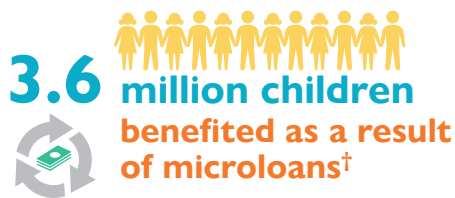
Food

- Used **\$112.4 million in food grants**, including **178,265 metric tons of food supplies**, to help nourish children and families
- Served as the **largest implementing partner** of World Food Programme[†]



Economic empowerment[†]

- Disbursed **\$576 million in microloans** to **1 million hardworking people** in 28 countries—impacting **1.3 million jobs** and improving the lives of **3.6 million kids**



Through World Vision, every 60 seconds, a family gets water, a hungry child is fed, and a family gets the tools to overcome poverty.

[†] Achievements made possible with the support of World Vision donors around the world. Achievements not marked with this symbol were made possible with the support of World Vision donors in the U.S.



Moktara, 8,
a Rohingya refugee
living in Bangladesh

DID YOU KNOW?

We work in 38 of the 57 countries classified by global experts as “fragile,” and in 12 of the 13 classified as “extremely fragile.” Many of these countries are deeply affected by natural disasters and conflict.



Health

- Distributed **over 6.5 million long-lasting insecticidal bed nets**

Over the last 10 years, 89% of the severely malnourished children we treated made a full recovery.



Child protection[†]

- Empowered **3.3 million children in 49 countries** to protect themselves and others from abuse and violence
- Mobilized **206,000 parents and caregivers** to nurture children and advocate for policy changes to prevent harm to kids

3.3  **million children**
were empowered to
protect themselves

In the last five years, together we impacted the lives of over 200 million vulnerable children by tackling the root causes of poverty.



Education[†]

- Equipped **128,000 children in 23 countries** to build literacy, numeracy, and life skills for brighter futures through our Unlock Literacy program

Because of our community-focused solutions, for every child you help, four more children benefit, too.



Global disaster response

- Responded to **68 additional humanitarian emergencies** around the world, including the Beirut explosion; the ongoing Syria, Venezuela, and Rohingya refugee crises; and the historic locust outbreak in Eastern Africa
- Assisted **27.1 million disaster survivors, refugees, and internally displaced people** worldwide, beyond our COVID-19 response
- Used **\$56 million in private donations** and nearly **\$181 million in public grants** for global disaster relief efforts



[Learn more](#) about how World Vision responds to disasters.

[†] Achievements made possible with the support of World Vision donors around the world. Achievements not marked with this symbol were made possible with the support of World Vision donors in the U.S.

This year tested the resilience of our staff around the world, requiring each of us to stretch, grow, adapt, and trust God more fully. Here in the U.S. and around the world, our donors, our partners, and the people we serve also persevered through the health crisis—many of them in creative and inspirational ways.

Persistence in a Bangladeshi slum

Akhi, 17, has had to adapt her whole life. After three years working in a shrimp factory to help support her family, she was too old to return to school. So, she adjusted. Through World Vision donors she received a sewing machine, fabric, and training.

But then the pandemic hit. And her booming business shut down. Rather than giving up, Akhi adapted again. She noticed that masks were expensive and unavailable for people in her community.

“I decided to make masks by myself and sell them for a low price so that poor people can afford them,” she said. “I even give masks for free to those who have no money.”

With her mother and sister, she also began to make kites for children to fly on their rooftops. “World Vision taught us to be good to our neighbors,” says Akhi’s mother, Anowara. “As World Vision’s staff told us, we taught our neighbors to wash hands with soap and running water, wear masks while they go out, and maintain social distancing.”

Akhi was recognized as a [real-life hero by the United Nations](#). She wants to continue standing with the poor, especially girls.

“World Vision taught us to be good to our neighbors.”

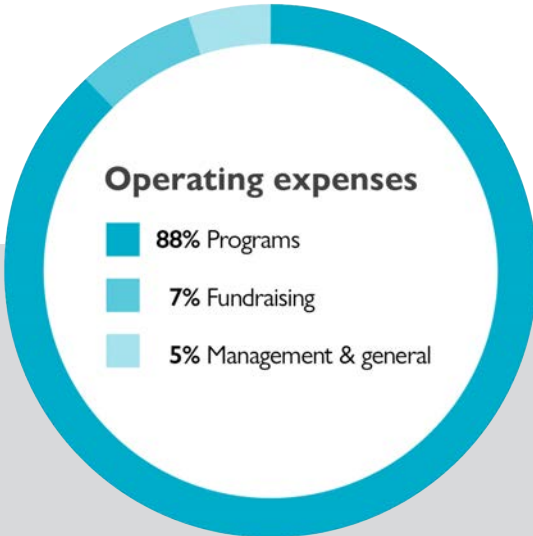
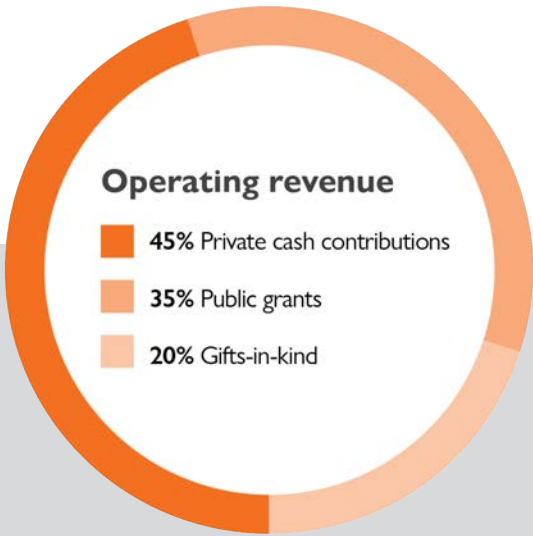
—Anowara, mom of Akhi (pictured)
in Bangladesh





2020 FINANCIAL HIGHLIGHTS

Operating revenue (in millions)	2020	2019	2018
Private cash contributions	\$559	\$547	\$552
Public grants (food and cash)	426	393	329
Gifts-in-kind	243	190	168
Other income, net	5	8	7
Total operating revenue	\$1,233	\$1,138	\$1,056

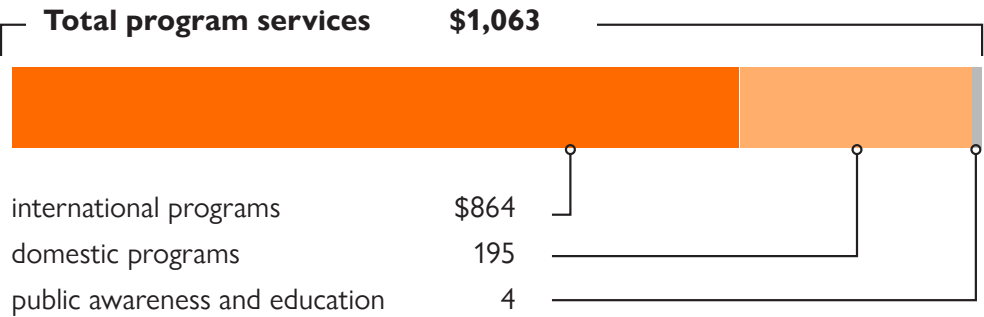


Operating expenses (in millions)	2020	2019	2018
Total program services	\$1,063	\$996	\$907
Fundraising	85	94	91
Management & general	55	63	56
Total operating expenses	\$1,203	\$1,153	\$1,054

In 2020, 88% of World Vision’s total operating expenses were used for programs that benefit children, families, and communities in need.

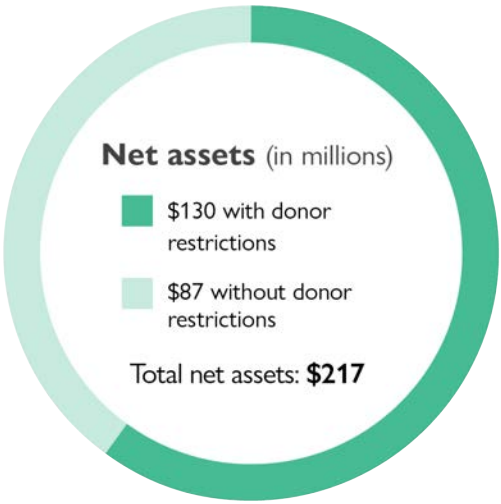


Program services (in millions)



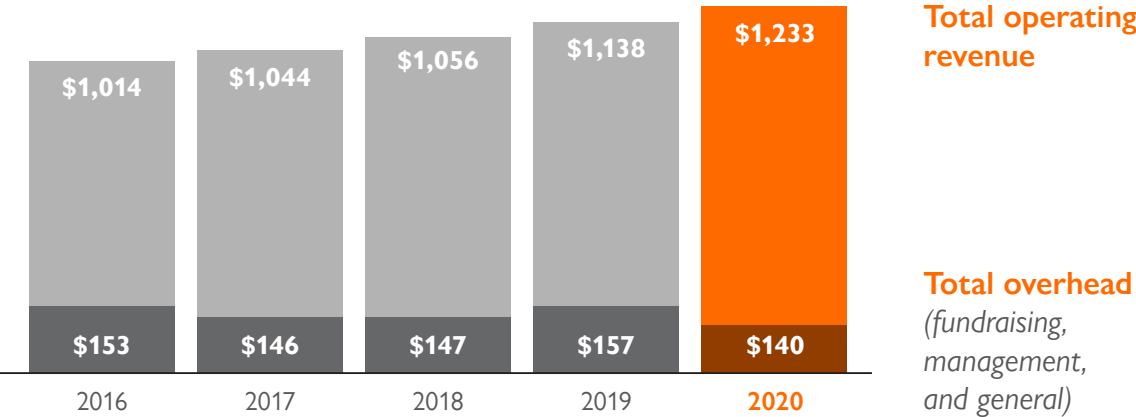
Net assets (in millions)

World Vision’s objective for financial liquidity and reserves is to operate in a prudent range of stability while recognizing the imperative of distributing maximum funds to mission as quickly as possible. World Vision U.S. remains financially strong, with sufficient liquid assets to discharge ongoing ministry commitments and other obligations.



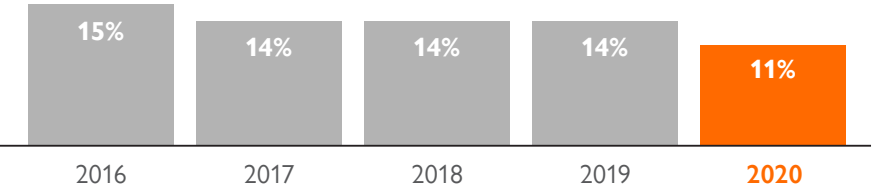
Revenue and overhead trends (in millions)

Operating revenue for the organization increased by 8% during the year as private cash, public grants, and gifts-in-kind all grew, primarily in support of our COVID-19 response.



Overhead rate (% of operating revenue)

Fundraising, management, and general expenses (generally referred to as overhead expenses) decreased in 2020 due to wise stewardship during the global pandemic in order to maximize program services. Our overhead rate (overhead expenses as a percent of operating revenue) decreased three points to 11%.





2020 WORLD VISION U.S. SENIOR LEADERSHIP

- Edgar Sandoval Sr.* » *President and CEO*
- Doug Treff* » *Chief financial officer; corporate secretary and treasurer*
- Christine Talbot* » *Senior vice president, Human Resources*
- Chris Glynn* » *Senior vice president, Transformational Engagement*
- Margaret Schuler* » *Senior vice president, International Programs*

2020 WORLD VISION U.S. BOARD OF DIRECTORS

- | | | |
|---|--|--|
| Robert Abernathy*, Vice Chair
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<i>Senior pastor, New Beginnings
Church, Matthews, NC</i> | Larry Probus
<i>Vice president of finance
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<i>Former president, National
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<i>Leader of Global Impact,
World Vision International</i> | Edgar Sandoval Sr.*
<i>President and CEO, World Vision U.S.</i> |
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Alexa Shopping, Amazon</i> | Laura Whitley
<i>Executive vice president,
Bank of America (retired)</i> |
| Sandy Grubb
<i>Columbia-Willamette Women of
Vision; educator (retired)</i> | | |

*World Vision U.S. officers

(Left) A World Vision staff member distributing bleach and sanitizing products in Beqaa, Lebanon, takes a moment to connect with a Syrian refugee child.



Vulnerable families are empowered to practice safe hygiene through a USAID-funded project in Manabí, Ecuador.

World Vision[®]
worldvision.org

World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Motivated by our faith in Jesus Christ, we serve alongside the poor and oppressed as a demonstration of God's unconditional love for all people. World Vision serves all people, regardless of religion, race, ethnicity, or gender.
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