



World Vision®



WATER

GLOBAL WATER FUND »

ANNUAL REPORT: October 2019 through September 2020

Prepared February 2021

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GLOBAL SUMMARY

Dr. Greg Allgood, Vice President WASH, World Vision U.S.

As of the end of January 2021, we have fulfilled our commitment to reach 20 million people with sustainable sources of clean water. Together, we have helped transform the lives of 20 million people! This phenomenal success has resulted in World Vision becoming the leading nongovernmental provider of clean water on the planet, reaching one new person with clean water every 10 seconds. It's a testimony to the faithfulness of our donors, partners, and the more than 1,200 World Vision staff members who delivered this impact.

The 20-million-people goal was always intended as an interim target to hold ourselves accountable to the larger goal of reaching everyone, everywhere we work—some 50 million people—by 2030. Based on the success of the last 5 years, we are on track to continue providing the leadership needed to end the global water crisis.

Of course, 2020 was a year unlike any other. Even so, we completed our water, sanitation, and hygiene (WASH) business plan for 2016-2020, reaching 19.5 million people with sustainable sources of clean water and an additional 3.9 million people with water during emergency situations. In many countries, our work continued during the pandemic as essential services. Despite challenges caused by restricted travel and gatherings, we exceeded our aggressive FY20 targets by reaching 3.4 million people with sustainable sources of clean water, 1.8 million people with water during emergency situations, and 2.7 million people with improved sanitation.

Everywhere we work, there was a greater emphasis on hygiene promotion and access to handwashing facilities, each critically important in preventing the spread of COVID-19. Thanks to our donors' investment in building a world-class organization of WASH staff members, we reached an amazing 8.2 million people with hygiene promotion, provided handwashing facilities in 4,789 schools, and helped nearly 1 million households gain access to handwashing facilities. Each of these achievements was more than double our original targets.

We know from the effective response during the Ebola outbreak in West Africa that faith leaders can be key partners in sharing messages with their congregations that prevent the spread of infectious diseases. To address COVID-19, we engaged 21,138 faith leaders, nearly four times our original target. Since handwashing facilities are crucial for protecting frontline healthcare workers from infections, we stepped up our efforts and achieved 467% of our initial FY20 target, constructing these facilities at 2,480 healthcare sites. We also provided emergency hygiene supplies to more than 1.3 million people, or 1,140% of our target. This work will have a lasting impact, helping prevent the spread of the coronavirus and other deadly infectious diseases for years to come.

As we work to provide more sustainable, cost-effective alternatives to hand pumps, we completed a five-year commitment with Grundfos to reach 2 million people in Africa with solar-powered, mechanized water systems. We are pleased to share that we surpassed that target by bringing water to 2.4 million people. To maintain this momentum, we entered into a new four-year commitment with Grundfos to reach 4 million people in Africa with solar-powered, mechanized systems by the end of 2024.

In 2020, we made significant progress toward our plan to *finish the job* of reaching everyone, everywhere we work with clean water. This was especially true in Rwanda, where we garnered the funding needed from U.S. donors (\$30 million raised or committed) and provided 234,000 people with clean water in FY20, making Rwanda our second-best overall country of impact. We are currently creating finish-the-job plans for Ghana, Honduras, and Zambia.

We remain deeply grateful for your support and hope you take satisfaction in the astonishing impact that we've had together over the past 5 years. We look forward to our continued journey together to provide WASH to vulnerable families across the world.

GLOBAL REACH

3.4 MILLION PEOPLE

*provided with access to clean drinking water**

2.7 MILLION PEOPLE

gained access to improved household sanitation

8.2 MILLION PEOPLE

reached with hygiene behavior-change programming



2020 ANNUAL ACCOMPLISHMENTS

33,133 water points built

2020 annual target: 31,793

104%

460,787 sanitation facilities built

2020 annual target: 350,759

131%

955,030 household handwashing facilities built

2020 annual target: 463,427

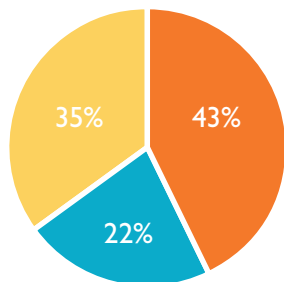
206%

4,815 WASH committees formed

2020 annual target: 4,427

109%

2020 ANNUAL SPENDING



\$167.4 MILLION spent on global WASH programs during fiscal year 2020

- World Vision U.S. – Private Funding and Sponsorship (\$71.3 million)
- Other World Vision Offices – Private Funding and Sponsorship (\$36.7 million)
- Government, International, Local – Grants & Resource Development (\$59.4 million)

* This figure includes rural community water beneficiaries (2,934,331) and municipal water beneficiaries (461,370). Of these, 943,804 were reached with World Vision U.S. private funding. These 943,804 people with access to water represent many of the same beneficiaries who received access to sanitation facilities and behavior-change programming. Since FY16, 19.5 million people have accessed clean drinking water, including 5,616,300 reached with World Vision U.S. private funding.

GLOBAL ACHIEVEMENTS

2020 Annual Achievements	Global Annual Target	East Africa	Southern Africa	West Africa	Asia-Pacific	Latin America	Middle East	Global Annual Achieved	Global Achieved vs. Target
OUTCOME: Access to Clean Water									
People who gained access to a clean drinking water source in communities	2,800,497	1,362,255	533,400	412,304	467,075	83,543	75,754	2,934,331	105%
Children who gained access to a clean drinking water source at school	521,340	208,332	110,355	53,277	56,857	19,458	51,296	499,575	96%
Schools with a clean drinking water source installed	1,022	364	218	128	301	110	47	1,168	114%
Health centers with a clean drinking water source installed	366	168	82	77	158	10	16	511	140%
Successful boreholes completed and commissioned in communities, schools, and health centers	1,896	350	882	299	355	6	1	1,893	100%
Taps installed from successful water supply systems in communities, schools, and health centers	26,863	5,166	3,152	1,677	8,686	7,608	1,557	27,846	104%
Nonfunctioning water points rehabilitated in communities, schools, and health centers	3,034	823	756	148	1,006	602	59	3,394	112%
Households equipped with water-treatment products to disinfect drinking water	402,337	147,267	195,876	124,334	43,332	15,813	3,014	529,636	132%
OUTCOME: Access to Sanitation									
People who gained access to household sanitation	2,209,055	1,298,708	705,784	292,428	388,170	42,591	1,122	2,728,803	124%
Children who gained access to sanitation facilities at schools	445,702	211,953	96,443	47,466	90,930	19,816	45,937	512,545	115%
Household sanitation facilities constructed	343,995	270,362	114,373	38,253	22,548	8,425	239	454,200	132%
Communities certified as free from open defecation	3,080	2,195	721	234	342	70	6	3,568	116%
Improved, sex-separated sanitation facilities built at schools	5,586	1,922	1,316	595	885	357	374	5,449	98%
Schools that gained access to improved sanitation for children/youth with limited mobility	757	314	186	120	77	43	28	768	101%
Schools that gained access to improved sanitation for girls, with facilities to manage menstrual hygiene	751	261	166	103	65	39	23	657	87%
Improved, sex-separated sanitation facilities built at health centers	1,178	415	209	231	207	24	52	1,138	97%
Health centers that gained access to sex-separated sanitation facilities designed for people with limited mobility and appropriate for managing menstrual hygiene	324	146	56	77	68	8	14	369	114%
OUTCOME: Improved Hygiene Practices									
People who benefited from hygiene behavior-change promotion in communities	3,600,755	3,047,919	1,574,485	1,040,763	2,233,949	186,367	159,188	8,242,671	229%
Children who gained access to handwashing facilities at schools	559,377	315,230	240,815	179,444	240,237	26,144	52,808	1,054,678	189%
Households that gained access to handwashing facilities	463,427	459,868	228,375	136,073	152,380	11,435	6,899	995,030	215%
Schools that gained access to handwashing facilities	2,037	809	617	1,279	1,898	143	43	4,789	235%
Health centers that gained access to handwashing facilities	521	1,077	306	594	383	91	29	2,480	476%
OUTCOME: Improved Community Capacity for Sustainability									
WASH committees formed or reactivated with a financing system for maintenance and repair	4,427	1,278	1,544	1,020	769	126	79	4,815	109%
People trained in repair, maintenance, and construction of WASH facilities	5,662	1,180	1,068	1,499	1,705	303	82	5,837	103%
Functional Citizen Voice and Action (CVA) groups focused on WASH	616	81	100	355	84	33	-	653	106%
Faith leaders who participated in hygiene, sanitation, or behavior-change programming	5,835	9,256	7,518	2,575	748	906	135	21,138	362%
School WASH clubs or programs established	2,293	689	418	397	301	39	43	1,887	82%
OUTCOME: Access to WASH in Urban Settings									
People with access to municipal water supply systems	320,150	-	-	-	-	-	461,370	461,370	144%
People with access to municipal sewage systems	31,140	-	-	-	-	-	42,016	42,016	135%
People with access to municipal solid waste disposal	576,530	-	-	-	25,698	-	6,466	32,164	6%
OUTCOME: Access to WASH in Emergency Settings									
People with access to emergency drinking water supplies	105,290	167,369	54,637	18,301	7,000	7,309	1,582,294	1,836,910	1745%
People with access to emergency sanitation systems	76,550	39,105	55,088	4,390	9,400	-	644,895	752,878	984%
People with access to appropriate solid-waste disposal facilities	68,011	32,590	10,840	2,500	-	-	639,143	685,073	1007%
People with access to emergency hygiene supplies	116,258	235,514	127,596	50,700	20,114	360,891	530,758	1,325,573	1140%

GEOGRAPHIC SCOPE

WORLD VISION'S GLOBAL WASH PROGRAM REGIONS & COUNTRIES IN 2020:

ASIA-PACIFIC

BANGLADESH
CAMBODIA
INDIA
INDONESIA
MYANMAR
NORTH KOREA
PAPUA NEW GUINEA
PHILIPPINES
SRI LANKA

LATIN AMERICA & CARIBBEAN

BOLIVIA
GUATEMALA
HAITI
HONDURAS
NICARAGUA

MIDDLE EAST

AFGHANISTAN
IRAQ
JORDAN
LEBANON
SYRIA

EAST AFRICA

BURUNDI
ETHIOPIA
KENYA
RWANDA
SOMALIA
SOUTH SUDAN
SUDAN
TANZANIA
UGANDA

SOUTHERN AFRICA

ANGOLA
D.REPUBLIC OF CONGO
ESWATINI**
LESOTHO
MALAWI
MOZAMBIQUE
ZAMBIA
ZIMBABWE

WEST AFRICA

CHAD
GHANA
MALI
MAURITANIA
NIGER
SENEGAL
SIERRA LEONE

** Formerly Swaziland

*“For the Lord your God
is bringing you into a
good land, a land of
brooks of water, of
fountains and springs,
flowing out in the
valleys and hills”*

—Deuteronomy 8:7



Masofonea, 17, used to walk 3 kilometers (nearly 2 miles) to fill a 20-liter bucket with water from an unprotected spring. The people in her village of Khalane, in Lesotho, shared the spring with livestock, and the contaminated water caused frequent outbreaks of diarrheal diseases. Sometimes the shepherds would harass girls like Masofonea, and many were afraid to make the daily trip.

But thanks to World Vision's WASH Program, Masofonea's life has changed in a big way. Today, Khalane has a water system with six tap stands that serve it and the neighboring village of Poopa, making life easier and healthier for 461 people.

“I am lost for words to express how grateful and thankful I am for this great support from World Vision,” she said.

PARTNERSHIPS UPDATE



charity: water

charity: water

- Partner since 2012
- Areas of focus: water supply, sanitation, and hygiene
- Locations: Malawi, Mali, Mozambique, and Niger

Over the past five years, charity: water has provided World Vision with \$22.9 million in grants, helping us reach nearly 700,000 people with water via 1,311 new water points.

In FY20, all four countries implemented WASH grants totaling \$4.7 million. Malawi successfully completed a \$1.25 million grant in August that provided 63,973 people with clean water.

In the semiannual report, we shared that charity: water had reduced its grant to World Vision for FY21 due to forecasts that predicted fundraising would be adversely impacted by COVID-19. However, charity: water has revised its 2021 forecast, and will return grant budgets to former levels. We anticipate the approval of three new grants totaling \$3.9 million that will start in February 2021 for Mali, Mozambique, and Niger.



Conrad N. Hilton Foundation

- Partner since 1990
- Areas of focus: water supply, WASH in healthcare facilities, governance, and finance
- Locations: Ethiopia, Ghana, Mali, and Niger

In past years, the CNHF Safe Water Strategy focused on three key areas:

strengthening water governance; building and disseminating credible evidence; and advancing proven, promising solutions and models. These efforts have led to successfully developing long-term, strategic, district-wide WASH plans for seven districts across four countries. This progress has been achieved through government/community engagement, multisector coordination, and effective collaboration with WHO, Centers for Disease Control (CDC), International Water and Sanitation Centre (IRC), Millennium Water Alliance, and other stakeholders.

The Ethiopia project increased safe water access to more than 7,000 people and provided support to the Dera district on service delivery systems.

In Niger, a baseline assessment was conducted by CDC at 21 healthcare facilities in Torodi and Makalondi.

In Ghana, World Vision has signed an agreement with the Safe Water Network and the Asutifi North district assembly to implement and co-manage the Small Water Enterprise market-based solutions model. In addition, 29,000 people have access to safe water through two solar-powered water supply systems and 15 pump-equipped boreholes in communities and institutions.

The Mali WASH in healthcare facilities project has ended after reaching more than 210,000 people with access to improved WASH services in 40 facilities in the Kolokani and Koro districts. Of these, 62,755 are children younger than 5. Evaluation findings showed 100% of health centers reached the basic service level for water supply, compared with 46% at baseline.

Next up for CNHF: A new hire for the programs team at CNHF will be added and a new integrated safe water strategy will be developed.



Desert Research Institute and Drexel University

- Partners since 2014
- Area of focus: capacity building
- Locations: All 24 WASH program countries

The capacity-building program with DRI and Drexel soon will be completing the third year of the existing five-year agreement. Currently, the fifth DRI cohort has 36 students enrolled and the seventh Drexel cohort has 40 students. COVID-19 restrictions limited face-to-face opportunities for learning this past year, but programs transitioned to virtual engagement. Selection for FY21 DRI and Drexel participants began in the second half of 2020, and classes started in January 2021.

We are beginning conversations on the primary objectives for the final two years and what the future capacity-building program for World Vision WASH might develop into, based on areas of focus related to the new five-year Global WASH Business Plan.



Golf Fore Africa

- Partner since 2012
- Areas of focus: water supply, sanitation, hygiene, WASH in schools and healthcare facilities, gender equality
- Locations: Zambia and Zimbabwe

Since our partnership began, Golf Fore Africa has contributed \$8.7 million

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PARTNERSHIPS UPDATE, CONT'D

toward WASH in Africa, funding 346 hand pumps, 51 piped-water systems and four BabyWASH packages at healthcare facilities.

In FY20, Golf For Africa (GFA) funded 56 hand pumps for the Zambia WASH Program and constructed 14 piped-water systems to provide running water and flush toilets to 14 healthcare facilities. In addition, GFA funded WASH infrastructure in 24 schools in Zimbabwe, which were part of the Sesame Girl Talk program. Each school received a block of toilets suitable for children with limited mobility and a room for girls to manage menstrual hygiene care. In addition, 16 schools gained access to clean water through six solar-powered, mechanized systems and seven hand pumps.

The Zimbabwe project is now complete and GFA will prioritize universal coverage in Zambia in the coming years.



Grundfos

- Partner since 2015
- Area of focus: water supply
- Locations: DRC, Ethiopia, Ghana, Honduras, India, Kenya, Lesotho, Mali, Mozambique, Niger, Rwanda, Somalia, South Sudan, Tanzania, Uganda, Zambia, and Zimbabwe

This was a milestone year for our partnership with Grundfos. In 2015 we announced plans to jointly provide 2 million people with clean water over five years, and we surpassed that goal earlier this year, hitting 2.4 million. We have set a new goal to reach 4 million people with clean water over the next four years. This partnership has played a huge role in increasing World Vision's capacity to install solar-powered, submersible pumps and our ability to extend piped-water systems farther, bringing water closer to

homes than the standard 500 meters, or 1,640 feet.

Grundfos recently made some leadership changes, including a newly appointed CEO. This change has brought new ways to improve alignment with World Vision's WASH strategy and address the needs of our field offices. We are looking forward to even closer collaboration over the next several years, with Grundfos playing a larger role in training and supplying new and innovative products.



Procter & Gamble

- Partner since 2007
- Area of focus: water supply
- Locations: Ghana, Kenya, Mali, Malawi, Mauritania, Niger, Sierra Leone, Senegal, Somalia, Zimbabwe, Bangladesh, Cambodia, India, Indonesia, Myanmar, Philippines, Papua New Guinea, Afghanistan, Iraq, Ecuador, El Salvador, Mexico, and Nicaragua

World Vision continues to provide P&G household water purification (Purifier of Water) packets and filtration materials to ensure families have clean drinking water in humanitarian emergencies and as a bridge solution while communities wait for a permanent source of clean water. From FY16 to FY20, P&G provided water treatment packets along with supplies for water storage and handling, as well as training on safe drinking water treatment, household hygiene, and water safety.

Together with World Vision, the P&G Children's Safe Drinking Water Program reached nearly 2.8 million people with household water treatment over the last five years.

Families across five regions learned about the importance of water treatment and used more than 160 million Purifier of Water packets, which provided more than 40 million gallons of clean water.

In FY20, World Vision completed P&G-funded bridge solution projects in Cambodia, Indonesia, Kenya, Myanmar, Senegal, Somalia, the Philippines, and Zimbabwe. During this reporting period, we secured \$1.8 million in funding for new projects, further deepening our impact and community engagement in Asia, the Middle East, Southern Africa, and West Africa.



Sesame Workshop

- Partner since 2015
- Area of focus: WASH in schools, behavior change
- Locations: Ghana, Kenya, Malawi, Mali, Mozambique, Niger, Rwanda, Zambia, Zimbabwe, India, Honduras, Afghanistan, Iraq, Jordan, Lebanon, and Syria

This past year marks the fourth full year of field implementation for the WASH UP! program. Since we began the partnership, we have expanded to 14 countries, reaching nearly 120,000 boys and more than 116,000 girls.

The WASH UP! characters are highly relatable to children, and together with our academic partner, Stanford University, we have gathered evidence on program efficacy from Zambia. As schools reopen in India, we will gain more evidence on the program's reach beyond school and into the home.

We also have worked with our partners at Sesame Workshop to

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PARTNERSHIPS UPDATE, CONT'D

develop an adaptation called Girl Talk, which focuses on menstrual health and hygiene.

In FY20, World Vision reached 27,015 boys and 23,918 girls across 14 countries in 804 sites with WASH UP! and 7,828 girls and 14,467 boys in Zimbabwe through the new WASH UP! Girl Talk program.

The COVID-19 pandemic caused significant disruption in traditional implementation of WASH UP! and Girl Talk programs. However, many countries were able to adapt and use WASH UP! messaging and materials through radio, mass and social media, and text message campaigns. In countries like Ghana, graduates of the WASH UP! program were champions for good hygiene on the radio and television. Activities and messages are being adapted to incorporate COVID-19 prevention measures, as the pandemic has put a stronger focus on the importance of key WASH UP! messages.

Over the next two years, we hope to expand the WASH UP! program in Mozambique and Kenya; as well as in the Latin America region, and are making

plans to expand Girl Talk into at least three new countries.



Stanford University

- Partner since 2017
- Area of focus: WASH in schools, research, and learning
- Locations: Zambia and India

Stanford University is World Vision's learning partner for the Sesame WASH UP! program. Initially starting with a small-scale pilot in Zambia, the partnership has added a much larger behavior-change study in India. The study will focus on how well students in first and fourth grades take messages home to parents and siblings, and also look at operations and maintenance strategies for WASH services in schools.

Stanford and World Vision intended to conduct a baseline assessment in June, but due to COVID-19, all schools in India have been closed since April. We are ready to conduct the baseline assessment and move forward with the study as soon as schools reopen, which we hope might be in early 2021.



University of North Carolina Water Institute

- Partner since 2015
- Area of focus: research and learning
- Location: all 24 Africa WASH Program countries

Our partnership with the Water Institute for the past five years fostered completion of the World Vision 14-country Evaluation of our WASH programming, which included data from 30,000 households and more than 2,000 water points. Analysis from this study resulted in nearly a dozen published journal articles, and one of the most robust data sets around WASH in healthcare facilities. It also informed new direction and concentrated actions for World Vision's WASH programming for the next five years.

We are finalizing a new five-year agreement with the Water Institute that will include research and learning opportunities on achieving sustainable results at scale, water quality, WASH in healthcare facilities, and water security. This research and learning agenda aligns perfectly with our new five-year Global WASH Business Plan.

Solar power helps bring water to more families

World Vision's water projects in Africa are advancing from boreholes with hand pumps to boreholes with mechanized water systems, often powered by solar energy, like this one in Chad. Mechanized systems with tap stands bring water closer to families and can serve more people.





PROMISE AND POTENTIAL: THE HEART BEHIND OUR WASH PROGRAM

Emily Matos Kauer (pictured, center) is a WASH Program Manager for World Vision U.S.

When I joined World Vision in October 2014, the WASH Business Plan was a bit of a foreign concept to me. It seemed ambitious and exciting, but what did it mean to reach millions of people with clean water, dignified sanitation, and healthier hygiene practices? Sometimes when we look at big numbers, we can lose focus on who those millions of people are, their hopes and potential, their role in achieving this plan.

Growing up as a Latina in inner-city New York, I know what it means to have someone believe in and encourage my potential. Through a foundation focused on mentorship and education, I had a sponsor invest in my education for 16 years, all the way through graduate school. What I received was more than financial support. I was given the confidence of knowing that circumstances did not have to limit my future options or potential. I had positive role models who advocated for me.

This experience influences how I reflect on the past five years, our successes and our challenges. Our Global WASH Business Plan accelerated our work on the ground, an amazing achievement. There's immense gratitude in knowing that God made this possible. He heard our prayers when the work seemed impossible—when we faced wars, famines, natural disasters, and pandemics.

Even more, God deepened the heart-level connections between WASH staff members and those with whom we work. The privilege of working

alongside and learning from people who have tremendous potential, deep needs, and a drive to see their families and communities thrive inspired us in our pursuit of this five-year milestone.

Achieving this plan was not easy, nor was trying to plan the next five years during a time of great uncertainty. Setting targets and goals can seem straightforward, but it takes conscious effort to stay focused on the mission: to support people in reaching their God-given potential. This focus is foundational and keeps us WASH practitioners accountable to delivering quality WASH programs that empower people, making them more than mere beneficiaries.

As we look to the next five years, I pray World Vision and our partners continue to learn and improve. I hope the way we approach our work in communities is even more collaborative, and that voices not often heard are amplified.

For our field teams who work tirelessly each day, I hope we can encourage them, finding practical ways to support their skills and capacity. May the women who struggle with the daily burdens of their households, and still make time to participate in WASH committees or start small gardens, see the fruit of their efforts. For people living with disability, I pray we honor their dignity and rights, offering new ways for them to lead and actively participate. It's one thing to unlock potential. It's another to unleash it, nurture it, and sustain it.

EAST AFRICA

1.4 MILLION PEOPLE

provided with access to clean drinking water

1.3 MILLION PEOPLE

gained access to improved household sanitation

3 MILLION PEOPLE

reached with hygiene behavior-change programming



REGIONAL SUMMARY

A plague of locusts in the Horn of Africa, civil unrest in Ethiopia and Somalia, economic crisis in Sudan, and a global pandemic didn't stop the region from surpassing its sanitation and hygiene targets for FY20, and coming close (95%) to its water target.

COVID-19 response efforts helped exceed hygiene expectations, as WASH staff intensified efforts on hygiene messaging. Faith leaders played a vital role in sharing information on handwashing and staying safe, an effective approach that will be scaled up and continued in the years to come. WASH also played a significant role in supporting World Vision's global response to COVID-19, shifting funds from sponsorship and other areas to meet needs.

Water quality monitoring remained a priority in FY20. Highlights included efforts to work with Uganda's government on a monitoring plan, and in Tanzania, procuring mobile testing kits that improved water quality testing. A commitment to building staff capacity also saw 27 WASH staff enroll in Drexel and DRI courses.



5,166 taps installed from successful water supply systems



689 school WASH programs established



9,256 faith leaders participated in WASH programming



I always admire World Vision's commitment to the most vulnerable and those with poor WASH access. I just witnessed that [they] invested a significant amount of money for a deep well drilling machine. You are making a mark in the lives of Ethiopians."

—Dr. Beshah Moges, Water Development Commission, Ministry of Water, Irrigation, and Energy, Ethiopia

Innovations and Partnerships

- Partnering with the Children's Investment Fund Foundation, the **Ethiopia** WASH team created virtual reality messaging to promote handwashing to children. The seven episodes covered topics being used for behavior-change activities, and were piloted in Wolata Sodo in south-central Ethiopia.
- In **Kenya**, the WASH team learned that individual counseling for hygiene and sanitation was successful. After multiple visits to 216 households over three months, we saw a more than 60% increase in handwashing, and more attention paid to creating clean play spaces for infants.
- In **Rwanda**, a pamphlet created in the local language—KinyaRwanda—helped pastors engage congregations in a handwashing education pilot program.
- In **Sudan**, compliance rates were greatly improved after imams, sheiks, and hakamas (female faith leaders) increased their efforts to reach out to their congregations.

SOUTHERN AFRICA

533,400 PEOPLE

provided with access to clean drinking water

705,784 PEOPLE

gained access to improved household sanitation

1.6 MILLION PEOPLE

reached with hygiene behavior-change programming



REGIONAL SUMMARY

The impact of COVID-19 on Southern Africa came with a silver lining in respect to hygiene achievements. Regional numbers show we hit 216% of target for households adding handwashing facilities.

This was largely due to enlisting and training faith leaders to share WASH messaging, educating their congregations on the importance of handwashing in stemming the spread of COVID-19. Another help was allocation of 20% of sponsorship funds from countries across the region toward COVID-19 response efforts.

Sesame Workshop's WASH UP! program also has been key to improved sanitation and hygiene behaviors. Piloted in 2015 in Zambia, it has expanded to Malawi and Zimbabwe, and will launch soon in Mozambique.

Across the region, focus was given to priorities highlighted by a 14-country study done in collaboration with the Water Institute at the University of North Carolina. These include improving water quality testing in households and reinforcing gender equality and social inclusion in water management committees.

Innovations and Partnerships

- When the WASH program in **Angola** faced funding shortfalls in FY20, potentially jeopardizing targets, WASH leadership established cost-sharing relationships with the MENTOR Initiative and Aldeia de Crianças SOS.
- In **Eswatini**, we partnered with the Ministry of Health to engage rural health motivators, faith leaders, and WASH committees to directly reach more than 543,000 people with hygiene messages. As a result, 37,579 households installed handwashing stations with soap—more than 15 times the number of households that did so in FY19.
- A weakened kwacha (monetary currency) in **Zambia** led to hiring more masons to build latrines concurrently and using the bulk purchasing of materials to guard against sharply rising prices.
- To better teach children safe hygiene, the WASH team in **Zimbabwe** employed “nudges” (often visual cues to encourage behaviors without using written or spoken messaging). The approach is a hit with children and has improved handwashing practices.



3,152 taps installed from successful water supply systems



418 school WASH programs established



7,518 faith leaders participated in WASH programming



I often slept without bathing, because the priority was always [water] for the kitchen and washing dishes. I was asking God to bring us safe and clean water . . . to end my mother and sisters' suffering who had to walk a long distance to get this precious liquid. Now I am also very pleased [to] have water nearby to always wash my hands and protect myself from COVID-19."

—Elisa Vincente, 13,
Morrumbala District,
Mozambique



OUR ROAD TO IMPACT

Dr. Emmanuel Opong (not pictured), Director of WASH and WASH Capacity Building for World Vision's Southern Africa Region, shares the biggest lesson he learned during the past five years of implementing the WASH Business Plan.

This July, I'll celebrate my 36-year anniversary with this organization. It's a good opportunity to pause and reflect on all I have learned and experienced in the implementation of the last five-year WASH Business Plan.

The world is changing. Problems are becoming more complex, but there also is greater opportunity for innovation and impact. One significant achievement that gave me joy over the past five years was the development of strategic partnerships with very reputable organizations like Sesame Workshop, Grundfos, and Stanford University. The expertise and skill of these organizations enabled us to do more than we could have done on our own.

For example, the Sesame Workshop partnership gave us opportunities to reach out to children with child-friendly sanitation, hygiene, and behavior-change messages through WASH UP! in school programs. This partnership strengthened our engagement and advocacy with national government education departments in more than 10 countries across Africa, Latin America, Asia, and the Middle East. More than 150 schools in Zambia

have incorporated WASH UP! into their school programs. Children have learned healthy habits such as how to properly wash their hands with soap at critical times and how to pass these practices on to their siblings and parents.

"Our Roadmap to Impact," our new Business Plan for 2021-2025, will require us to become even more effective and strategic partners. Providing clean water, sanitation, and hygiene for children is a calling we cannot achieve alone. It requires new skills and new perspectives to step out and find a common mission with other organizations, governments, and partners. But it is only together that we can give each child access to clean water.

Our ability to provide clean and safe WASH to everyone, everywhere we work will be faster, easier, and more enduring if we strengthen current partnerships, while building new ones to address issues ranging from household water quality to the sustainability of WASH services and facilities. Working together will give us the opportunity to learn, grow, and get the work finished in our lifetimes.

WEST AFRICA

412,304 PEOPLE

provided with access to clean drinking water

292,428 PEOPLE

gained access to improved household sanitation

1 MILLION PEOPLE

reached with hygiene behavior-change programming



REGIONAL SUMMARY

Not to be outdone by the other regions during a challenging year, West Africa WASH offices managed to surpass targets in water (108%) and hygiene (186%), while hitting 78% on sanitation. As across the rest of Africa, stellar achievements in hygiene were attributed to COVID-19 responses, and realigning some area program funds to support these efforts.

To ensure the right people are in the right places to maintain these successes, West Africa leadership continued building staff capacity—especially for women—with 22 staff members (10 of them women) enrolled in DRI and Drexel courses.

Offices across the region focused on improving areas highlighted in the World Vision 14-country evaluation. This has led to comprehensive water quality testing and monitoring across all countries. In January, World Vision also hosted the Global WASH Forum in Kumasi, Ghana, providing a platform for our WASH leaders, partners, and donors to reaffirm commitments to our work.

Innovations and Partnerships

- Over the past five years, the **Ghana** WASH Program shifted from hand pumps to mechanized systems, influenced policy at the national level to battle open defecation, and aided other countries by testing water samples at the regional water quality lab.
- In **Mauritania**, a database developed in 2015 to track water points constructed by World Vision was updated and expanded to include all water points nationwide. It will be put online and used to conduct post-implementation monitoring activities.
- In **Niger**, the WASH program's strong partnership with the government led to World Vision's selection as the best international NGO partner providing WASH services in the country. To boost business development for WASH entrepreneurs, staff members helped communes identify gaps in the WASH value chain and find solutions.
- Citizen Voice and Action groups in **Senegal** advocated with five city mayors to assist the most vulnerable families with building latrines. These efforts raised nearly \$1,800, which built 200 SanPlat latrines.



1,677 taps installed from successful water supply systems



397 school WASH programs established



2,575 faith leaders participated in WASH programming



I thank the good Lord for having given birth without problem and above all in the best conditions. Water is now available in this health center and even in the delivery room. I did my pre-natal consultation in this health center and before this project women use to come with jerrycan of water for their childbirth . . . Now things are easier for mothers and especially for the health worker."

—Hadjara Abdou, 19, Sabon-Machi, Niger

ASIA-PACIFIC

467,075 PEOPLE

provided with access to clean drinking water

388,170 PEOPLE

gained access to improved household sanitation

2.2 MILLION PEOPLE

reached with hygiene behavior-change programming



REGIONAL SUMMARY

As in other regions, the challenges of FY20—including a drought in Cambodia and the enormous damage done by Cyclone Amphan in Bangladesh—did not deter Asia-Pacific WASH offices from completing their five-year WASH business plan and greatly expanding WASH access to the most vulnerable.

Accelerated by the coronavirus pandemic, hygiene promotion achievements far surpassed annual targets (343%). The Indonesia WASH team installed disability-friendly, foot-operated handwashing stations (like the one pictured) in public areas. Working with local authorities, the Sri Lanka WASH team set up handwashing units in police and bus stations, with an estimated 1,000 people benefiting from each. World Vision's Raise Up Daughters of India project constructed toilets equipped for menstrual hygiene management and trained 500 girls on good hygiene practices.

Sri Lanka also celebrated greater female participation in local WASH committees, with nearly 52% female leadership representing a 12% increase from last fiscal year.

Innovations and Partnerships

- USAID's Nobo Jatra project, implemented by World Vision, is piloting 10 reverse-osmosis plants to provide clean drinking water to four sub-districts in **Bangladesh**. Each plant supplies 400 households and local businesses per day. In **Cambodia**, World Vision—with funding from UNICEF—also is piloting a new “decentralized” wastewater treatment system for school latrines.
- Also in **Cambodia**, 30 Christian faith leaders and 480 Buddhist monks partnered with World Vision to share messages on COVID-19 prevention.
- On their birthdays, children at the Panchayat Union Primary School in **India** were encouraged to donate soap to the school. This led to a continuous supply of soap for handwashing, and allowed the school to provide individual hygiene kits for each child to personalize.
- Also in **India**, World Vision selected 30 schools to be part of a pilot study led by Stanford University, testing the introduction of a card deck into the WASH UP! curriculum. Children used the card deck at home to share important WASH messages with their families.



8,686 taps installed from successful water supply systems



301 school WASH programs established



748 faith leaders participated in WASH programming



We have always dreamed to have access to clean water, but where could we get it? . . . On the day of inaugurating the [water] system . . . we danced, had a fellowship breakfast, and celebrated the blessing that we never thought would ever come to us to address our sufferings.”

— Mrs. Mao Touch, 52, a grandmother of four, Pahi Village, Cambodia



PURSUING UNIVERSAL WASH COVERAGE IN MOZAMBIQUE

Idalina Roia (not pictured), the WASH Director in Mozambique, reflects on past WASH gains and the critical work of the next five years.

Thanks to God, World Vision has been a key and strategic WASH partner in Mozambique and has worked with communities to co-create WASH solutions that respond to community needs. Over the past five years, thousands of children, along with their families and communities, have been provided with access to clean water, dignified sanitation, and healthy hygiene practices. These interventions have undoubtedly laid the foundations for improved health and child well-being in the communities where we work.

Achievements over the past five years were only possible thanks to the existence of a consolidated, robust business plan. Clear targets and implementation strategies allowed for greater engagement of stakeholders at various levels, as well as massive WASH investments. In Mozambique, the business plan was a key tool guiding all aspects of our work: planning, implementation, coordination with the government and other actors, and fundraising.

Enormous, coordinated investments were made in constructing new water sources, with a gradual shift from single boreholes to mechanized water systems. Indeed, the move over the last five years from single boreholes

to mechanized water systems in very remote areas was significant. It allowed us to serve more people with access to clean water in places where drilling was difficult, and to improve the level of services to these under-resourced communities. Investments also were made to provide WASH in schools, inclusive WASH facilities, behavior-change approaches, and systematic water quality monitoring.

Looking ahead to the next five years, it is crucial to ensure that the gains made in previous years are maintained, as they will contribute to achieving our major objective: universal WASH coverage. Universal WASH coverage is indeed our main focus and has become even more urgent in the context of the COVID-19 pandemic, during which WASH services have been critical to protecting people from disease.

The next five years are an opportunity for us to do even better. We have an opportunity to serve with excellence, to work collaboratively with other partners, governments, communities, and the private sector, as well as to help strengthen their capacity and achieve sustainable, significant improvements in water, sanitation, and hygiene for all.

LATIN AMERICA & CARIBBEAN

83,543 PEOPLE

provided with access to clean drinking water

42,591 PEOPLE

gained access to improved household sanitation

186,367 PEOPLE

reached with hygiene behavior-change programming



REGIONAL SUMMARY

The profound dedication of Latin America and Caribbean WASH staff members allowed these programs to exceed FY20 targets in several areas. Achievements included providing children access to clean water in schools (142%), people benefiting from hygiene promotion (275%), and faith leaders partnering in behavior-change programming in their communities (179%).

As Guatemala and El Salvador WASH offices prepared to join the new WASH Business Plan in FY21, Guatemala WASH provided more than 5,300 students access to school sanitation facilities, and El Salvador WASH raised awareness of their work in under-resourced communities.*

In Bolivia, 444 families participated in constructing water systems, creating greater community ownership related to water usage. Despite political unrest in Haiti, nearly 48,000 people benefited from 397 new water taps. The Nicaragua WASH team also launched a COVID-19 response plan and saw 888 households trained in waste management, drinking water treatment, and healthy hygiene practices.

Innovations and Partnerships

- In **Bolivia**, a sanitation approach based on gender equity engaged men and women together in decision-making, with 75% of parents actively participating in constructing 247 household latrines. Also, virtual contests mobilized families to practice healthy COVID-19 prevention behaviors.
- The **Honduras** WASH team worked with the Ministry of Labor and local governments to enact community safety measures against the spread of COVID-19, then developed virtual and in-person trainings on physical distancing, measuring temperatures, and other critical disease-prevention behaviors. The program also designed mobile, pedal-operated handwashing stations for healthcare facilities to protect patients and staff.
- In **Nicaragua**, the video game app *Ninja Jabón* (Soap Ninja) was released to the public. In the game—which offers difficulty levels based on age—players learn key behaviors for preventing COVID-19 as they advance, with a particular emphasis on handwashing.



7,608 taps installed from successful water supply systems



39 school WASH programs established



906 faith leaders participated in WASH programming



Living a life at its fullest consists of serving those we love the most. Every time quality water reaches a household, it fills me with great satisfaction and encourages me to do my job better and better. Women are also capable of doing jobs that men have normally done. God has made us equal in all conditions to work for the good of our community and for the benefit of our children.”

— Ana Jarquin (above),
World Vision-trained plumber,
Villa Nueva, Honduras

* Watch the [El Salvador WASH video](#).

MIDDLE EAST

75,754 PEOPLE

provided with access to clean drinking water

1,122 PEOPLE

gained access to improved household sanitation

159,188 PEOPLE

reached with hygiene behavior-change programming



REGIONAL SUMMARY

In FY20, the Middle East WASH Program achieved more than twice the annual target for people with access to clean water in communities (213%) and children with clean water access in schools (207%). Schools, in particular, saw other significant WASH gains as well, with targets surpassed for students with access to sanitation facilities (172%) and handwashing facilities (165%).

Along with significant hygiene promotion efforts, the Afghanistan WASH Program trained communities in water conservation, supported the planting of pistachio and almond trees on 50 acres of land, and introduced water-efficient drip irrigation systems, impacting 2,590 people. Nearly 68,000 people also benefited from the construction or rehabilitation of 78 water systems with a total of 639 taps.

The Iraq WASH team focused on restoring basic WASH services to communities with infrastructure damaged by conflict, rehabilitating five boreholes and 10 municipal water systems while helping 31 schools and nine healthcare facilities access clean water on site. Likewise, in northern Syria, World Vision reached 363,000 people with clean water via pumping stations connected to two municipal water systems.

In Jordan, two new sites implemented Sesame Workshop's WASH UP! curriculum, reaching 3,000 children. To prevent the spread of COVID-19, soap and hygiene kits were distributed to encourage students to keep practicing healthy hygiene behaviors.

Innovations and Partnerships

- In **Afghanistan**, the WASH team trained 300 farmers, eight development workers, and nine staff from the Department of Agriculture, Irrigation, and Livestock on constructing water catchments to capture rainfall and improve ground water recharge.
- The **Jordan** WASH team worked to reduce landslides around the Wadi Al-Arab and Kufranja dams by planting trees and training

communities in landslide prevention techniques. It also coordinated with the Jordan Valley Authority to ensure regular monitoring of the dam structures.

- All **Syria** WASH projects are integrating findings from a comprehensive gender analysis done by World Vision Syria Response to ensure gender-based injustices are not perpetuated by WASH interventions.



1,557 taps installed from successful water supply systems



43 school WASH programs established



135 faith leaders participated in WASH programming



These people [World Vision staff members] do not want anything from you, they are working hard for you, to keep you and your health. Do not let their fatigue go to waste."

—Khalid, father and Syrian refugee, speaking to others in Gawilan Refugee Camp, Dohuk, Iraq



WORKING FOR LASTING TRANSFORMATION IN INDIA

Director of Special Projects for World Vision in India, Mahesh Nathan (not pictured), describes the scope and impact of the India WASH program.

Sustainable transformations follow a predictable pattern of build-up and breakthrough. With persistent efforts in a consistent direction, the India WASH Program has built up sizeable momentum over the past five years.

The WASH Business Plan set the stage for a paradigm shift in our development work—from a child sponsorship-centered model to a more inclusive, inter-sectoral one. It also opened new doors of opportunity by enlarging our staff capacity, streamlining the procurement of critical materials, giving access to base funding, and leveraging resources outside the conventional donor pool. Aligning our goals with government WASH priorities was another huge step in the right direction.

A seven-step process known as “action research” was integral to our WASH program designs and to measuring impact. Baseline and endline surveys along with monthly monitoring were used to track progress and achievement. A multi-country evaluation conducted by the University of North Carolina helped us bid for action research-based funding as part of our strategy for mobilizing resources. An example would be the Gates-funded research on barriers to household latrine usage in Bihar, conducted by World Vision in partnership with 3ie and Oxford Policy Management.

Over the past five years, India WASH partnered with faith leaders to successfully implement and advocate for WASH initiatives. We encouraged communities to access existing government funds for sanitation, helped construct or retrofit household sanitation facilities, and improved access to clean water.

Partnering with Sesame Workshop, we implemented a social-behavioral change

program to help students improve WASH practices. Additionally, we worked to ensure schools have gender- and disability-friendly latrines, increasing student access to dignified sanitation and decreasing the school dropout rate, especially among girls.

During the COVID-19 pandemic, we supported hygiene initiatives in communities and healthcare facilities. Pedal-operated handwashing stations (see photo) were set up in government hospitals and community centers, as well as waste disposal systems at quarantine sites. Reusable sanitary pads were distributed to adolescent girls in rural areas, meeting menstrual hygiene needs while reducing the effects of plastic, disposable pads on the environment.

In December, we began a strategic partnership (funded by the World Bank) with the Punjab government to improve rural water supplies and sanitation in two Punjab districts. We are working to provide every rural household with a sufficient supply of clean water on a regular and long-term basis.

After five years, the crowning success of our India WASH Program was being endorsed as a sector partner by the National Jal Jeevan Mission, an arm of India's Department of Drinking Water and Sanitation, thus confirming that our project is on track.

Progress for India WASH in the next five years means working toward universal WASH coverage—improving WASH services in communities, schools, early education centers, healthcare facilities, and across multiple states. We also plan to focus on emerging issues such as waste management. Finally, gender equality and social inclusion will be a core agenda in all our WASH programs in the coming years.

PLANS FOR THE NEXT SIX MONTHS

This report marks the completion of work outlined in World Vision's past five-year WASH Business Plan. Over the past six months, WASH teams across the globe have been developing new five-year targets to help World Vision globally reach 15 million people with clean water, 14 million people with improved sanitation, and 18 million with improved hygiene by 2025.

Additionally, in the coming months, World Vision will begin implementing plans to achieve the four goals of the new WASH Business Plan: 1. Accelerating universal and equitable access to WASH services, 2. Deepening our focus on the most vulnerable, 3. Demonstrating sustainable impact, and 4. Leveraging investments to mobilize additional funding for WASH services.

THANK YOU

We are honored to be joined together with you in this work. We are deeply grateful for your generosity, and especially for your dedication to making access to clean water, dignified sanitation, and healthy hygiene a reality for thousands of children and their families. Thank you for making it a priority to help people around the globe secure the resources they need to better experience fullness of life. We look forward to celebrating what God achieves through our collective efforts in the coming year.



Aline, 20, suffers from developmental and physical disabilities. An orphan, she lives with her uncle, Innocent. Your support trained carpenters to make chairs like this one to help people with disabilities manage their sanitation needs with dignity and in safety.

“Maintaining proper toilet hygiene was very difficult for Aline. She couldn’t easily access and use the latrine like other people. It made life hard for her. Aline’s hygiene and sanitation has changed for the better ever since she got this chair. I am thankful to World Vision for having come up with such a great ... initiative.”

*—Innocent,
Kageyo area program*



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