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# 2020 Annual Report



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## Letter from President/CEO

Well, here we are, nearing the end of the tunnel on what was one of the most unexpected, challenging, and unprecedented years we've faced in our generation. As the world systematically locked down in March 2020, we could hardly have forecasted what would unfold next.

- 60% of our employed clients lost their jobs between March and May 2020.
- Cybersex trafficking cases tripled in the Philippines during the strict community quarantine.
- 177 survivors in our care received emergency funds to buy food and essentials for their children.

Behind every bullet point and statistic was a young woman desperate to survive the pandemic and create a life of lasting freedom for herself and her family.

Now on the other side of 2020, we look back with gratitude for what you helped accomplish last year. As the world fell apart, you helped hold things together. Your generosity and compassion ensured the most vulnerable, the most abused, and the most exploited, not only survived a pandemic, but found new ways to thrive.

In the pages that follow, we want to show you the amazing things you made possible during a global crisis.

With deep gratitude,



**Jeremy Floyd**  
President/CEO  
10ThousandWindows



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## Your Generosity Sustained Jennie's Life

**In a year where everything turned upside down, you made restoration, hope, and healing possible for Jennie and hundreds of other young women and like her.**

Jennie remembers her heart sinking and panic setting in when Metro Cebu locked down because of the coronavirus pandemic.

As a young teenager, Jennie was trafficked for sex and it took her years of support from her 10ThousandWindows care team to gain the confidence and the workplace skills she needed to succeed in the Philippines Business Process Outsourcing sector.

After years of hard work, Jennie's hope for the future came crashing down in March 2020 as the Philippines fell into lockdown. Between March and May 2020, the Philippines hit a record high 17% high unemployment rate. Jennie and millions of others were furloughed or let go from their jobs.

Jennie remembers the terrible feeling of not being called into work, and not knowing when she would next see another paycheck. She worried about feeding her daughter. When 10ThousandWindows launched its Covid-19 Crisis Response, Jennie accessed emergency funds to buy food for her family. As the pandemic carried on along with her unemployment, Jennie began to sell food and snacks from a small store in her own home to just make ends meet.

**“With everything that the pandemic has brought us, I know we are all in a difficult phase now. But what can we do? Everyone is suffering. What I can do now is to focus on finding other means that will help me and my family sustain our needs during this time of the pandemic.”**

Throughout those dark days, Jennie's counselor called her regularly to check in and helped her consider her employment options.

In August, five months after losing her job, Jennie was hired for a different position in her previous company. The new job required additional training and an exam.

**“I will grab this opportunity,”** Jennie says. **“I have enough experience and I am confident that I can handle the job.”**

Jennie took the training and passed, and is now employed full time, able to provide for herself and her daughter.



# Pandemic Emergency Response

At the height of the COVID-19 pandemic, we faced dark days as the survivors we serve were confronted with job loss, devastating poverty, and fear for their health and safety. But 2020 will also go down in history for the compassion and generosity our partners and supporters poured out for those who have survived exploitation, trafficking, and violence in the Philippines. Your dedication sustained the survivors we serve and our frontline staff who support them.



The Philippines sustained one of the world's longest and most severe lockdowns – 306 days and counting as of January 31, 2021.



Over 300 cash transfers were sent to women we serve. They bought milk, fruit and vegetables, canned goods, diapers, and other essentials for themselves and their children.



In April 2020, the Philippines unemployment rate hit a record high of 17%.



As survivors spun into crisis, your generosity sustained our frontline team as they provided daily support – 1900 counseling sessions by phone - to victims of violence and trafficking in the dark early days of the pandemic.



Between March and May 2020, 60% of employed survivors in our care lost their jobs or reported such severe loss of income they couldn't buy food.



By August 2020, 56% of those survivors got their jobs back, or found new employment.



Cybersex trafficking cases tripled in the Philippines in the first three months of the pandemic.



With the support of our partners and donors, our frontline team pivoted quickly. All education and job training programs moved online ensuring survivors continued to receive schooling and workplace training during lockdowns.

“I will always be grateful being part of the 10ThousandWindows family. During the pandemic, when everything seemed uncertain, they did not leave us behind. They continued to check on us and asked how we are doing.”

– ANNE, VICTIM OF EXPLOITATION



## Your Gifts Brought Restoration and Empowerment

“I am glad that I have work that can put food on the table and provide for the needs of my family. My heart will always be thankful for the goodness 10ThousandWindows showed me. I put my hope in my children because I do not want them to experience the same path I’ve been through. Let my life be a testimony to inspire them and encourage them.”

— CLAIRE, VICTIM OF SEXUAL EXPLOITATION

**340**

Survivors served.

**2,167**

Career counseling sessions delivered.

**90%**

Of survivors at risk for suicide demonstrated lower risk after 12 weeks in our suicide prevention program.

**1,475**

Crisis intervention sessions conducted with at-risk and vulnerable survivors.

**91%**

Of survivors took positive steps towards achieving their goals.





# Your Generosity Educated and Trained Survivors

**“**Being able to go to school despite this pandemic means a lot to me. Even though we are in a crisis, the support of 10ThousandWindows gives me hope that I can continue taking steps to achieve my dreams. I hope to finish high school and go to college. This is my ultimate goal. This is where I put my hope for my future. As long as 10ThousandWindows is there to support me, I have the confidence to keep **going.”**

– JILLIAN, VICTIM OF ABUSE

**490**

Tutoring sessions conducted by phone or online.

**90%**

Of all new survivors graduated from Job Readiness Training.

**1,855**

Support sessions in education, skills training and work immersion for survivors.

**38**

Newly rescued survivors entered our care, one third of whom were cybersex trafficking victims.

**605**

Support and monitoring sessions with survivors about school-related concerns.

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# How Your Financial Partnership Secured Employment and Freedom for Survivors

“I feel proud working in my job. I feel like I have moved one step closer to my dream.”

– LYN, SEX TRAFFICKING SURVIVOR

**1,418**

Job coaching sessions conducted with survivors.

**720**

Training sessions on soft-skills, work immersion, time management and other skills employers expect in the workplace.

**147**

By August 2020, 147 survivors had secured good jobs or were actively job seeking.



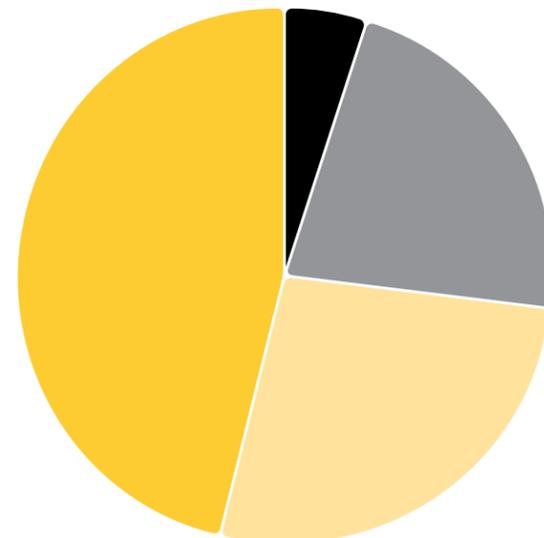
# Financials

INCOME STATEMENT SUMMARY	2020	2019	2018	2017	2016
Revenue	\$564,029	\$852,257	\$667,223	\$571,827	\$537,746
Expenses	\$766,943	\$638,951	\$567,483	\$563,515	\$442,197
<b>NET</b>	<b>(\$186,993)</b>	<b>\$213,306</b>	<b>\$99,740</b>	<b>\$8,312</b>	<b>\$95,549</b>

BALANCE SHEET SUMMARY	2020	2019	2018	2017	2016
Cash	\$212,889	\$215,258	\$380,411	\$280,739	\$261,669
Total Assets	\$411,120	\$584,160	\$402,280	\$305,926	\$293,843
Total Liabilities	\$38,745	\$24,792	\$17,462	\$20,847	\$8,930
Total Net Assets	\$372,375	\$559,368	\$384,818	\$285,078	\$284,913
Temporarily Restricted	-	-	-	-	-
Unrestricted Financial Assets	\$372,375	\$559,368	\$384,818	\$285,078	\$284,913

## FUNDING SOURCES

- 5% - Corporate
- 22% - Faith Communities
- 27% - Grants/Foundations
- 46% - Individuals



# Our Board



**Emily Fan**  
J.D. Associate General Counsel, The David and Lucile Packard Foundation



**Jeremy Floyd**  
President/CEO  
10ThousandWindows



**Kirsten Foot**  
Ph.D. Professor of Communication, University of Washington



**Mike Gogis**  
CFO, Handshake Partners



**Lisa Jackson**  
Ph.D., Managing Partner, Imago Dei Fund



**Andrew Means**  
Chair, Senior Director Global Impact Data Strategy at Salesforce.org



**Donna Placio**  
15 Commitments of Conscious Leadership Certified Coach



**Lance Robinson**  
President/Founder, Equitas Group



EVERY PERSON DESERVES FREEDOM. FOREVER.



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10KW is a 501(c)(3) charitable organization. Tax ID# 27-2505761.  
All gifts are tax deductible to the full extent of the law.