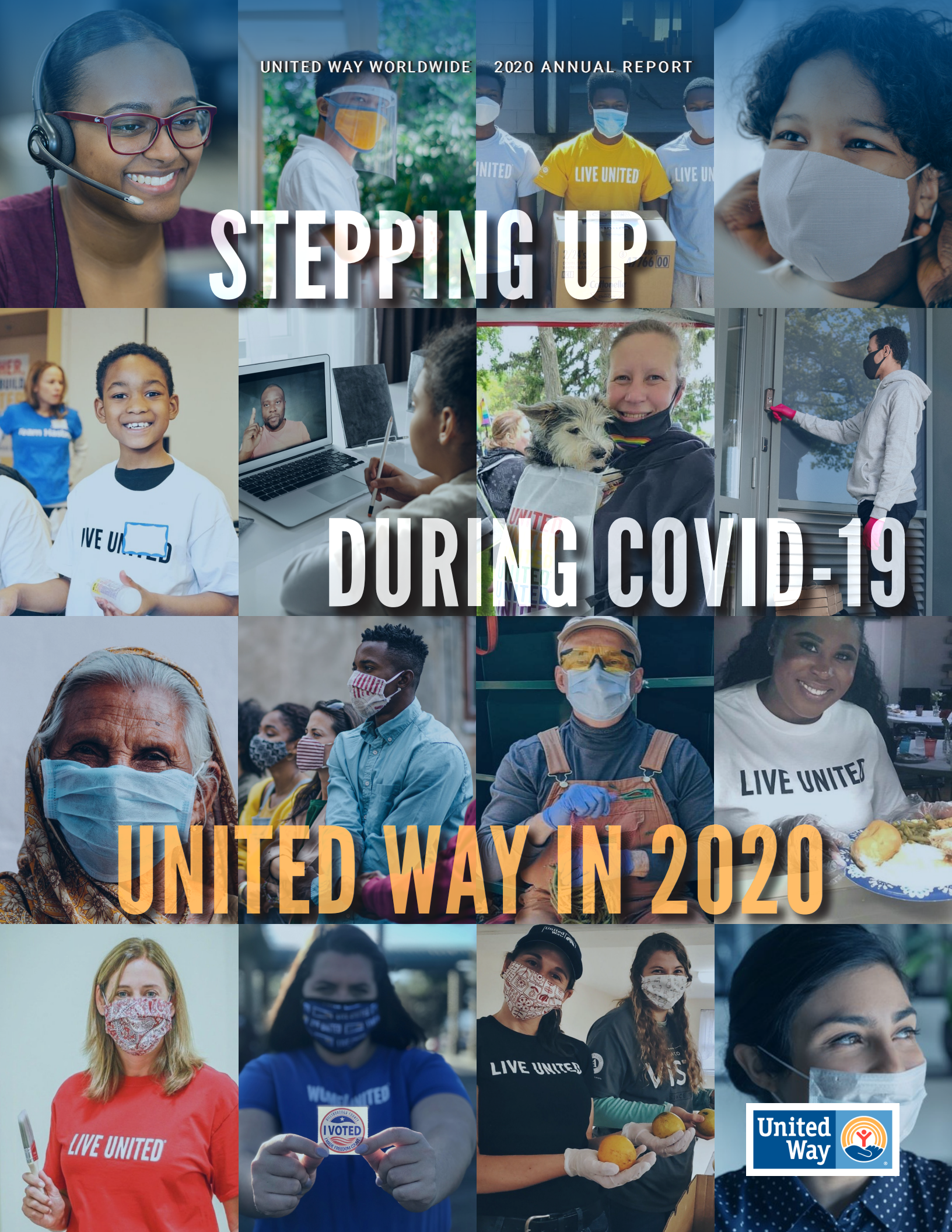


STEPPING UP

DURING COVID-19

UNITED WAY IN 2020



UNITED WAY BY THE NUMBERS

in 95% all U.S. communities &
1,200 communities globally

40 countries and territories

48 million
people served annually

29,000
funded community partners

45,000
corporate partners

1.5 million
volunteers

\$5.6 billion raised

6.8 million donors

OUR VISION

UNITED WAY ENVISIONS A WORLD WHERE ALL INDIVIDUALS AND FAMILIES
ACHIEVE THEIR HUMAN POTENTIAL THROUGH EDUCATION, INCOME STABILITY
AND HEALTHY LIVES.

OUR MISSION

TO IMPROVE LIVES BY MOBILIZING THE CARING POWER OF COMMUNITIES
AROUND THE WORLD.

A LETTER FROM UNITED WAY WORLDWIDE'S CHAIR

United Way has always stepped up for communities and their most vulnerable citizens. That's in our DNA, and it's been the core of our work since 1887.

In 2020, that work intensified as challenges facing communities intensified with the COVID-19 global pandemic. The United Way network raised \$1 billion to help the nearly 1,200 communities we serve across 40+ countries and territories. But we did more than raise money. United Way was on the front lines, offering immediate relief and supporting long-term recovery, including:

- Providing timely and accurate information about COVID-19 and how to stay safe through 211, which connects people to local resources 24/7 in the U.S. and Canada;
- Supporting front-line workers, with basics like child care and essentials like protective gear;
- Making sure people who'd lost jobs could still pay their bills, stay in their homes and feed their families;
- Galvanizing volunteers, both in-person and virtual, to help their neighbors; and
- Helping corporate partners make a difference in struggling communities across the world.

This 2020 annual report offers examples of United Way advancing innovative solutions to meet communities' needs, while working to reimagine and rebuild healthy, equitable communities.

As a global health expert and clinician whose focus is keeping children healthy and supporting families who may be struggling, I've been inspired as United Way has kept its focus on the most vulnerable. People of color, the youngest and oldest, and anyone scraping by with limited means saw their struggles exacerbated by the pandemic. Because

COVID disproportionately hurts people of color, equity is an imperative that cannot be ignored.

In 2020, United Way recommitted to doing our work through the lens of equity. This commitment to diversity, equity and inclusion was decisively affirmed, adopted, and codified in strengthened United Way membership requirements, and is informing our work on the ground.

I take pride in the leadership this organization has demonstrated, and the actions we've taken to affirm that racism and discrimination of any kind have no place at United Way. This will be crucial to helping those who have been affected by the pandemic survive -- and thrive.

But our work is far from over. As COVID's devastating impact on lives and livelihoods continues, United Way's fight for a stronger, better future for all continues, too.



DR. JULIETTE TUAKLI
Chairman, Board of Trustees
United Way Worldwide

Advancing Education in COVID



Narrowing Education's Digital Divide

Achievement and opportunity gaps fueled by the worldwide digital divide existed long before COVID-19. But as the pandemic forced students into virtual learning in 2020, these inequities were exposed. [UNICEF says](#) two-thirds of school-aged students across the world lack internet access at home.

Across the globe, local United Ways are working to enhance digital inclusivity by focusing on access to technology, access to broadband service, and enhanced technological literacy.

In the U.S., the digital divide disproportionately hurts students of color and those from low-wage families. [Pew Research Center](#) reports nearly 25% of Black teens said they couldn't complete homework because they lacked internet service or a computer at home. Some 40% of Hispanic teens reported having to do their assignments on a cellphone. United Way is helping to bridge this gap. In Jackson, Mississippi, [United Way of the Capital Area](#) directed COVID funds to underwrite internet service for low-wage families. [United Way of Metro Chicago](#) joined forces with Chicago Public Schools, the city, and others to raise \$47 million for high-speed internet for 100,000 families with children.

It's a global problem. Distance learning has been challenging for vulnerable communities in Hungary, including students, parents, and teachers who lack access to the digital resources and skills needed to learn virtually. Through [United Way Hungary's](#) 'United to Help' initiative, 248 children received donated computers to support virtual learning, and 456 teachers improved their digital skills through the program's educational webinars.

[United Way Worldwide is partnering with Extreme Networks](#), school systems, corporate partners, and local governments to provide Wi-Fi and hardware access to communities most in need. [Check out this blog](#) from United Way Worldwide for more on our efforts to narrow the digital divide.



Advancing Early Learning in Chile

Being a child isn't easy during a pandemic. In 2020, too many young children were separated from friends, tended to by parents struggling to balance child care and working from home (or having no job at all). In response, [United Way Chile](#) came up with an innovative way to help families: animated short videos. United Way created 10 60-second videos, with topics ranging from daily routines, and expressing difficult emotions, to managing work time and playtime. In partnership with government agencies, United Way Chile disseminated the videos to kindergartens across the country. And now, they're available to the public in Spanish, English, Creole, and Chilean sign language.



Supporting Financial Stability in COVID



Ride United: Transportation & Food Access in U.S.



When Veronica called [211](#) in Tallahassee, Florida, she was living at a local homeless shelter and looking hard for stable employment. She'd gotten an interview for a full-time job but lacked a car or public transit access to get there.

Through [Ride United](#), 211 got her a free ride to and from her interview. Veronica was offered the position, now works full time, and has moved into an apartment.

Launched in 2018 with our partner [Lyft](#), United Way's Ride United: Transportation Access is available through local United Ways and 211 agencies in 37 cities across the U.S. So far, it's provided more than 34,000 free rides to job interviews, medical appointments, grocery stores, food pantries, and more. The program is accessed through 211, the vital service that connects millions of people to resources and assistance in the U.S. and Canada every year.

Ride United: Last Mile Delivery is a partnership launched with [Door Dash](#) in 2020 that has now provided 8.1 million meals to people who need them. It's now serving 340 communities in 17 states across the U.S., providing free delivery of food and essential items from local food banks, food pantries, and other distribution points to senior citizens, low-income families, and those who can't leave home. A senior in Akron, Ohio, and her disabled husband are caregivers for their young grandson but struggle financially. Thanks to Ride United, they received a food box that included fresh produce and real fruit juice for their grandson, which they usually can't afford.

Since April 2020, this effort has provided more than 668,000 free deliveries, supporting over 34,000 households with food pantry boxes, meals, and other essential items. United Way and 211 work with local food pantry partners to identify those in need of essential deliveries. United Way works with more than 220 local community partners, including food pantries, schools, community gardens, and places of worship, to facilitate deliveries.

Its success has generated additional support from the [Albertsons Companies Foundation](#), the [Rockefeller Foundation](#), [Ciara and Russell Wilson](#) and their [Why Not You Foundation](#) and other national and local partners.



Cardinal Health Boosts COVID Response

Cardinal Health, a global, integrated healthcare services and products company, stepped up in 2020 to help United Way Worldwide provide targeted pandemic relief in France, Mexico, Philippines, Japan, Canada, and Ireland. The impact goes beyond health, supporting financial stability where it's needed most.

From personal protection equipment (PPE) to nutrition and hygiene kits, these relief efforts has helped those most in need, including young children, single-parent families, and refugee, migrant, and indigenous communities.

For example, many migrant and refugee communities in Mexico lack access to essential health services. That makes early detection, testing, contact tracing, and receiving care difficult for an already vulnerable population. To combat this issue, [United Way Mexico \(Fondo Unido\)](#) is partnering with The UN Refugee Agency to provide PPE and medical equipment to help improve hygiene and sanitation in shelters, and to reduce the spread of the virus.

In addition, Cardinal Health and United Way are working to support low-wage families in Japan, especially those with young children and single-parent households; expand homeless relief services for indigenous communities in Canada; and bring wellness support to older people in rural communities through ALONE, a support network for the elderly in Ireland.

Protecting Health in COVID

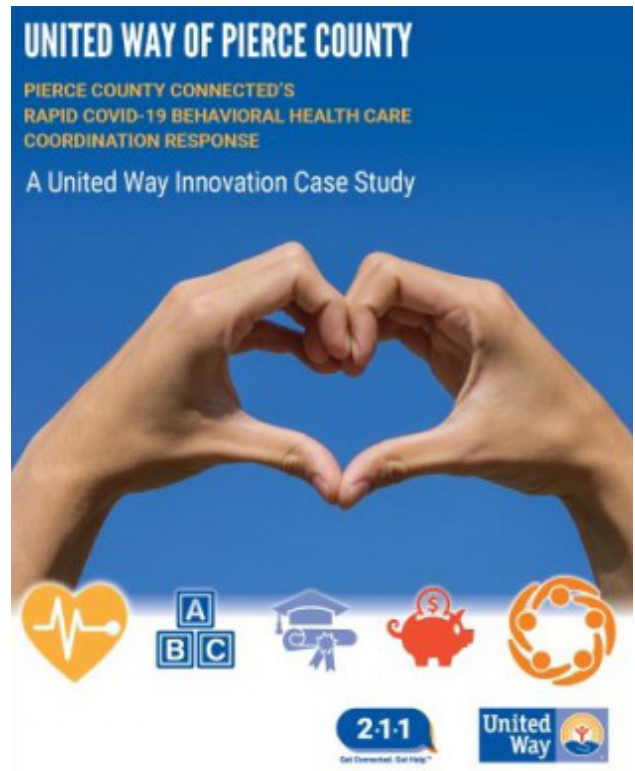


Cutting Red Tape for Mental Health Access

In 2020, [United Way of Pierce County](#) in Tacoma, Washington quickly unified a coalition of community partners to understand the urgent needs of Washington state and the best COVID response efforts. Within weeks, Pierce County Connected, a COVID-19 community response committee, organized 12 behavioral, mental health, and substance abuse disorder providers across the county to identify needs and strategic responses.

It's called the Behavioral Health POD (BHP), and identifies the need for a single "entry point" from anywhere, including home, to connect people with experts and to access mental health and substance abuse resources. The BHP chose [South Sound 211](#) to act as that single entry point, for both patients and providers. Participating organizations are the top providers of mental health services in the area.

Pierce County's rapid development of the Behavioral Health Pod was described by stakeholders as "the one good thing" to come out of the pandemic. Mental health and substance abuse is often overlooked during health crises, leaving people to fend for themselves to find help. Before that, someone seeking help would be given a list of 30 resources, forced to call each in search of an appointment. Now, 211 can streamline that effort and help more people get mental health help more quickly. To learn more, [download this Innovation Case Study](#) created by United Way Worldwide.



Protecting Medical Workers in India

[United Way Mumbai](#) is helping ease the hardship for frontline health workers and the economically vulnerable as India grapples with COVID. Early on, Mumbai healthcare workers faced a severe shortage of personal protective equipment. United Way provided N95 masks, three-ply disposable masks, face shields, surgical caps and hoods, surgical goggles, waterproof gowns, shoe covers, and nitrile gloves. United Way also gave hospitals portable touchless hand washing and sanitizer stations, ventilators, and COVID testing kits. Because hardships continue outside the workplace, United Way also donated food and toiletry kits to assist workers and their families.



Each year, United Way works with 45,000 corporate partners to improve lives and strengthen communities. The companies listed here are members of our Global Corporate Leadership program. Combined, these companies and their employees contribute nearly \$1 billion and countless volunteer hours to their communities every year. We thank them for their passion for change and commitment to our shared purpose.

* Criteria for membership in the Global Corporate Leadership program includes (but is not exclusive to) running a workplace campaign at multiple sites, raising at least \$2.5 million per year and contributing at least 50 percent of funds raised directly to United Way.

- 3M
- Abbott Laboratories
- AbbVie
- Accenture
- Aetna Inc.
- Alston & Bird
- American Express
- Anthem
- AT&T
- Auto Club of Southern CA
- Avery Dennison
- Bank of America
- Best Buy Co. Inc.
- BMO Financial Group
- C&S Wholesale Grocers
- Cargill Inc.
- Caterpillar Inc.
- CenturyLink Inc.
- Chevron
- Citigroup
- Comcast NBCUniversal
- Costco Wholesale
- Cummins Inc.
- Deere & Company
- Deloitte & Touche LLP
- Delta Air Lines Inc.
- Dow
- Duke Energy
- Eaton Corporation
- Ecolab Inc.
- Eli Lilly and Company
- Enterprise Holdings Inc.
- Ernst & Young LLP
- Exxon Mobil Corporation
- FedEx Corporation
- Fifth Third Bancorp
- Fluor Corporation
- Ford Motor Company
- GEICO
- General Electric
- General Mills
- General Motors
- Genpact
- Hershey Company
- IBM Corporation
- Illinois Tool Works Inc.
- International Paper
- JCPenney
- Johnson & Johnson
- Kellogg Company
- Keurig Dr Pepper
- Kimberly-Clark
- Land O'Lakes
- L Brands Inc.
- Lyft
- Macy's Inc.
- Medtronic Inc.
- MetLife Inc.
- Microsoft Corporation
- Mosaic Company
- Nationwide
- Perdue Farms Inc.
- Pfizer Inc.
- Pitney Bowes Inc.
- Principal Financial
- Procter & Gamble
- Publix Super Markets
- PwC
- Salesforce
- Shell Oil Co.
- Sprint Corporation
- Truist
- Stellantis
- Synchrony Financial
- T.D. Williamson Inc.
- Target
- Texas Instruments
- The Boeing Company
- The Toro Company
- Toyota Motor North America
- Travelers Companies
- U.S. Bancorp
- United Technologies
- UPS
- USAA
- Valero Energy
- Walmart
- Wells Fargo
- WEX
- Whirlpool Corporation
- Williams Companies
- Xcel Energy Inc
- Xerox Corporation

IMPACT SNAPSHOT

In 2020, donors to United Way Worldwide's COVID-19 Community Response and Recovery Fund helped us provide critical, immediate assistance.



27 Million
People Helped



623 United Ways and 211
Call Centers Supported



33.2 Million
Meals Served



109,000 Households Helped
With Rent or Mortgage



852,000 People Got Health
Supplies or Services



113,000 People Received
Mental Health Counseling



18,000 Medical Bills Paid

UNITED WAY WORLDWIDE BOARD OF DIRECTORS*

The United Way Worldwide Board of Trustees has fiduciary oversight of United Way Worldwide, and is responsible for overseeing the business affairs of the organization.

CHAIR OF THE BOARD

DR. JULIETTE TUAKLI
CEO and Chief Medical Officer
CHILDAccra
Accra, Ghana

TREASURER AND CHAIR, FINANCE COMMITTEE

MARY MACK
Chief Executive Officer of Consumer and
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CHAIR, AUDIT COMMITTEE

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Kingston, Jamaica

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EMERITUS BOARD MEMBER

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Chairman Emeritus
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UNITED WAY U.S.A. NATIONAL BOARD OF TRUSTEES*

The United Way U.S.A. Board of Trustees is charged with providing oversight on matters related to and specific to the network of United Ways in the United States. Its responsibilities include U.S. membership issues, public policy, community impact, resource development and U.S. board development.

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Chief Executive Officer
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Stamford, Connecticut

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CYNTHIA FIGUEROA
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U.S. Bancorp
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SUSAN SOMERSILLE JOHNSON

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Just Born Inc.
Bethlehem, Pennsylvania

JAKE SILVOLA-FINCH

Manager, Special Care Providers of America
Tampa General Hospital
Tampa, Florida

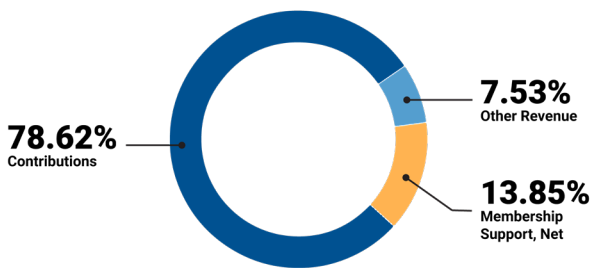
BYRON SPRUELL
President, League Operations
National Basketball Association
New York, New York

DEANNA STRABLE
Executive Vice President and
Chief Financial Officer
Principal
Des Moines, Iowa

* As of May 12, 2020 Annual Meeting

In 2020, United Way raised \$5.6 billion for long-term community solutions around the world. The financial information below is for United Way Worldwide, the leadership and support organization for our global network.

2020 United Way Worldwide Revenue (without affiliate UWBA)
USD 256,149,767

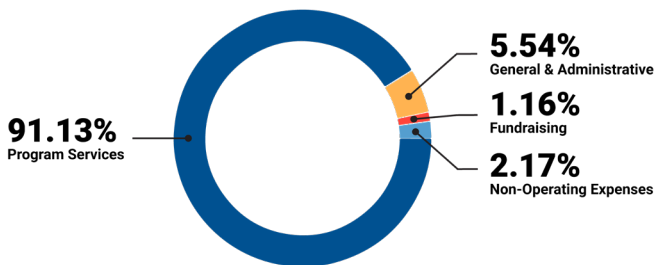


Contributions are funds donated to support United Way Worldwide's mission and its programs that promote education, income and health. These funds consist of unrestricted and temporarily-restricted donations.

Membership Support is received annually from local United Ways for continued membership in the United Way network. Local United Ways receive the benefits of membership and comply with standards established by United Way Worldwide.

Other Revenue includes income generated from the sale of promotional materials, program service fees, investment activity, conferences, rent and non-professional services, transaction fees and miscellaneous activity.

2020 United Way Worldwide Expenses (without affiliate UWBA)
USD 256,835,128



Program Expenses include Investor Relations (including Donor-Advised Fund contributions), Grants, International Network, Community Impact, Leadership and Learning, Public Policy, Marketing, Campaign and Public Relations and Promotional Material Sales.

Non-Operating Expenses are pension-related changes.*

General and Administrative activities include Finance, Legal, IT and other services that support United Way Worldwide's business operations.

Fundraising is responsible for United Way Worldwide's fundraising efforts.

*Reflects increased pension obligations based upon current actuarial analysis.

United Way Worldwide 2020 & 2019 Audited Financial Statements

As of December 31, 2020
(In USD Thousands)






	2020	2019
Assets		
Other Assets	\$ 77,231	\$ 74,134
Custodial Assets	<u>6,775</u>	<u>5,594</u>
Total Assets	<u><u>84,006</u></u>	<u><u>79,728</u></u>
Liabilities and Net Assets		
Liabilities		
Other Liabilities	38,218	34,436
Custodial Liabilities	<u>6,775</u>	<u>5,594</u>
Total Liabilities	<u><u>44,993</u></u>	<u><u>40,030</u></u>
Net Assets		
Without Donor Restrictions	3,083	17,076
With Donor Restrictions	<u>35,930</u>	<u>22,622</u>
Total Net Assets	<u><u>39,013</u></u>	<u><u>39,698</u></u>
Total Liabilities and Net Assets	<u><u>84,006</u></u>	<u><u>79,728</u></u>
Revenue		
Membership Support, net	35,488	29,132
Contributions	201,375	195,310
Other Revenue	<u>19,287</u>	<u>26,240</u>
Total Revenue	<u><u>256,150</u></u>	<u><u>250,682</u></u>
Expenses		
Program Expenses		
Donor-Advised Giving	110,128	168,329
U.S. Network	61,209	19,360
Digital Services	24,451	28,084
Brand Strategy and Marketing	6,444	8,492
Investor Relations	7,595	6,733
International Network	20,093	6,306
Other Program Expenses	4,123	5,462
Impact, Strategy and Innovation	-	1,661
Total Program Expenses	<u><u>234,043</u></u>	<u><u>244,427</u></u>
Support Services		
General and Administrative	14,238	7,760
Fundraising	2,974	4,504
Total Support Services	<u><u>17,212</u></u>	<u><u>12,264</u></u>
Total Operating Expenses	<u><u>251,255</u></u>	<u><u>256,691</u></u>
Change in Net Assets from Operations	4,895	(6,009)
Non-Operating Adjustments to Net Assets	(5,580)	(4,912)
Changes in Net Assets	(685)	(10,921)
Net Assets, Beginning of the Year	<u><u>39,698</u></u>	<u><u>50,619</u></u>
Net Assets, End of the Year	<u><u>\$ 39,013</u></u>	<u><u>\$ 39,698</u></u>

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Alexandria, Virginia 22314 USA
+1.703.836.7112
info@unitedway.org

CHANGE DOESN'T HAPPEN ALONE.



Help us to get the word out.
Please share how **YOU** plan to transform
your community with United Way.
Be sure to include **#LiveUnited**

-  facebook.com/unitedway
-  instagram.com/unitedway
-  linkedin.com/company/united-way-worldwide
-  twitter.com/unitedway
-  youtube.com/unitedway