



2019 ANNUAL REPORT



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LETTER FROM THE CEO

Dr. Abed Ayoub



2019 witnessed three main trends: multiple protracted crises for Syrian, Somali, Yemen and Rohingya refugees under a fragmented development ecosystem looking for holistic solutions; an urgent need to leverage the greatest return on investment (ROI) and impact on every dollar donated for charitable goods – especially scarce goods like water; and finally, drastic regulatory changes and perhaps even turmoil in the global development sector.

This year, UMR reached around 700,000 people directly, and 7 million indirectly, through 54 poverty-reduction and development projects in 15 countries. The champions through it all are our local partners, a well-crafted network of universities, technical professionals, and grassroots community organizations that we can trust to serve people in precarious conditions and remote and neglected areas. We met people in Wajir Country, Kenya, with preventative illnesses, like low hearing, who did not even know that they could be helped with simple hearing aids, and they considered it a miracle that they could hear again. We also performed cataract surgeries for refugees and vulnerable communities in Jordan, Somalia, and Kenya.

We are always grateful to our donors, who entrusted us with a budget of \$2.6 million in the 2019 cycle. However, the size of the emergencies in need for relief exceeded available resources, and it was imperative for us to prepare another \$610,000 from reserve resources out of moral obligation to the disaster-affected communities in Yemen, Bangladesh, and refugees in Jordan and Kenya.

Our operations are transitioning out of short-term siloed projects into a portfolio of more holistic and integrated solutions. We prioritize integrated health and education operations, because we believe this is the shortest path for people to build confidence and be able to lift themselves out of poverty, hence giving us the highest ROI and sustainable impact. In the new model, we identify and prioritize a number of local partners (i.e. hospitals, or vocational training centers) and help them realize their goals in serving the community, which in turn has the impact to enhance the entire health or education system. We also continue to respond with immediate relief action to war- or climate-related emergencies.

For 2020, we will expand on this holistic model with the Adopt A Village Project (AVP) where we will work to improve the overall livelihood of communities in extreme poverty through synchronous development efforts in health, water & sanitation, education, housing, energy and environmental management, and community participation. This is because we find that families living in extreme poverty do not quite benefit from just marginal improvements, but they need a complete transformation of life.

With fundraising, 2019 carried drastic restructuring of the US regulatory governance for the global development field. Donations fell by about \$54 billion from January to October in the United States, and the threshold for individual contributions to qualify for tax deductions is now much higher, making it almost unfeasible for the giver. This led to massive shrinking in the base of grassroots individual donors, which we consider to be the core power of UMR. Moreover, this creates an unfortunate mismatch and uncertainty about the consistency of funding we need to transition from short-term relief to more sustainable holistic development. Our ability to plan for long-term impact is essential to ensure appropriate standards of compliance, performance, and impact measurement.

We continue to search for innovative ways to bridge this gap in stability and fundraising, and we count on the patience, passion, understanding, and cooperation from our donors, as we remain committed to UMR's mission of helping the underserved and marginalized communities build their capacity toward resilience.

A handwritten signature in black ink, appearing to read 'Abed Ayoub'. The signature is fluid and cursive, written on a white background.

Dr. Abed Ayoub
President & CEO
UMR

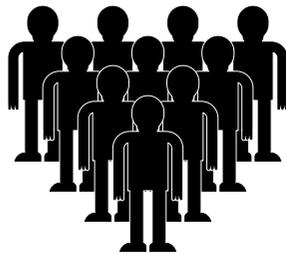
EXECUTIVE SUMMARY

- Our program spending in 2019 totaled \$3,195,828. This is about 40% less than in 2018. Our ability to raise funds and to transfer money securely through a trusted banking network in order to deliver on the UMR mission has been greatly affected by the new bank de-risking and US tax exemption regulations. We continue to work closely with our financial institutions and auditors in order to ensure all proper regulatory and operational safeguards are in place.
- UMR led 54 projects within 4 sectors across 15 countries

2019 AT A GLANCE



**700,000
Direct
Beneficiaries**



**7 Million
Indirect
Beneficiaries**

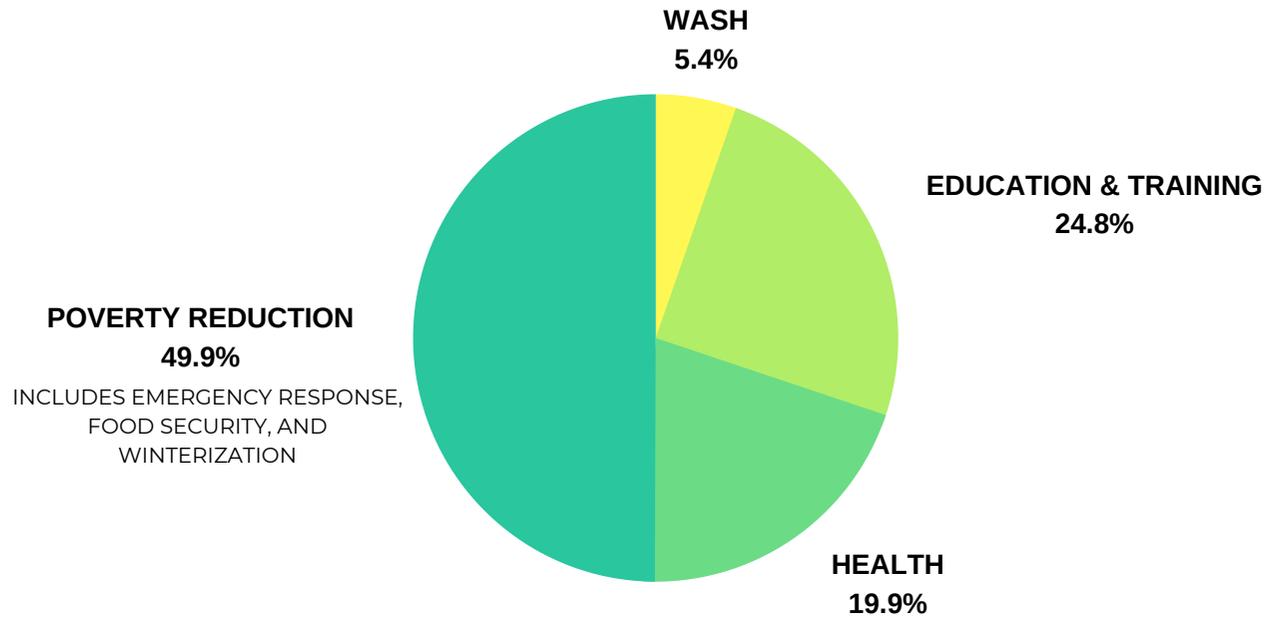


**\$2.5 Million
Cash
Donations**

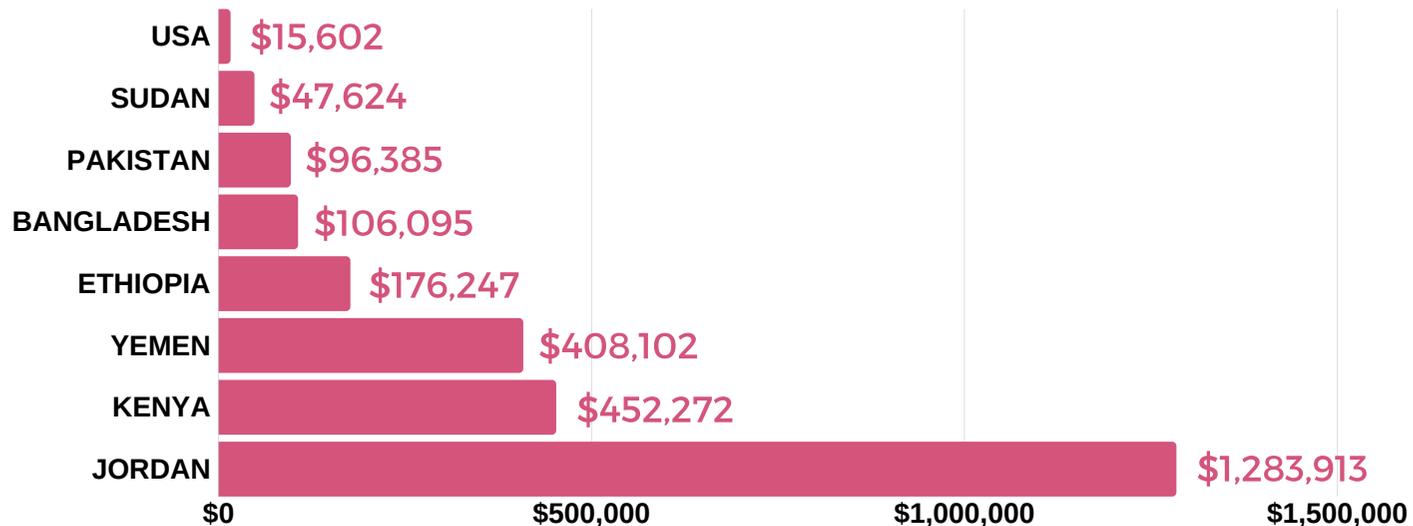


**\$15.7 Million
In
Services**

EXPIDEMENTURE BY SECTOR, 2019 (%)



CASH DONATIONS BY COUNTRY, 2019



ABOUT UMR

OUR MISSION

To help underserved and marginalized communities build their capacity towards resilience.

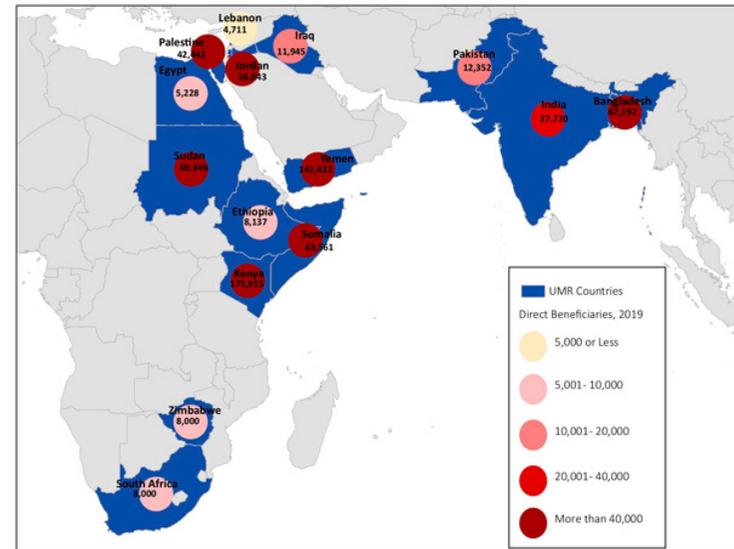
OUR VISION

To become the organization of choice for improving lives worldwide.

OUR APPROACH

- Robust Project Design
- Innovative Community Solutions
- Respect the Dignity of the Beneficiaries

United Mission for Relief & Development (UMR) is a registered 501(c)(3) nonprofit organization focused on providing disaster relief and recovery services to the underserved both domestically in the U.S. and internationally across the globe.



UMR is headquartered in Washington, D.C., with three regional offices: Jordan serving the Middle East and North Africa , Pakistan serving East Asia Pacific, and Kenya serving East Africa.



PORTFOLIO BY SECTOR

POVERTY REDUCTION



\$1,596,250

**Beneficiaries: 267,671
people**

**Percent of Portfolio:
50%**

**SDG 1: End poverty in all its
forms everywhere**

EDUCATION & TRAINING



\$791,140

**Beneficiaries: 23,769
people**

**Percent of Portfolio:
25%**

**SDG 1: End poverty in all its
forms everywhere**
**SDG 4: Ensure inclusive and
equitable education and
promote lifelong
opportunities for all**
**SDG 10: Reduce inequality
within and among countries**

HEALTH



\$636,785

**Beneficiaries: 392,943
people**

**Percent of Portfolio:
20%**

**SDG 1: End poverty in all its
forms everywhere**
**SDG 3: Ensure healthy lives
and promote well-being for
all at all ages**
**SDG 5: Achieve gender
equality and empower all
women and girls**

WASH



\$171,654

**Beneficiaries: 19,182
people**

**Percent of Portfolio:
5%**

**SDG 6: Ensure availability
and sustainable
management of water and
sanitation for all**

POVERTY REDUCTION

Poverty is multidimensional. It extends beyond just the lack of household consumption or income, and it is further complicated by disasters, stressors, and barriers to access that are unique to every community we work with. UMR's poverty reduction approach is tailored to match the needs and strengths of the people we serve as we help them achieve self-sufficiency and self- and community-confidence, which are essential to building a resilient grassroots economy.

In 2019, UMR delivered 32 poverty reduction projects for the value of \$1,596,250 to 267,671 people in 13 countries, contributing to the UN Sustainable Development Goals (SDG.1. End poverty in all its forms everywhere).

FOOD SECURITY

Ten million Yemenis are 'one step away' from famine, 5.6 million Syrian refugees suffer donor fatigue in a protracted crisis, and Somali IDP population reached 2.6 million in more than 2,000 IDP sites fleeing drought and landslides. UMR mobilized all possible resources to share the burden, along with strengthening the capacity of local government and the private sector.





Our Ramadan and Qurbani food programs provided food parcels, and a mix of Iftar meals, Eid and Zakat cash vouchers to 187,372 people in 2019, prioritizing Rohingya refugees in Bangladesh, orphans and women in Garissa Kenya, internally displaced Somalis in Baidoa Somalia, Syrian and Palestinian refugees throughout Jordan and Iraq, internally displaced families in Yemen, and low-income families in Egypt. In addition, UMR sponsored a soup kitchen in Pakistan which served 600 meals, operating six days a week with delivery service to hospitals.

Although UMR provides food assistance through a variety of its programs throughout the year, we give special attention to cultural occasions like Ramadan and Eid Qurbani celebrations to deliver dignified and culturally-sensitive nourishment options. Our Qurbani and Ramadan food programs do not only aim to alleviate poverty and malnourishment with access to nutritious food, but also works to overcome barriers to access and to social inclusion which are specific to refugees, the internally displaced, and marginalized communities.

WINTERIZATION

During the winter 2019, UMR Jordan responded to extreme weather emergency by supplying winterization kits to 25,113 people, including Syrian refugees in Baqa camp (Amman) and most vulnerable families as designated by Jordan's Ministry of Social Development (MoSD) in Zarqa, Jerash, Irbid, and in other governorates. The winterization campaign included components such as distributions of fuel vouchers with sliding amounts per family size, clothing vouchers for families and especially for children in order to dignify their freedom of choice; and, finally, gifts-in-kind such as jackets, blankets, heaters, bedding items (pillows, comforters, etc.).



ORPHAN CHILD PROTECTION

With the generous support of our donors, UMR Child Protection Program supported 348 orphans in 2019 in Kenya, Pakistan, and Bangladesh, to attend school by covering school tuition, school supplies and nourishing meals, and have some pocket money for daily expenses. These measures improve school attendance rates for such vulnerable children and allow them an opportunity to overcome adversity and realize their full potential.



LEVERAGING THE POWER OF THE PRIVATE SECTOR TO PROMOTE SOCIAL INCLUSION

Orphaned, disabled, and poor children are sensitive to their unique situation compared to other children. UMR makes special efforts to assist their social inclusion in a way that gives them some power and control over their choices. In Jordan, UMR concluded a Memorandum of Understanding with Al Daraghmeh Company, one of the largest clothing retail companies in Jordan, to provide new clothes vouchers in observance of Eid celebration for 315 orphans, disabled and poor kids in Amman, Karak, Jerash and Ramthah. Children were free to choose the clothes while shopping.

STRENGTHENING GOVERNMENT & CIVIL SOCIETY

UMR collaborated with Kenya's Children Department in Garissa local government, local NGOs (SIMAHO and Women Initiative Health Care), community and tribe leaders, to identify orphans with no support or very low income in Garissa County. 365 orphans (200 orphans sponsored by UMR in Garissa and other needy 165 orphans) received Eid gifts. Children were of Somali-Kenyan and Somali origin, 60% girls and 40% boys.



Refugee-host countries face enormous challenges to meet the pressing needs of refugees while continuing to provide for their own people. In Jordan, UMR received referrals from the Ministry of Social Development (MoSD) to respond to special cases that are urgent or may require prolonged or multi-sectoral assistance not fitting into existing government support programs.

RECEIVING MINISTERIAL REFERRALS TO RELIEVE BURDEN ON PUBLIC SYSTEMS

Name: *** Hidden for Privacy *** (see right)

Age: 73

Location: Al-Zarqaa, Jordan

Case: This woman lives in a small home with her husband, children and grandchildren. One morning she woke up to a loud sound, and found that the roof of her home had collapsed on her legs. She couldn't feel anything. Now she is bedridden with severe bruises and permanent nerve damage to her legs. She has no income, and is struggling to feed her family.

UMR Jordan in partnership with the Ministry of Social Development met with our beneficiary to hear her story. UMR was able to provide her with cash assistance to cover medical costs and treatment at the hospital.



EDUCATION & TRAINING



In 2019, UMR's Education and Training program supported 23,769 people. It focused on training and rehabilitation of disabled female and male beneficiaries on a number of skills (self-care, cognitive, social, academic, and vocational) to integrate them into society, empower them to be self-reliant and ultimately leave them with marketable skills.

This, in addition to multi-country support for children at the beginning of the school season, by providing school supplies under the recurring Back-to-School campaign. The program also offered thematic training on principles of humanitarian work for Jarash University students.



HEALTH

UMR's Health Program has served 392,943 people under five main projects: Medical shipments for vulnerable, displaced, and refugee populations; post-war psychosocial support; surgical treatment of preventable disease like cataract and low vision; hearing aid evaluations and fitting; as well as medical missions and gifts-in-kind to support local under-resourced hospital set up with equipment and supplies.

STRENGTHENING MENTAL HEALTH & WELL-BEING TO OVERCOME WAR TRAUMA

Syrian children carry heavy emotional, social, and spiritual burdens associated with death, separation from parents and/ other family members, suffered injuries, missed years of schooling, witnessed unspeakable violence, brutality, victimization, destruction of homes and communities, sexual assault, economic ruin, and disruption of the normal patterns of living.

UMR's Psychosocial Support (PSS) Program is a wraparound program for children and their families who are affected by conflict, in which we empower refugee women and children with coping mechanisms to mitigate trauma. Our tools also realize at the improvement of critical thinking skills among children, especially younger ones, violence reduction among peers, and greater connectivity and comfort with their host community at large. In Jordan, UMR's PSS team supports children by listening to them, providing them with a safe space and atmosphere to express their feelings and work through the pain, consequently, transforming their negative emotions into something productive. In 2019 About 1,400 people benefited from the program, with a majority of children (800) via awareness sessions.

STOCKING HOSPITALS: SMALL EQUIPMENT, BIG IMPACT

Small contributions to furnishing and restocking hospitals go a very long way because patients are sometimes left to die in under-resourced hospitals due to shortage of blood banks or other very small items. In Sudan, UMR supplied and stocked seven hospitals in Khartoum, Um Darman, Kasla, Kardufan, Alfasher, Aljazera, and Danqla, to reach a 6,504,100 population of potential beneficiaries. The equipment consisted of surgical, general ward, gynecological, orthopedic, anesthetic, non-pharmaceutical, dental, and other essential supplies.



PREVENTATIVE HEALTHCARE: SHORTEST PATH OUT OF POVERTY INTO ECONOMIC INDEPENDENCE



The Save Rohingya medical mission, implemented in partnership with our valued partners IMANA, offered dental services, minor surgical procedures, and preventative care for 42,268 Rohingya refugees in Bangladesh (41,880 patients were treated, and 388 were referred to local hospitals). The medical mission started in 2018 and was extended into 2019 due to the high pressing need for medical care. Treatment of preventable illnesses, like cataracts, low vision and low hearing, is one of the most effective ways to lift people out of poverty, especially for vulnerable communities like refugees living in makeshift environments. They regain their independence and confidence to approach economic opportunities and education. **15**

WASH

CLEAN WATER FOR HOUSEHOLDS, LIVESTOCK, AND AGRICULTURAL RECOVERY



Somalia and Somaliland regions have been suffering from persistent drought, leaving most communities unable to drink clean water or rebuild livestock herds. UMR prioritized four villages in Somaliland Awdal and Lower Shabelle based on an assessment of their and livestock needs for clean drinkable water. The two regions receive UMR's utmost attention because 55% of the Somaliland Awdal region recurrently falls into IPC (Integrated Food Security Phase Classification) Phase 2 "Stressed" or higher level of food insecurity, whereas the Shabelle valley regions suffer from the double impact of lack of rains and a drying river. Total number of benefiting families is estimated to be about 1,039 or approximately 6,234 individuals. Together with their livestock, now they get clean water.

RESOLVING INTERNAL CLIMATE-CAUSED DISPLACEMENT: ONE VILLAGE AT A TIME

In Kenya, Garissa County, which is largely populated with Somali refugees, is chronically food insecure. Poor communities live alternating between recurring droughts and excessive rainfall causing flooding and mudslides. In 2019 alone, these climatic events caused the displacement of 30,000 individuals and over 26,000 livestock deaths. UMR built five shallow wells to serve 945 households (5,198 individuals) in Bakuyu, Bakuyu Dairy, Milimani Village, Ziواني, and Ziواني Mosque areas, in order to boost levels of food security of both the host and refugee communities.

Pakistan could "run dry" by 2025 as its water shortage is reaching an alarming level. Also, despite the access of 91% to improved water sources, 88% of the water supplied is unsafe. With our valued partner Takhleeq Foundation, UMR installed deep hand pumps (water wells) using the Enhanced Access to Safe Drinking Water (EASD) system to supply clean drinking water in the district Thatta Sindh. UMR prioritized thirty potential locations for the hand pumps on the basis of need and poverty, but due to the limited funds, we had to make the difficult decision to install in only 13 locations serving 7,750 people, shortlisted through participatory decision-making with the local community.

PARTICIPATORY DECISION-MAKING WITH THE LOCAL COMMUNITY

Voices from the Field

— ”

Honestly, this is the first time we receive support at this magnitude like this, and it came at the perfect time.

No one came to help us except UMR, and they are going to be happy and make a special prayer for you.

— ”

BENEFICIARY

2019 GAZA EMERGENCY

— ”

I have 4 children and our lives are extremely difficult, especially in the winter. The biggest obstacle we faced is not having heat. The heater that we received from UMR helps us in the winter and I would not have been able to buy it. The same goes for the blankets and jackets we received.

— ”

BENEFICIARY

2019 WINTER CAMPAIGN

— ”

Because of this medical clinic, I was able to see doctors and get prescriptions for medications that I need. Normally, the hospitals are too far for me, so I thank UMR for providing this treatment completely free.

— ”

BENEFICIARY

2019 MEDICAL MISSION

— ”

I thank you so much for the food package you have given to us. We are a family of 9, and I did not expect that the food package would be as big as this. We are in desperate need and I cannot get anything like this for my children.

— ”

BENEFICIARY

2019 GAZA EMERGENCY



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