



2020

ANNUAL REPORT

DISASTER RELIEF
MEDICAL CARE
HUNGER RELIEF
CLEAN WATER
COVID-19 RESPONSE

 **OPERATION
BLESSING**



Dear Faithful Friend,

Each year at Operation Blessing we face fresh challenges, discover unique opportunities, and meet new people in critical need. With the outbreak of the coronavirus, 2020 proved to be one of our most challenging years ever—but YOU rose to meet that challenge with compassion! Thanks to your support, Operation Blessing was able to quickly respond to the desperate cries for help from across America and around the globe, delivering food, disinfectants, medical supplies, handwashing stations, and more.

Even in the midst of such difficult times, you continued providing life-changing surgeries in underserved areas to transform the future for people. Friends like you offered clean water and medical help to impoverished villagers in remote regions. Because of your love, Operation Blessing delivered urgently needed relief following natural disasters such as floods and tornadoes in the U.S, including the infamous Michigan dam breaks. Thanks to your continued faithfulness in the face of unprecedented adversity, Operation Blessing has been able to continue shining the light of God’s love in the midst of COVID-19.

As I reflect on all that has been accomplished together in the past, I’m so grateful to God for your overwhelming kindness and generosity. Thank you again from the bottom of my heart! You are a vital part of the Operation Blessing community. May God richly bless you and your family in return for how you’ve selflessly blessed those in need. I look forward to another year of breaking the cycle of suffering together with you in 2021.

Yours in Christ,

Gordon Robertson
President, Operation Blessing

MISSION STATEMENT

For more than 40 years, your support of Operation Blessing has been demonstrating God’s love by alleviating human suffering for millions of people in more than 90 countries, including the U.S. Through our core programs of hunger relief, clean water, medical care, and disaster relief, you can be confident that you are helping meet the most desperate needs of the poor and hurting around the world.

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Note: Operation Blessing’s fiscal year runs April 1 – March 31. Stats marked FY20 refer to this time frame while stats marked CY20 refer to calendar year 2020.

GLOBAL HIGHLIGHTS

NORTH CAROLINA: Seniors at high risk for COVID-19 in the U.S. received food and supplies safely—delivered right to their front doors!



HAITI: After suffering a severe femur fracture, Stevenson is standing strong on two legs again thanks to the life-changing surgery you provided.



PERU: Elders in the remote highlands of Peru now have easy access to clean water thanks to your generous gifts.

LOUISIANA: OB Disaster relief personnel prepare to launch a disaster response to Hurricane Laura in Lake Charles.



GUATEMALA: This year the COVID-19 pandemic swept the globe, but you matched it with a tide of compassion by sending food and other vital resources to the hurting.



JORDAN: This young Christian refugee sends you her love for helping refugees like her with food, medical care, and education.



INDIA: Community members of the poor village of Sushanth Nagar no longer have to carry heavy pots of water long distances because friends like you sent them a new well.



CAMBODIA: Mrs. Seang is all smiles. Her family won't go hungry because you sent groceries and vital supplies during the coronavirus quarantine.



KENYA: During COVID-19 you provided food for families in need, handwashing workshops to promote good hygiene for the people of Kenya, and over 1,000 gallons of chlorine for disinfecting.



SOUTH SUDAN: After floods destroyed their homes and crops, your kindness reached out to desperate Sudanese disaster victims with much-needed food supplies.

DISASTER RELIEF

YOU SHOW GOD’S LOVE TO THOSE FACING CRISIS AND DISASTER

Every year disasters strike, and every year you respond by sending Operation Blessing to help those in need. This year has been no different. In the United States, OB’s U.S. Disaster Relief Team responded to an EF-3 tornado that hit near Nashville, TN, as well as helping victims of Hurricane Isaias in North Carolina, hurricanes Laura and Delta in Louisiana, and Hurricane Sally in Florida.

Internationally, you sent help to those in need after a volcanic eruption in the Philippines, an earthquake in Albania, floods in Kenya and South Sudan, Hurricane Eta in Honduras, a devastating explosion in Beirut, Lebanon, fires in Ukraine, and floods in Cambodia.

Both in the United States and around the globe, your support has been critical to ensuring that disaster victims get the help and relief they need as quickly as possible. Thanks to you, emergency relief like food, water, medical care, and more was delivered to disaster victims in critical need. Not only that, but OB volunteer teams helped Americans whose homes were damaged by storms begin the process of recovery.

DISASTER RESPONSE DURING COVID-19

The global pandemic brought a new level of challenge to disaster response in 2020. OB relief teams and volunteers made sure to protect themselves, and those they served, with masks, social distancing, and by providing hard-to-find cleaning supplies when needed. Around the world, OB offices manufactured chlorine to help fight the virus. Learn more at: ob.org/disaster-social-distancing



STATS

U.S. DISASTERS RESPONDED TO (CY20):

15

NATIONS (FY20)

Albania
Bahamas
Cambodia
Colombia
Guatemala
Indonesia
Japan
Kenya
Lebanon
Mexico
Mozambique
Peru
Philippines
South Africa
South Sudan
Sri Lanka
Thailand
United States
Zambia
Zimbabwe





RELIEF AFTER HURRICANE LAURA

YOU SENT HELP TO A WOMAN IN NEED

LOUISIANA – When Cassie heard that Hurricane Laura was barreling her way, she decided to stay and ride it out in her brick home. Her reasoning: when Hurricane Rita hit in 2005, her home only suffered minimal damage. “I mean, Rita was bad, but I figured we could stay... I will never stay again,” Cassie said firmly.

Some members of her family were unable to evacuate the area, so they decided to ride out the storm together in Cassie’s sturdy house. Too late, they realized their mistake. “The gusts of wind, it was like it was going to suck my roof off... I thought we were going to die,” she said choking back tears. “I really did.”

Hurricane Laura tore through Lake Charles like a freight train. Cassie said, “You were just waiting for that freight train to crash.” Cassie and her family survived, but Laura left a path of absolute destruction in its wake. The massive storm damaged Cassie’s home, leaving her without power, and it destroyed her yard. Debris from all over the neighborhood landed on Cassie’s property. “It’s unreal,” she said.

Faced with a seemingly insurmountable task, Cassie grew discouraged. “It’s like, I was helpless. I didn’t know where to turn. I didn’t know what to do,” she said. “And then when you all got here, it’s like I was saved.”

Your incredible support gave Cassie hope after Hurricane Laura. Thanks to you, Operation Blessing’s disaster relief team arrived with food, water, ice, cleaning supplies, and—most importantly—help! They came prepared to chop fallen trees, clean her yard, and lend support and encouragement to Cassie as she began to recover from the storm.

“GOD PUT YOU ALL IN MY PATH,” CASSIE SAID.
“I CANNOT THANK YOU ENOUGH, AND ALL I CAN
SAY IS GOD IS GOOD! GOD IS GOOD.”





COVID-19 RESPONSE

YOU STEPPED UP IN A GLOBAL PANDEMIC

Early in 2020 the coronavirus began spreading around the globe, driving many countries into lockdowns and sending economies grinding to a halt. In the United States, cases soon began to skyrocket in places like New York City, Texas, and in many communities throughout the country. The impact of the virus was devastating. Millions got sick and thousands died. Millions more lost jobs and income.

The unforeseen attack of COVID-19 left many families reeling, wondering where to look for help and hope. Thanks to your support, Operation Blessing was able to pivot quickly to meet the new and growing needs brought about by the pandemic.

In the early days of the U.S. outbreak, Operation Blessing distributed cleaning supplies and N95 masks to first responders on the front lines. Then, as the economic impact became clear, your generosity enabled OB to significantly increase food distributions to ensure that struggling Americans had food on the table.

Internationally, OB began manufacturing and distributing chlorine from many of our offices in Latin America, as well as Kenya, and even provided protective equipment in China and the Philippines.

As COVID-19 shut down businesses and entire economies around the world, you sent Operation Blessing to bring critical food and other supplies to those in the greatest need.

Shortly after the outbreak became worldwide, Operation Blessing President Gordon Robertson offered this word of thanks to OB donors:

“Thank you for your prayers and support for Operation Blessing. Because of you we are able to help our fellow Americans by providing food to those hit hard by the economic crisis. You’re making it possible to distribute critical disinfecting and cleaning supplies and N95 masks to first responders on the front lines of this battle. You are also helping to provide chlorine to fight the coronavirus in Puerto Rico, Mexico, and Guatemala.”

– Gordon Robertson, President of Operation Blessing



STATS

NUMBER OF COUNTRIES OB CONDUCTED COVID-19 RELIEF

20+

GALLONS OF CHLORINE

50,000+

MASKS DISTRIBUTED

100,000+

AS COVID-19 SHUT DOWN BUSINESSES AND ENTIRE ECONOMIES AROUND THE WORLD, YOU SENT OPERATION BLESSING TO BRING CRITICAL FOOD AND OTHER SUPPLIES TO THOSE IN THE GREATEST NEED.



TAKING CARE OF VULNERABLE AMERICANS DURING COVID-19

The COVID-19 pandemic has been especially hard for many seniors, who are at the greatest risk from COVID-19 infection. Stacie, a widow from Virginia, knew that she needed to protect herself as best she could. She decided to social distance by staying home as much as possible, but this made getting food and other essentials difficult.

Stacie has been through a lot in her life. About 10 years ago she lost her husband, and two years later her son tragically passed as well. Through it all she has stayed strong in her faith saying, “You know, God heals the brokenhearted, and there’s joy in the morning.” Even so, COVID-19 has brought more struggle and isolation.

However, thanks to the generosity of Operation Blessing’s faithful friends, and a nearby OB food distribution partner, Stacie began receiving free grocery deliveries right to her home! You helped keep her supplied with food and safe from the virus. “Thank you, thank you, thank you,” Stacie exclaimed. “Not just for the food, but for coming alongside and letting people know, ‘You’re not alone, and you’re loved and valued.’ Anyone who donates to Operation Blessing is a part of that!”

Stacie is just one of many Americans who received help with groceries in the midst of the coronavirus pandemic in 2020, thanks to the faithfulness of OB partners like you.

Thanks to Operation Blessing partners, OB was able to increase our delivery of food relief by 20% since April 2020.



COVID-19 RELIEF FOR A STRUGGLING FAMILY IN PERU

Droni and Melva, new parents to a beautiful infant, quickly grew desperate when COVID-19 hit their nation of Peru. The hotel where Droni worked as an accountant shut down, and he lost his job. Meanwhile, Melva could no longer sell food for income as she had before the quarantine.

“We are in a forgotten area and no one has yet come to help us. I’m always trying to see ways of earning money,” she said. But she had little success finding odd jobs. Droni also searched for work day after day, but found nothing. Then, Melva fell ill with COVID-19. She even had to stay in the hospital for a time and couldn’t work at all.

The couple grew worried. At times they were penniless. They’d run out of options and out of hope. Melva said, “I was desperate. I had headaches from thinking how I was going to feed my baby.”

Then your love showed up when Droni and Melva needed you most! Because of YOU, Operation Blessing teams in Peru delivered bags of blessings to families in need. Your gift then made it possible to provide packages full of rice, beans, pasta, oil, and soap directly to Droni and Melva’s door!

“Thank you so much for all of this. Please keep helping people that are most in need. Thanks to the donors for their big hearts and making it possible to feed my child,” said Droni.

And we echo his thanks for your heart to see families cared for while struggling through COVID-19 in Peru and all around the globe.



A WORLD OF THANKFULNESS

OB BENEFICIARIES FROM
AROUND THE GLOBE THANK
YOU FOR YOUR COMPASSION.



“You just don’t know how much I appreciate you guys being here, being so supportive. God sent an angel, and then sent all the rest of the angels—you guys. ... I love you!”

– Patrice, Nashville (*disaster relief, tornado, early March 2020*)



“I am so grateful for all the help you have given me and my family. May God bless you all for your kindness!”

– Mary, Kenya
(*poultry project recipient*)

“She will be able to go to school safely. She can interact and play with other children. Thank you to everyone who helped make this possible. You have changed our lives.”

– Heavenlight’s mother, Tanzania
(*Life-Changing Surgery recipient, Encephalocele bump on head*)



“I love you guys! And thank you very much! We very, very, very much appreciate this, and I’m sure I’m not the only one saying that.”

– Anthony, Virginia (*food during COVID-19*)



“I have always lived here and this is the first time I’ve seen something like this! Thank you so much, and thank You, God, for this blessing!”

– Lucasa, Peru (*clean water*)





CLEAN WATER

YOU GAVE CLEAN WATER
TO THE THIRSTY

For those living in poor and remote communities around the world, access to clean water is often limited and difficult. The consequences can be devastating. Waterborne illnesses can cause children and adults to live with severe stomach pains and diarrhea. In extreme cases they can even lead to death.

Not only that, lack of clean water can be an immense financial burden for struggling communities, preventing people from working and causing economic stagnation. Making matters worse, the burden of daily trips to dirty ponds and streams to retrieve water often falls to children, keeping them from school and prolonging economic issues for generations.

This is why clean water has long been one of Operation Blessing’s core pillars of humanitarian aid. Thanks to your support, OB is able to deploy our arsenal of advanced clean water solutions including chlorine generators for disinfecting water, comprehensive community water systems including storage tanks and pipe networks, desalination devices, water wells, and more. Operation Blessing’s Water Sanitation and Hygiene (WASH) programs go beyond just clean water to raise the health outcomes for entire communities.

“Thank you so much for coming here and bringing this water to us. We will always be grateful for what you have done for us. May the Lord bless you all!”

– Aurelia, water beneficiary from Peru



8 WAYS CLEAN WATER
CAN CHANGE THE WORLD

- PREVENT waterborne illness
- IMPROVE hygiene and sanitation
- SAVE time and energy
- PRODUCE nutritious food
- SUPPORT education and learning
- UPLIFT communities
- OFFER dignity
- BOOST earning potential for struggling parents

WATER PROJECTS COMPLETED (FY20):

400+

WATERBORNE ILLNESSES CAN
CAUSE CHILDREN AND ADULTS
TO LIVE WITH SEVERE STOMACH
PAINS AND DIARRHEA.



U.S. HUNGER RELIEF

YOU FED HUNGRY AMERICANS IN THE MIDST OF COVID-19

From the beginning, 2020 brought new challenges and opportunities for Operation Blessing’s Hunger Relief program. As COVID-19 sent U.S. unemployment skyrocketing, Americans lined up at Operation Blessing food distribution partners across the country in unprecedented numbers.

As the needs increased, Operation Blessing partners responded and we were able to expand deliveries and meet the needs of struggling Americans. Between April and November, 2020, OB semi-trucks delivered 18 million pounds of food to those in need.

“Thank you so much for being there in America’s time of great need. Because of your generous support to Operation Blessing, our feeding partners across the country are able to count on us to bring the food and relief aid that they require to feed and minister to their local communities impacted by COVID-19.”

– Steve O’Grady, Operation Blessing Vice President of Operations & Logistics

FY20 STATS

POUNDS OF FOOD

22 million

MAJOR REGIONAL FOOD
DISTRIBUTION PARTNERS

50+

HSF MILES DRIVEN

1.5 million

POTENTIAL ACCESS TO
MORE THAN

3,900

FOOD PANTRIES



INTERNATIONAL HUNGER RELIEF

FEEDING THE POOR AMONG THE NATIONS

The effects of COVID-19 stretched far beyond the borders of the United States. Indeed, for the many around the world who were desperately struggling to survive before the pandemic, the virus was devastating—even for those who never got sick.

Many who were already in precarious financial situations lost their jobs and sources of income, leaving families with little food on the table. These families and individuals needed help and relief and, once again, Operation Blessing’s faithful partners were ready to respond. In places like Peru, Kenya, Cambodia, Myanmar, Philippines, Mexico, Guatemala, and beyond, emergency food and relief supplies were distributed to those in need.

Your support even enabled OB to provide microenterprise small businesses, as well as gardens and livestock, to help give economic stability to those in the greatest need.

“We would like to thank our donors who enabled us to distribute the food packages to the vulnerable and would also like to let them know that there are thousands of people who are very grateful and are praying for them!”

– Peter Kimaru, Director of OB Kenya





MEDICAL CARE

YOU ARE CARING FOR THE SICK ACROSS THE GLOBE

In poor and remote communities around the world, locals often lack access to even the most basic medical care. The global COVID-19 pandemic further strained resources, leaving many desperate people with nowhere to turn for help. But thanks to your support, Operation Blessing has been able to continue conducting medical brigades for those who need them most.

Communities like San Jerónimo de Uligachi in the highlands of Peru suffered without medical facilities until YOU sent Operation Blessing to help. Local resident and mom, Silvia (right), recalls that, “Before we had OB in the community, the next health center was more than an hour away on foot.”

When both of Silvia’s sons got sick, she was thankful to be able to take them to the OB supported clinic nearby. “I am thankful for Operation Blessing to be with us in our community, near my home,” she said. “I can go there anytime I need to!”

In addition to providing community health brigades and supporting clinics like the one in San Jerónimo de Uligachi, your support of OB is helping provide medicine, train community health volunteers, provide life-changing surgeries, conduct ultrasound campaigns and pregnancy workshops, and much more!



FY20 STATS

NUMBER OF MEDICAL/
DENTAL BRIGADES

350+

COMMUNITY HEALTH
VOLUNTEERS SUPPORTED:

80+



LIFE-CHANGING SURGERIES

YOU GAVE THE PRICELESS GIFT OF HEALING

Many parents around the world have to face the heartbreaking reality that they simply cannot afford the surgery that their loved one needs. Whether it's a congenital heart defect, a cleft lip or cleft palate, a burn or a broken bone, clubfoot, or some other malady, for many working poor the cost of a simple surgery can be well beyond reach.

Children and adults facing surgically correctable medical conditions often face ridicule and social stigma from others. Children may also face developmental challenges and difficulties going to school. For adults, these conditions can even make it hard to get a job and earn a living.

However, through Operation Blessing's Life-Changing Surgeries program, you are changing lives forever—one patient at a time.

A CATALOG OF HEALING

In order to bring the gift of healing to even more children and adults who are waiting for surgery, Operation Blessing launched a brand-new online Life-Changing Surgeries catalog in 2020. In the catalog you can read the stories and see the photos of patients who are waiting for surgeries and give to each of their surgery funds. So far, more than 400 of you have used the surgeries catalog to bless a life! Check out the catalog at: www.ob.org/surgeries



STATS

NUMBER OF SURGERIES
(FY20)

2500+

NUMBER OF LCS DONORS
(CY20)

400+

TYPES OF SURGERIES/AILMENTS
TREATED (CY20)

cleft lip / cleft palate
burn repair surgery
tumor removal
heart surgery
clubfoot
eye surgery





YOU GAVE THE GIFT OF HEALING TO A LITTLE GIRL IN CHINA

The fact that sweet little Yanjiao even made it to her second birthday is a small miracle itself. And then you sent her an even bigger one!

Sadly, Yanjiao suffered from a congenital heart disease called ASD. Her mother recalls, “When she was four months old, she had a cold, and she was too weak to live.” Yanjiao’s parents took her to the local hospital, but the staff was afraid to admit her because of her severe condition.

They then borrowed the equivalent of about \$1,400, a huge sum for them, to take her to a larger hospital. However, her disease didn’t get any better. Instead it grew even worse! After 20 days, the bills continued to pile up far past what they had borrowed. Her parents simply couldn’t afford to do anything else to help their precious child.

With little hope for her survival, they took her home and kept her alive on sheep’s milk. Amazingly, eight months later, Yanjiao rallied and began to smile and interact with her parents. Still she remained weak, had difficulty breathing, and easily caught colds.

When she turned 2 years old, her parents took her for a checkup. At that time the doctor told them Yanjiao needed heart surgery. Her father, Banning, had no idea how he could afford this as a simple farmer. He had two other children, a disabled wife, Yanjiao’s medical debt, and a mortgage to keep up with. Prospects again looked bleak for Yanjiao’s future.



Then her doctor had an amazing idea. He suggested that they apply for Yanjiao to receive a Life-Changing Surgery from Operation Blessing! Thanks to compassionate friends like you, Operation Blessing provides free surgeries to people in desperate need all around the world every year—including many precious children like Yanjiao.

Because you care, OB was able to take on Yanjiao’s cause. We set up a crowd-funding campaign online. When people saw Yanjiao’s sweet face, donations came pouring in. Before long, generous donors funded the entire surgery, and her operation was scheduled.

The news gets even better. Yanjiao’s surgery was a huge success! Her mother said, “Thank you for helping us and giving a family like us strength, love and care. After the surgery, we are so happy for her.”

Now Yanjiao can grow up healthy and have the ability to achieve her dreams. Her life has truly been transformed because friends like you have given her a miracle. Thank you so much for your incredible support.

Find more
patients in need
of surgery at
ob.org/surgery





FINANCIAL STEWARDSHIP

As a nonprofit, 501(C)(3) humanitarian organization, Operation Blessing is committed to maximizing efficiency and creating the greatest possible impact with each and every donor dollar. As COVID-19 swept the United States and the world, Operation Blessing was able to provide pandemic relief during this critical time.

“Since the COVID-19 pandemic struck, Operation Blessing responded to a significant increase in demand for food and non-perishable products throughout our domestic distribution network. Our incredible network of partners provided increased product quantities for our existing and new distribution partners. The generosity of our donors and partners enabled Operation Blessing to expand distribution through additional partners in the northeast, the District of Columbia, and in support of the Apache, Hopi and Navajo nations.”

– Jeff Westling, Operation Blessing’s Chief of Staff

In addition to finding innovative ways to help those in need, Operation Blessing is committed to financial transparency and is a member of the Evangelical Council for Financial Accountability (ECFA).

OUR FINANCES

Condensed Financial Information for the fiscal year ending March 31, 2020

REVENUES

Contributions.....	\$32,595,000
Gifts in Kind.....	\$52,497,000
Other Revenue.....	\$236,000
TOTAL REVENUE.....	\$85,328,000

EXPENSES

Programs	\$21,682,000
Gifts in Kind.....	\$53,000,000
Fundraising	\$2,392,000
General and Administrative	\$1,306,000
TOTAL EXPENSES.....	\$78,680,000

GAINS\$35,000

INCREASE IN NET ASSETS\$6,683,000

For a copy of Operation Blessing’s complete financial statements audited by our independent auditors, KPMG LLP, please write to: Operation Blessing Public Relations Department, 977 Centerville Turnpike, Virginia Beach, VA 23463-0001.



BOARD MEMBERS

Gordon P. Robertson
A. E. Robertson
Cheryl P. McLeskey
Thomas W. Daugherty M.D.
David Melilli
David Pentecost

OFFICERS & LEADERSHIP TEAMS

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OPERATION BLESSING
AND OUR PARTNERS
ARE DEVOTED TO BEING
GOD’S HANDS AND FEET
IN THE WORLD.



A Mission You Can Believe In.
A Charity You Can Trust.

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 **OPERATION BLESSING**

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