This year, the communities that Pact serves faced unprecedented challenges. The Covid-19 pandemic has disrupted the steady headway of recent decades against global poverty, slowing and even reversing hard-won progress. Pact’s partners around the world — from civil society organizations and nonprofits to governments and the private sector — have worked under extremely difficult conditions to not lose sight of their goals.

Pact adapted quickly to adjust our global programming to meet new demands created by the virus and to continue our existing work to the fullest, safest extent possible.

We introduced new delivery models and theories of change and shifted to remote data collection and online programming where appropriate. We reached millions of people with vital services and support, including business training for fledgling entrepreneurs, HIV prevention, testing and treatment for those who needed it most, access to justice for marginalized groups, Covid education for remote villages, and much more.

Now more than ever, the international development sector must ensure that it is effective and accountable. As we have done for the past 10 years, we are proud to share the impact of our work for the 2020 fiscal year, from October 2019 to September 2020. The data that follow include results from our global indicators in the areas of health, livelihoods, the environment, capacity development, governance, business and markets, and energy. We also share our results by location.

We strive to be as transparent as we can about the outcomes of our programming because it is key to making the most impact possible toward ending poverty and marginalization in partnership with the people and communities we serve.

For more information about our methodology, contact our Results and Measurement team, rm@pactworld.org.
Achieving good health and well-being requires working toward healthy lives for all ages around the world. Pact works at national and sub-national levels to improve access to health and social services, enabling stakeholders to develop local solutions. We achieve this through collaboration with civil society organizations, government agencies, community groups, and private and faith-based service providers. Pact pioneers sustainable community-led HIV/AIDS and health programming that highlights the needs of vulnerable children, adolescents, pregnant and breastfeeding women, caregivers and families, and key populations. Our integrated community-based solutions have also been influential in facilitating community response and resilience to shocks and stresses such as the Covid-19 pandemic.

PEOPLE WITH IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burundi</td>
<td>5,810</td>
</tr>
<tr>
<td>Colombia</td>
<td>239</td>
</tr>
<tr>
<td>DRC*</td>
<td>246</td>
</tr>
<tr>
<td>Dominican Republic</td>
<td>7,391</td>
</tr>
<tr>
<td>Eswatini</td>
<td>119,394</td>
</tr>
<tr>
<td>Lesotho</td>
<td>133,574</td>
</tr>
<tr>
<td>Myanmar</td>
<td>267,146</td>
</tr>
<tr>
<td>Nigeria</td>
<td>48,450</td>
</tr>
<tr>
<td>Rwanda</td>
<td>19,512</td>
</tr>
<tr>
<td>South Africa</td>
<td>107,457</td>
</tr>
<tr>
<td>South Sudan</td>
<td>2,047</td>
</tr>
<tr>
<td>Tanzania</td>
<td>898,726</td>
</tr>
<tr>
<td>Zambia</td>
<td>472,301</td>
</tr>
</tbody>
</table>

TOTAL NUMBER OF STRENGTHENED HEALTH AND SOCIAL SYSTEMS

1,610
Economic, environmental and social resilience and empowerment are at the core of people’s ability to own their future, especially for women, youth and disadvantaged groups. Pact works hand in hand with the communities we serve, co-creating sustainable responses to improve their livelihood opportunities, resilience, human capital development and access to finance and markets.

![Image](image.jpg)

<table>
<thead>
<tr>
<th>Country</th>
<th>People with increased income</th>
<th>Groups with increased assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burundi</td>
<td>6,533</td>
<td>64</td>
</tr>
<tr>
<td>DRC</td>
<td>36,131</td>
<td>64</td>
</tr>
<tr>
<td>Eswatini</td>
<td>7,357</td>
<td>586</td>
</tr>
<tr>
<td>Liberia</td>
<td>4,200</td>
<td>149</td>
</tr>
<tr>
<td>Madagascar</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Myanmar</td>
<td>1,064,903</td>
<td>282,846</td>
</tr>
<tr>
<td>Nigeria</td>
<td>9,936</td>
<td>1,938</td>
</tr>
<tr>
<td>Rwanda</td>
<td>21,608</td>
<td>21,608</td>
</tr>
<tr>
<td>Tanzania</td>
<td>240,320</td>
<td>8,404</td>
</tr>
<tr>
<td>Uganda</td>
<td>536</td>
<td>536</td>
</tr>
<tr>
<td>Zambia</td>
<td>17,275</td>
<td>1,280</td>
</tr>
</tbody>
</table>
To make lasting change for the next generation, communities must have the skills, resources and opportunities to responsibly benefit from the natural resources around them, from fish to forests to mineral deposits. In partnership with governments, local organizations and the private sector, we foster sustainability in agriculture and forestry supply chains; strengthen local capacity and effective community-based natural resource management governance systems; and help people develop alternative and sustainable nature-based enterprises.
To sustainably transform communities and systems, they must become self-reliant.

Pact views capacity development as an inclusive process, approach and outcome. Capacity development must be intentional, go beyond knowledge transfer, rely on co-creation and complementation, incorporate innovative technologies in creative ways and agilely work within complex, adaptive systems. Pact’s capacity development work is holistic and intersects all of our programming to best meet the needs of our local partners and to bring them to the forefront in this process.
Inclusive, transparent and accountable governance systems are critical building blocks for local development. Pact promotes constructive citizen-state relationships, empowering citizens to participate in and influence local decision-making while supporting governments to deliver quality services and manage public resources. We foster positive social dialogue as a basis for communities and local authorities to resolve longstanding grievances, manage conflict and promote peace. We also support networks of local actors - community groups, civil society, governments, private sector - to address difficult collective action challenges. This includes partnering with underrepresented communities such as youth, women, indigenous peoples and migratory communities to advance claims to services, basic rights and justice.

<table>
<thead>
<tr>
<th>Country</th>
<th>Citizens Participating</th>
<th>Initiatives Resulting in Positive Civic and State-Society Engagement, Including</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belarus</td>
<td>4,630</td>
<td>48</td>
</tr>
<tr>
<td>Burundi</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td>Cambodia</td>
<td>1,896</td>
<td>172</td>
</tr>
<tr>
<td>Colombia</td>
<td>1,087</td>
<td>24</td>
</tr>
<tr>
<td>DRC</td>
<td>1,686</td>
<td>531</td>
</tr>
<tr>
<td>Ethiopia</td>
<td>44,717</td>
<td>191</td>
</tr>
<tr>
<td>Kenya</td>
<td>28,836</td>
<td>42</td>
</tr>
<tr>
<td>Madagascar</td>
<td>134</td>
<td>11</td>
</tr>
<tr>
<td>Malawi</td>
<td>5,456</td>
<td>2</td>
</tr>
<tr>
<td>Myanmar</td>
<td>1,673</td>
<td>71</td>
</tr>
<tr>
<td>Nepal</td>
<td>25</td>
<td>21</td>
</tr>
<tr>
<td>Nigeria</td>
<td>2,412</td>
<td>66</td>
</tr>
<tr>
<td>Peru</td>
<td>34</td>
<td>1</td>
</tr>
<tr>
<td>Rwanda</td>
<td>981</td>
<td>27</td>
</tr>
<tr>
<td>Somalia</td>
<td>15,620</td>
<td>112</td>
</tr>
<tr>
<td>Tanzania</td>
<td>7,145</td>
<td>52</td>
</tr>
<tr>
<td>Thailand</td>
<td>186</td>
<td>1</td>
</tr>
<tr>
<td>Uganda</td>
<td>1,460</td>
<td>14</td>
</tr>
<tr>
<td>Ukraine</td>
<td>488,485</td>
<td>271</td>
</tr>
<tr>
<td>Zimbabwe</td>
<td>141,826</td>
<td>1,158</td>
</tr>
</tbody>
</table>
Using markets as a positive force for development means that communities have the systems and opportunities that they need to achieve the change they desire. Pact’s signature Mines to Markets program brings together government, industry and miners — both men and women — to make artisanal and small-scale mining (ASM) safer, formal and more productive and to address challenges such as child labor in mining. Pact’s efforts are helping to reveal and make the most of ASM’s contributions to development in communities around the globe.
Energy is an essential resource for all people. Without access to reliable, sustainable and affordable sources of energy, starting or growing a business, delivering modern health care, or enjoying basic comforts such as lighting are out of reach for more than one billion people. Pact collaborates with governments, companies, investors and other civil society organizations to connect supply and demand for energy, remove market distortions and work toward a future where all people can enjoy the benefits of modern energy.
COLOMBIA
In Colombia, Pact works with civil society, institutions and the private sector to reduce child labor and improve working conditions in gold and coal mining as well as cut flower and unrefined sugar sectors. Pact also supports conservation efforts in the Amazon through partnerships with indigenous peoples’ organizations and addresses the Venezuelan migration crisis in Colombia through programming focused on citizen security and social cohesion.

DEMOCRATIC REPUBLIC OF THE CONGO
In Democratic Republic of the Congo, Pact assists communities to gain lasting benefits from the more sustainable use of natural resources. Pact takes an integrated approach to its work in the mining sector, linking mining to livelihoods, governance, health, environment and the strengthening of local, regional and national institutions.

DOMINICAN REPUBLIC
In the Dominican Republic, Pact is partnering with communities, governments, the private sector, and local organizations and care providers to achieve and maintain HIV epidemic control among pregnant and breastfeeding women, children and youth. Pact provides targeted support to individuals of Haitian descent, including migrants, to address barriers to health care and facilitate access to key complimentary services, such as education, documentation and food supply.

ESWATINI
Pact is reducing the impact of HIV in Eswatini with a multifaceted approach, including working with youth, local communities and civil society to ensure they have the tools necessary to combat the disease.

KENYA
Pact works in Kenya and its border regions to foster peace and stability to support the health, livelihoods, wellbeing and resilience of communities by strengthening national and regional institutions and local civil society organizations.

LESOTHO
Pact is working to turn back the tide of HIV in Lesotho through an integrated strategy of health systems strengthening, civil society capacity development, prevention and access to care for vulnerable populations.

LIBERIA
Pact is supporting communities to develop forest-management capacity and key rural forest-based enterprises that provide sustainable economic opportunities for rural farmers and forest-dependent people while also stemming deforestation and biodiversity loss.

INDONESIA
In Indonesia, Pact is applying its expertise in building the capacity of local organizations to improve HIV prevention and care services for people who need them most. Pact is also catalyzing private-sector finance to drive investments into low-emission agriculture, forestry and other land uses.

Pactworld.org
MALAWI
Pact works to conserve the freshwater biodiversity of Lake Malawi by restoring natural fisheries productivity in eight lakeshore districts.

20 PEOPLE INCREASED THEIR NET INCOME.
2,085,000 PEOPLE BENEFITED FROM IMPROVED NATURAL RESOURCE MANAGEMENT, AND 1,538,000 HECTARES OF ECOSYSTEM WERE UNDER IMPROVED MANAGEMENT.
15 PARTNER ORGANIZATIONS WERE SUPPORTED.
134 CITIZENS PARTICIPATED IN 11 INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT. 3 POLICY CHANGES WERE INFLUENCED.

MYANMAR
Pact empowers communities in Myanmar to lead their own development, reduce vulnerabilities, improve participation and encourage development innovations in areas such as renewable energy, agriculture, education, health, microfinance, aquaculture and microenterprise growth.

267,146 PEOPLE HAD IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES, AND 1,581 HEALTH AND SOCIAL SERVICE SYSTEMS WERE STRENGTHENED.
1,064,903 PEOPLE INCREASED THEIR NET INCOME, AND 282,846 SAVINGS AND MICROFINANCE GROUPS INCREASED THEIR FUNDS.
440 PARTNER ORGANIZATIONS WERE SUPPORTED.
70,738 PEOPLE BENEFITED FROM IMPROVED NATURAL RESOURCE MANAGEMENT.
1,673 CITIZENS PARTICIPATED IN 71 INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
3 PROJECTS INCLUDED BUSINESS AND MARKETS AS A FORCE FOR POSITIVE CHANGE.
67,796 PEOPLE WITH INCREASED ACCESS TO ENERGY.

NEPAL
In Nepal, Pact supports good governance through strengthening social accountability within the health sector. By improving citizen-government relations, Pact supports increased access to quality health care and better addresses the health care needs of communities.

21 HEALTH AND SOCIAL SERVICE SYSTEMS WERE STRENGTHENED.
25 CITIZENS PARTICIPATED IN 21 INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT. 5 POLICY CHANGES WERE INFLUENCED.

NIGERIA
Pact promotes the welfare of the Nigerian people by building the capacity of government and local organizations to address conflict management, the health of mothers and their families and the spread of HIV.

48,450 PEOPLE HAD IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES.
9,936 PEOPLE INCREASED THEIR NET INCOME, AND 9,938 SAVINGS AND MICROFINANCE GROUPS INCREASED THEIR FUNDS.
5 PARTNER ORGANIZATIONS WERE SUPPORTED.
2,412 CITIZENS PARTICIPATED—2,374 IN-PERSON AND 38 ONLINE—IN 66 INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.

SOMALIA
In Somalia, Pact works closely with the justice sector and legal aid organizations to sustainably strengthen access to and understanding of justice mechanisms by individuals and communities.

9 PARTNER ORGANIZATIONS WERE SUPPORTED.
15,620 CITIZENS PARTICIPATED IN 112 INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT. 6 POLICY CHANGES WERE INFLUENCED.

SOUTH AFRICA
Throughout South Africa, Pact works with the government and local partners to develop organizational and technical capacity to strengthen services to orphans and vulnerable children and to deliver quality HIV adherence, treatment, care and prevention.

107,457 PEOPLE HAD IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES.
528 PARTNER ORGANIZATIONS WERE SUPPORTED.

NATIONAL RESULTS

- In Madagascar, Pact helps manage 221,544 hectares of ecosystem through the award of merit-based scholarships, free tutoring courses, academic and vocational orientation sessions for youth and training in employability.
- In Madagascar, Pact works to conserve the freshwater biodiversity of Lake Malawi by protecting and restoring natural fisheries productivity in eight lakeshore districts.
- In Madagascar, Pact helps improve the health and social service systems of 2,085,000 people.
- In Madagascar, 20 people increased their net income.
In Tanzania, Pact enables communities to take charge of their own social and economic development by improving access to health services, providing for vulnerable children, helping individuals to become income-secure and collaborating with local human rights organizations. 

- **898,726** PEOPLE HAD IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES.
- **240,320** PEOPLE INCREASED THEIR NET INCOME, AND **8,404** SAVINGS AND MICROFINANCE GROUPS INCREASED THEIR FUNDS.
- **19** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **7,145** CITIZENS PARTICIPATED IN **52** INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
- **2** POLICY CHANGES WERE INFLUENCED.
- **240** INDIVIDUALS WERE SERVED BY MINING PROJECTS.

In Ukraine, Pact’s governance and capacity development work empowers citizens to push for transparent and democratic governance, and advance gender equality and human rights for women and girls.

- **2** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **488,485** CITIZENS PARTICIPATED IN **271** INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
- **13** POLICY CHANGES WERE INFLUENCED.
- **1** PROJECT INCLUDED BUSINESS AND MARKETS AS A FORCeworthy change.

**ZAMBI A**

With a focus on high-risk groups, Pact is helping Zambia to reduce new HIV infections by increasing HIV awareness and the use of HIV services, and by building the capacity of local organizations to deliver quality programs.

- **472,301** PEOPLE HAD IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES.
- **17,275** PEOPLE INCREASED THEIR NET INCOME, AND **1,280** SAVINGS AND MICROFINANCE GROUPS INCREASED THEIR FUNDS.
- **6** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **300** PEOPLE BENEFITED FROM IMPROVED NATURAL RESOURCE MANAGEMENT.
- **45** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **141,826** CITIZENS PARTICIPATED IN **1,158** INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
- **1** PROJECT INCLUDED BUSINESS AND MARKETS AS A FORCeworthy change.
- **300** INDIVIDUALS WERE SERVED BY MINING PROJECTS.

**GLOBAL & REGIONAL PROJECTS**

Pact’s global and regional projects operate across more than 20 countries. Through these programs Pact is improving HIV prevention and maternal and child healthcare, building the capacity of local governments and partners, supporting local governments and civil society organizations to address local development challenges sustainably, supporting climate change mitigation strategies, and piloting change within the artisanal and small-scale mining sector. Highlights of our global and regional projects include:

**GLOBAL**

Pact provides technical assistance and direct service delivery to help PEPFAR countries achieve and maintain HIV epidemic control among pregnant and breastfeeding women, infants, children and youth. Additionally, Pact supports the transition of prime funding and implementation to capable local partners to meet the PEPFAR goal of 70% funding to local partners, and works to prevent and respond to gender-based violence and empower youth to own their own future.

- **22** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **45,572** PEOPLE HAD IMPROVED ACCESS TO HEALTH AND SOCIAL SERVICES.

**AFRICA GREAT LAKES REGION**

In Democratic Republic of the Congo, Uganda, Rwanda and Burundi, Pact assists communities to gain lasting benefits from the more sustainable use of natural resources. Pact takes an integrated approach to its work in the mining sector, linking mining to livelihoods, governance, health, environment, and the strengthening of local, regional and national institutions.

- **64,358** PEOPLE INCREASED THEIR NET INCOME.
- **110** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **3,230** CITIZENS PARTICIPATED IN **299** INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
- **2** POLICY CHANGES WERE INFLUENCED.
- **4** PROJECTS INCLUDED BUSINESS AND MARKETS AS A FORCeworthy change.
- **66,271** INDIVIDUALS WERE SERVED BY MINING PROJECTS.

**WEST AFRICA REGION**

Across West Africa, Pact builds the capacity of local organizations, national government agencies and the regional economic community secretariat to combat wildlife trafficking, increase coastal resilience to climate change and address natural resource degradation to improve livelihoods and natural ecosystems.

- **6** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **1,005,514** HECTARES OF ECOSYSTEM WERE UNDER IMPROVED MANAGEMENT.

**SOUTHEAST ASIA REGION**

Pact works across Southeast Asia to catalyze private sector finance investments in agriculture, forestry and other land use in order to reduce related greenhouse gas emissions, while creating profitable business models. Pact is supporting developing countries to achieve sustainable landscape-related climate mitigation goals as submitted to the United Nations Framework Convention on Climate Change.

- **118** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **186** CITIZENS PARTICIPATED IN **1** INITIATIVE RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
- **186** HECTARES OF ECOSYSTEM WERE UNDER IMPROVED MANAGEMENT, AND **95,105** HECTARES OF ECOSYSTEM WERE UNDER IMPROVED MANAGEMENT.
- **1** PROJECT INCLUDED BUSINESS AND MARKETS AS A FORCeworthy change.

**AMAZON REGION**

In the Amazon region, Pact is increasing indigenous people’s influence in governance to protect the environment and rights of its indigenous people by building the capacities of indigenous organizations to access and manage financial resources and take ownership of their own development planning and priorities. We are also reducing the negative impacts of economic development, including infrastructure projects and extractive activities, on Amazon forests and water resources of Colombia, Peru, Brazil, Suriname and Guyana.

- **12** PARTNER ORGANIZATIONS WERE SUPPORTED.
- **34** CITIZENS PARTICIPATED IN **6** INITIATIVES RESULTING IN POSITIVE CIVIC AND STATE-SOCIETY ENGAGEMENT.
Pact is an international nonprofit that works alongside local communities in nearly 40 countries to end poverty and marginalization. We build systemic solutions in partnership with local organizations, businesses and governments that create thriving, resilient communities.