



mothers2mothers
QUARTERLY IMPACT REPORT
1 July - 30 September 2020



Released: November 2020

The Big Picture (as of 30 September 2020)

11,811,161

Index Clients* reached with direct services since 2002



Number of Mentor Mothers currently employed by m2m

1,680



Number of Mentor Mothers employed since 2002

11,118

Clients reached by eServices since inception (April 2020)

129,444**

Three Key Takeaways From This Quarter

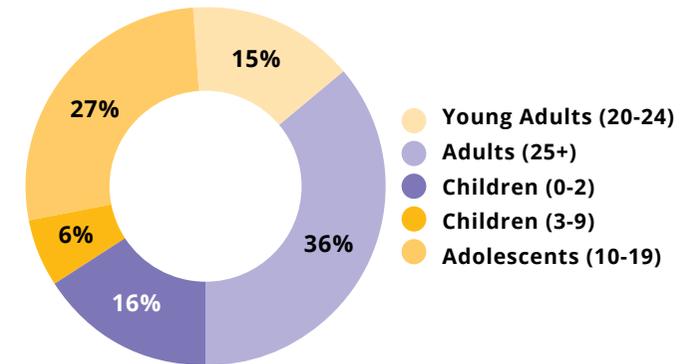
Our adapted service delivery is keeping vulnerable clients in care. COVID-19 has made enrolling new clients more challenging (we are only at 52% of annual target), but through layering of in-person and eServices, we are achieving strong results. Ninety-eight percent (98%) of the pregnant and breastfeeding women living with HIV we reached through eServices in Q3 adhered to their anti-retroviral treatment, and we have reached almost 130,000 clients with eServices since April. Meanwhile, we are on track to achieve or exceed annual targets for new enrollments of adolescents and children living with or exposed to HIV.

We are delivering better outcomes for clients through the integration of clinical services into our model. In line with international best practice, integrating clinical services into our peer-based model is a strategic priority. This quarter, our team in Lesotho began to deliver point-of-care early infant diagnosis and viral load tests, and we launched an integrated non-communicable disease programme in South Africa. (See pages 3-7.)

Our finances are healthy, despite economic instability. We are projecting year-end revenues of \$26.26M—just 9% under target. Meanwhile, we expect to spend 13% less than budgeted, and carry net assets of \$8.66M into 2021. We are proud of our ability to preserve services for the communities we serve and jobs for our frontline staff at this time. We thank our donors and partners for their ongoing commitment to our mission. (See page 8 for more).

Number of New Clients Reached (Direct Service Delivery) Q3 2020	Q2	Q3	Progress Towards 2020 Targets		
	Actuals***	Actuals***	Annual Target	Cumulative Reach (Year To Date)	% Target Reached*** (Preliminary)
Children (ages 0-2)	35,061	39,662	239,340	108,714	45%
Children (ages 3-9)	16,962	14,397	96,166	47,995	50%
Adolescents (ages 10-19)	70,307	68,540	204,578	192,673	94%
Young Adults (ages 20-24)	39,823	38,141	261,247	123,132	47%
Adults (ages 25+)	93,081	92,216	691,206	304,623	44%
TOTAL	255,234	252,956	1,492,537	777,137	52%

New Clients Enrolled by Age (Q3 2020)



Our In-Person Service Reach in Quarter 3: A Closer Look	Our Reach previous Quarter***	Our Reach this Quarter***	Annual Target	Cumulative Reach (Year To Date)	% Target Reached*** (Preliminary)
Adolescents and Adults (disaggregated by HIV status) Newly Enrolled					
HIV-positive (ages 10+)	29,392	34,270	491,440	97,014	20%
HIV-negative (ages 10+)	123,127	125,636	549,760	381,116	69%
Unknown Status at enrolment (ages 10+)	50,747	39,155	117,411	142,036	121%
Subset of total: Clients 10+ reached by HIV status	203,266	199,061	1,158,611	620,166	54%
Children Ages 9 and Under (disaggregated by HIV exposure/status) Newly Enrolled					
HIV-exposed children (ages 0-2)	17,423	24,343	89,127	61,477	69%
HIV-unexposed children (ages 0-2)	13,963	12,200	118,455	37,940	32%
Children of Unknown Exposure at enrolment (ages 0-2)	168	77	9,993	395	4%
HIV-positive children (0-9)	3,031	3,060	1,782	7,360	413%
HIV-negative children (0-9)	11,152	11,470	53,023	33,682	64%
Children of Unknown Status at enrolment or status not documented (ages 0-9)	6,232	2,746	61,546	15,553	25%
Subset of total: Children 0-9 reached by HIV exposure and HIV status	51,969	53,896	333,926	156,407	47%

* Index clients: HIV-positive and HIV-negative pregnant women, new mothers, as well as HIV-exposed and unexposed children under 2 years old. Reached = received one or more m2m service including: Prevention of Mother-to-Child Transmission; Reproductive, Maternal, Newborn, and Child Health; Early Childhood Development; and Adolescent Health

** eServices refer to both Peer Services delivered by phone, and our automated Virtual Mentor Mother Platform. Peer services by phone were rolled out by 15 April 2020, and a total of 127,825 clients were reached through this channel. The VMMP was soft launched, in English only, on 10 June, and 1,619 clients were enrolled through 30 September 2020.

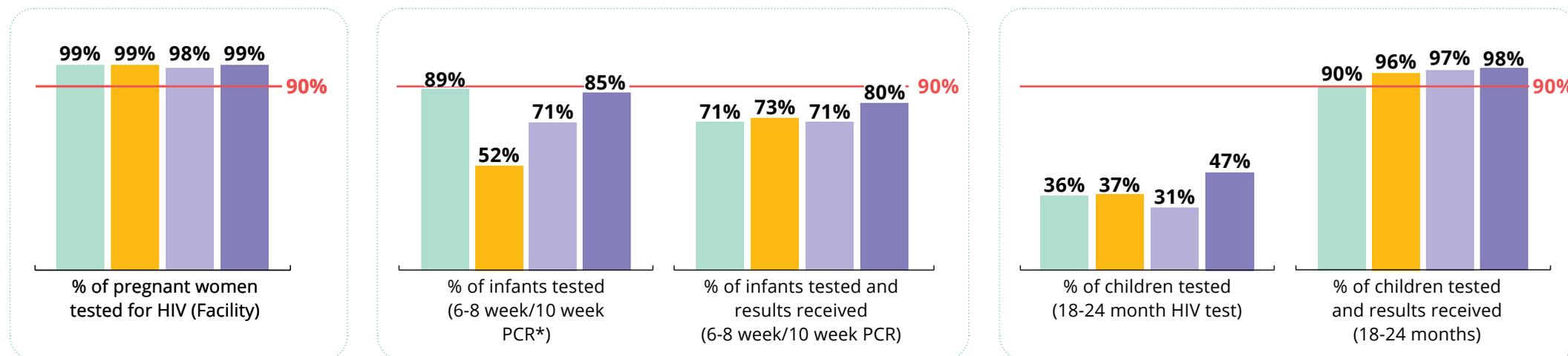
** Preliminary results, subject to further data audits.

Progress Towards the Three 90s

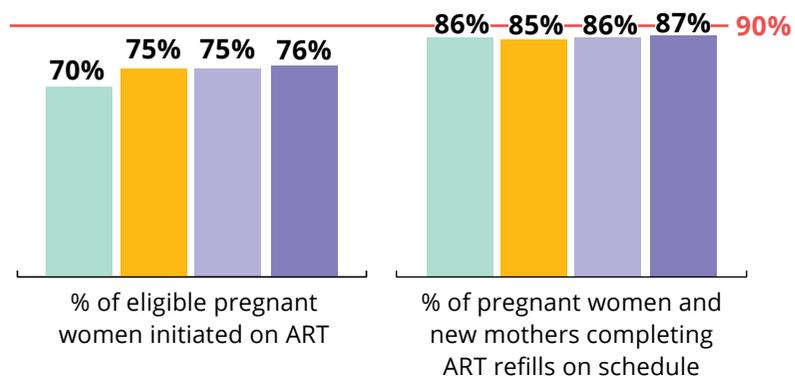
As well as measuring the scale of our programme, we measure quality and impact by working towards the UN's 90-90-90 targets—a framework for the global HIV response.

1st 90 - Know Your Status

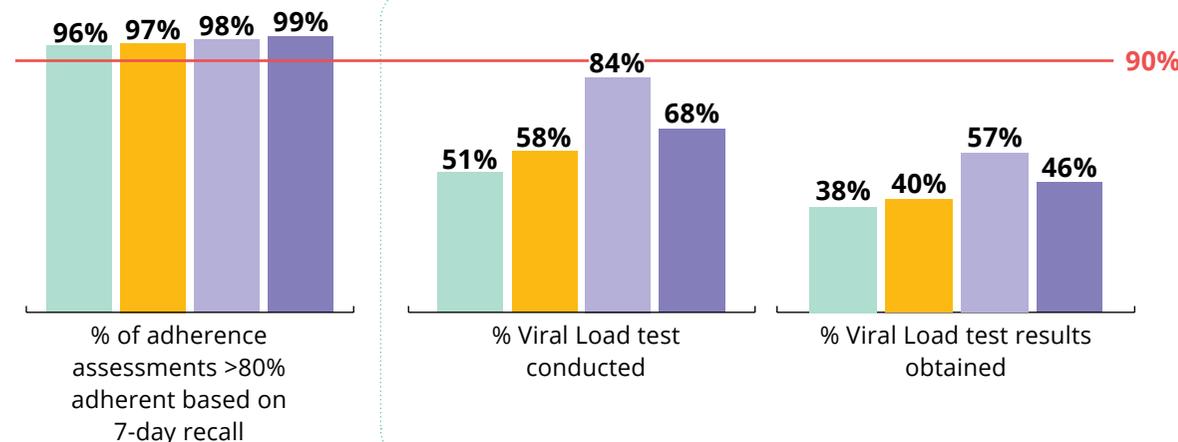
● Q4 2019 ● Q1 2020 ● Q2 2020 ● Q3 2020 — Target



2nd 90 - On Antiretroviral Therapy



3rd 90 - Adherent and Virologically Suppressed

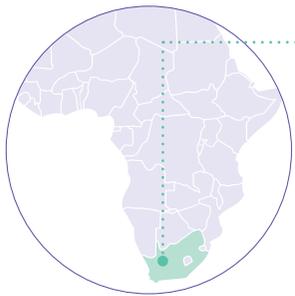


* PCR = Polymerase chain reaction test—a highly sensitive and accurate test for early detection of HIV infection. It is administered at different times in different countries, depending on national guidelines.

Highlights by Country This Quarter

This Quarter, COVID-19 continued to impact our operations. Our primary concerns are the wellbeing of our staff and supporting the communities we serve. We continue to respond by adapting our services (e.g., by staggering shifts to allow for physical distancing), and protecting our frontline staff by ensuring they are equipped with appropriate personal protective equipment (PPE).

As reported last quarter, we have also heavily prioritised eServices—services delivered by phone designed to ensure clients stay in care and receive the support, education, and referrals they need at this critical time, even if we are unable to deliver services in person. Since April, we have trained our 1,700 frontline staff on this mode of service delivery, and we are proud to report we reached almost 130,000 people through these channels by the end of September—a critical intervention to ensure no-one is left behind.



SOUTH AFRICA

New Clients Enrolled: **67,692**

Mentor Mothers Employed: **252**

- With support from the Medtronic Foundation, we have leveraged our peer-based model to provide services designed to prevent and manage non-communicable diseases (NCDs) in the Western Cape. We successfully recruited and conducted virtual training of 20 NCD Mentor Mothers who have been deployed to the project sites in the Western Cape. They are working to educate and support clients and their families suffering from uncontrolled diabetes and hypertension to improve their health outcomes. 299 clients were enrolled in the programme, and goals and action plans were developed with self-monitoring tools shared for lifestyle monitoring at home. We also held a successful virtual launch event for over 100 participants on 30 July.
- With funding from the Michael and Susan Dell Foundation, we purchased and distributed 82 cell phones and 18 Android tablets to enhance quality programming across projects. The additional devices have enabled effective implementation of m2m's eServices Platform. Frontline staff are able to continue providing essential Face-to-Face Service Delivery, when it is safe, or eService Delivery including WhatsApp calls and support groups. All staff were trained on the use of the devices and applications—a significant step in improving service delivery and client monitoring for better health outcomes.
- In Mpumalanga, our Children and Adolescents are My Priority (CHAMP) programme was confirmed to receive additional funds from USAID for the 2020-2021 programme year to implement Determined, Resilient, Empowered, AIDS-free, Mentored and Safe (DREAMS) activities focused on adolescent girls and young women. Starting in September, CHAMP began recruitment of 100 DREAMS Facilitators who will implement the Parental Programme (Sinovuyo) for girls aged 10 to 17 years old in the three districts of Ehlanzeni, Nkangala, and Gert Sibande in Mpumalanga. Frontline cadres were also trained by Clowns Without Borders SA to deliver the evidence-based parenting intervention for DREAMS girls and their caregivers, with an aim to reduce abuse and increase family functioning.

Highlights by Country This Quarter (Continued)



LESOTHO

New Clients Enrolled: **18,178**

Mentor Mothers Employed: **352**

- In a further strengthening of our clinical services offering in Lesotho, six HIV Testing Services Mentors and four Site Coordinators received training and mentorship to operate Point-of-Care machines for sites supported by m2m. As a result, 100% (903/903) exposed infants were tested and received results within 12 months of life, surpassing the target of 95%.
- Eleven Maternal Child Health Nurses and two Clinical Coordinators were trained on Cervical Cancer screening and treatment modalities. During this quarter, the screening improved from 46% baseline to 81% coverage, while the treatment coverage improved from 78% baseline to 98% reach.



ANGOLA

New Clients Enrolled: **2,121**

Mentor Mothers Employed: **46**

- Thirty-four additional Mentor Mothers were recruited and trained, increasing the number of site staff to 46, and we expanded to four additional sites.
- We enrolled 465 new pregnant and breastfeeding clients. This is the highest number of index clients enrolled compared to previous periods (455 in Q1 and 272 in Q2).
- One-hundred percent (100%) of contacts who tested positive for HIV were linked to treatment, demonstrating the impact of our model.

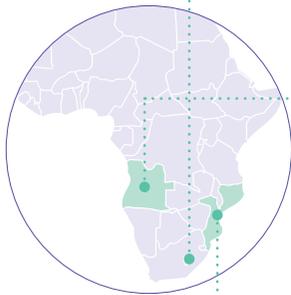


MOZAMBIQUE

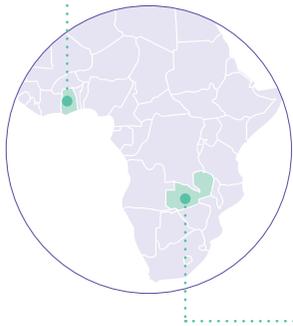
New Clients Enrolled: **16,789**

Mentor Mothers Employed: **277**

- With funding from AIDS Healthcare Foundation, m2m trained all Mentor Mothers on how to conduct peer-via-phone services, which has allowed m2m to reach 7762 women with adherence and support messages during the COVID-19 pandemic. This helped maintain strong retention rates across our sites that ranged between 80%-90% this quarter.
- We received \$300,00 from UNICEF to carry out work with 6,300 adolescent girls and young women and their male partners. This funding will also help the country office reach Internally Displaced Persons in Cabo Delgado and Nampula.
- The Mozambique Country Programme took a large step towards full digitalisation of our frontline team. 184 Mentor Mothers from 20 of our 24 sites were trained and are implementing the digital health platform specifically for client management and data collection at a community level. The expansion to all sites is scheduled to be completed by March 2021.



Highlights by Country This Quarter (Continued)



GHANA

New Clients Enrolled: **1,291**

Mentor Mothers Employed: **19**

- With funding from the Gucci Chime for Change Campaign, eight new Mentor Mothers were successfully recruited, trained and deployed at our two sites—Atua Government Hospital (Eastern region) and Ashaiman Polyclinic (Greater Accra), to strengthen our presence and capacity to reach even more children and their families. These new Mentor Mentors underwent an intensive 21-day Pre-Service training in the Eastern Region, with all COVID-19 protocols observed.
- Meanwhile, thanks to ongoing support from British Airways & Comic Relief, Ghana's first cohort of 11 Mentor Mothers, recruited in December 2019, participated in in-service training focused on updating and reinforcing knowledge around Reproductive, Maternal, Newborn and Child Health, Early Childhood Development, and monitoring and evaluation skills.
- This quarter, the project registered an 89% increase in the number of viral load tests conducted compared with Q2. Similarly the percentage of HIV-exposed infants who received the 6-8/10 week DNA, PCR* test also increased in Q3 by 55%. These improved testing outcomes are a vital step in our goal to create an HIV-free future.

* *Deoxyribonucleic Acid Polymerase Chain Reaction*



ZAMBIA

New Clients Enrolled: **7,430**

Mentor Mothers Employed: **176**

- Zambia reached 7,404 clients through eServices, resulting in 97% retention in care for all women in antenatal and postnatal care—an improvement from 96.5% from the previous quarter.
- By deepening our frontline team's expertise in clinical services, we were able to further improve our results in preventing mother-to-child transmission of HIV. 165 Mentor Mothers were trained on psychosocial counselling, dry blood spot sample collection, results interpretation and dissemination. As a result, 96% of children we served received an HIV test at birth this quarter (compared to 95.2% last quarter).
- To enhance the family-centric approach and increase male involvement, 5,880 male partners were indexed tested and counselled.

Highlights by Country This Quarter (Continued)



KENYA

New Clients Enrolled: **2,102**

Mentor Mothers Employed: **20**

- With funding from Johnson & Johnson, the Kenya programme was able to recruit, train and, deploy three new Mentor Mothers to provide integrated peer-based Early Childhood Development/Reproductive, Maternal, Newborn and, Child Health (ECD/RMNCH) services at our Mathare North Health Centre site in Nairobi. This brings the total number of Mentor Mothers at our integrated service model site to 20. With the additional capacity, the programme reached 529 new pregnant and breastfeeding women at Mathare North with integrated peer-based ECD/RMNCH services, bringing the total client volume to 1,920 this quarter.

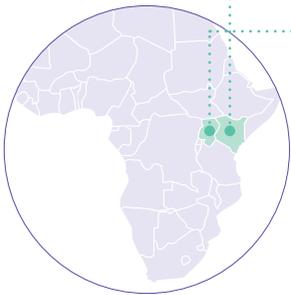


UGANDA

New Clients Enrolled: **23,334**

Mentor Mothers Employed: **90**

- With funding from the Debbie Bickerstaff Foundation, the Girls4Change project continues to empower adolescent girls, providing opportunities to realise their full potential through increased access to accurate sexual and reproductive health information. For the period of January to September 2020, the programme reached 1,467 children between the ages of 0-2 years, 4,112 antenatal and postnatal women through RMNCH services, 4,290 adolescent girls and young women (AGYW) between the ages of 10-24, and 540 adolescent boys and young men with tailored adolescent services.
- To address economic vulnerability and promote self-resilience, m2m provided AGYW with life skills training to enable them to engage in income-generating activities. Forty-three AGYW were trained and graduated with various skills, including how to manufacture liquid soap and sanitary towels. Four groups of AGYW with 91 participants are already participating in Village Savings and Loan Association (VSLA) group activities. We plan to support AGYW to start livelihood projects to enhance self-reliance, and to reduce vulnerabilities—especially critical at this time of economic challenges.
- Under the Swarovski Foundation- and Porticus Foundation-funded project for children with disabilities, m2m Uganda, in collaboration with government community-based structures, aims to increase demand and uptake of services for children 0-9 years old with disabilities. Through m2m training, a total of 91 Village Health Teams (VHTs) were capacitated to work with Mentor Mothers on community sensitisation and identification of children with disabilities, and linking them to critical care services for care and support. The VHTs reached 451 children with disabilities and provided psychosocial support to parents and caregivers. VHTs were able to address myths and misconceptions about disabilities to support destigmatising of disabled children.



Highlights by Country This Quarter (Continued)



MALAWI

New Clients Enrolled: **114,020** Mentor Mothers Employed: **462**

- In September, we were awarded funding from UNICEF. These funds will co-support ongoing work funded by the Hilton Foundation to eliminate mother-to-child HIV transmission (eMTCT) in the Mulanje district, with a particular focus on pregnant and postnatal adolescent girls and young women. Services are being provided by 78 Mentor Mothers. The project will be implemented in close collaboration with the Ministry of Health (MOH) and Ministry of Gender, Disability and Social Welfare.
- With funding from LGT Venture Philanthropy, m2m Malawi continues to work with the MOH's Community Health Services Section to strengthen community health structures across seven districts. This quarter, District Health Coordinators conducted Technical Working Group (TWG) meetings focused on community health issues. They created a feedback system between community-based structures and District Council authorities to identify and address access to or gaps in service provision. The TWG also discussed best practices to improve defaulter tracing, ways to improve coordination of community district activities to avoid duplication of efforts, and investigated the delay of viral load test results from the primary health care hospital to health facilities.
- With in-kind support from World Bike Relief, m2m Malawi distributed 100 bicycles to our frontline staff in three districts in the southern region: Thyolo, Chiradzulu, and Blantyre. The distribution of bicycles coincided with the announcement from the MOH on the resumption of physical tracing activities, which had been suspended due to COVID-19. This donation will allow us to follow up with clients who have missed appointments more easily, improving retention in care.



TANZANIA

- As part of the Technical Assistance that we are providing to the Tanzanian Ministry of Health, Community Development, Gender, Elderly and Children (MOHCDGEC), m2m Tanzania is developing the National Operational Framework for community prevention of mother-to-child transmission of HIV (PMTCT) continuum of care in the country. We initiated a landscape analysis to identify and document lessons learned, best practices, and challenges in the implementation of community PMTCT services in Tanzania. The landscape analysis report is under review by the national PMTCT Steering Committee. Plans for the dissemination of the report and orientation for the community PMTCT operational framework have been made for next quarter.
- As part of its planning for the next USAID fiscal year, we have engaged with the Boresha Afya Southern Zone programme, funded by USAID and implemented by Deloitte. This involved joint planning of the year's activities and how the partners will collaborate to utilise the Mentor Mother Model to improve PMTCT outcomes in the Morogoro region.



Combined Financials (m2m Global) 2020

All figures are in US Dollars.

	2020 Annual Budget	YTD Actuals through Sept-20	Projected Oct-20 through Dec-20	Total Projected at end of Dec-20	Percentage Variance
TOTAL - ALL SOURCES					
Opening Net Assets	7,661,362	7,661,362		7,661,362	
Revenue	28,754,617	19,316,279	6,946,265	26,262,544	(9%)
Expenditure	28,913,143	17,161,422	8,100,054	25,261,476	(13%)
Change in Net Assets	(158,526)	2,154,857		1,001,068	
Closing Net Assets	7,502,836	9,816,219		8,662,430	15%
RESTRICTED FUNDING					
Opening Net Assets	4,080,019	4,080,019		4,080,019	
Revenue	23,535,576	16,257,612	5,829,067	22,086,679	(6%)
Expenditure	24,145,462	14,620,442	6,583,867	21,204,309	(12%)
Change in Net Assets	(609,885)	1,637,170		882,370	
Closing Net Assets	3,470,134	5,717,189		4,962,389	43%
UNRESTRICTED FUNDING					
Opening Net Assets	3,581,343	3,581,343		3,581,343	
Revenue	5,219,041	3,058,667	1,117,198	4,175,865	(20%)
Expenditure	4,767,682	2,540,979	1,516,187	4,057,166	(15%)
Change in Net Assets	451,359	517,688		118,699	
Closing Net Assets	4,032,702	4,099,031		3,700,042	(8%)

Despite the challenging economic climate, m2m ended this quarter with recognised revenue of \$19.32M. Expenses totalled \$17.16M, and we ended the quarter with Global Net Assets of \$9.82M.

For the full year, we expect to recognise Global Revenue of \$26.26M (9% less than budget) and incur Global Expenses of \$25.26M (13% less than budget). We are expecting to end the year with Net Assets of \$8.66M, providing us with a strong platform for 2021.

We have faced many financial headwinds this year caused by the novel coronavirus pandemic, and believe these are positive interim results in this context. We are grateful to the many individuals, corporations, governments, and foundations that continue to partner with us to achieve our vision of health, hope, and an HIV-free future.

Q3 Fundraising Highlights

The Bickerstaff Family Foundation (BFF), a long-time partner, supported m2m in multiple ways this quarter. BFF invested a further \$500,000 into our adolescent programme in Uganda, ensuring services continue through 2021. In addition, BFF provided unrestricted funding in support of our COVID-19 emergency appeal, and invested further into the Bickerstaff Scholars Fund, which provides educational opportunities for girls in Malawi.

In 2018, with the support of the Conrad N. Hilton Foundation, we launched our integrated Early Childhood (ECD) programme in Malawi. This quarter, we received the final \$470,000 of that grant, allowing us to continue providing Nurturing Care in Mulanje, Malawi while leveraging lessons learned there to our other ECD programmes in Ghana and Kenya.

The Mulago Foundation provided \$300,000 in unrestricted funding, allowing us to continue pursuing innovations and excellence.

m2m's Model Expands to Address Non-Communicable Disease Prevention, Identification, and Management



This quarter, with support from the Medtronic Foundation, m2m has launched a pilot to include services to prevent, identify, and manage non-communicable diseases (NCDs) in our proven, peer-based model.

This is significant for several reasons. First, integrated service delivery is increasingly recognised as a critical model as we approach the last kilometre to end the HIV/AIDS pandemic by 2030. A comprehensive services approach means that clients can get the health services they need in one place, which increases the likelihood that they will stay in care and remain virally suppressed—creating a double dividend of their own improved health and stopping transmission of HIV to others. Increasingly, HIV is being managed as a chronic condition; providing integrated management of HIV alongside NCDs just makes sense. Second, according to the World Health Organization, people living with HIV are at increased risk of developing a range of NCDs, including cardiovascular disease, diabetes, chronic lung disease, and some types of cancer. Integrating NCD work into an HIV care and treatment programme truly meets our clients' needs. Last, COVID-19 has added extra impetus to this agenda. With NCDs among the most dangerous co-morbidities for those infected with the novel coronavirus, ensuring NCDs are identified and managed is even more important, as is ensuring those living with HIV continue to adhere to treatment.

Against this backdrop, we are delighted to have launched a pilot in the Western Cape of South Africa. m2m aims to enroll 922 patients at two high-volume health facilities, improving health outcomes over 10 months by reducing blood pressure and blood sugar levels. m2m's Peer Mentor Model is ideally suited to integrating NCD prevention and management with HIV prevention, care, and treatment services. We began enrolling clients in late July, and by late September we had enrolled 299 clients with uncontrolled hypertension and/or diabetes. You can read more in the project factsheet [here](#).

We are excited to pilot this integrated model of service delivery, and, if successful, m2m will evaluate opportunities to roll these services out to additional clients in 2021 and beyond. We believe this could be a significant milestone on our journey to creating health, hope, and an HIV-free future, and are grateful to the Medtronic Foundation for their support and partnership.





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