



mothers2mothers
QUARTERLY IMPACT REPORT
1 October - 31 December 2020

Released: February 2021



The Big Picture (as of 31 December 2020)

11,954,534

Index Clients* reached with direct services since 2002



Number of Mentor Mothers currently employed by m2m

1,698



Number of Mentor Mothers employed since 2002

11,261

Clients reached by eServices since inception (April 2020)

211,413**

Three Key Takeaways From This Quarter

Scale-up of Service Delivery in our newest countries. In Angola, where we began work this year, we are preparing to ramp up services further in 2021, and have already hired and trained new staff. In Tanzania, where we are currently only providing advisory services, we have been asked to begin direct service delivery in 2021, and are laying the groundwork for this.

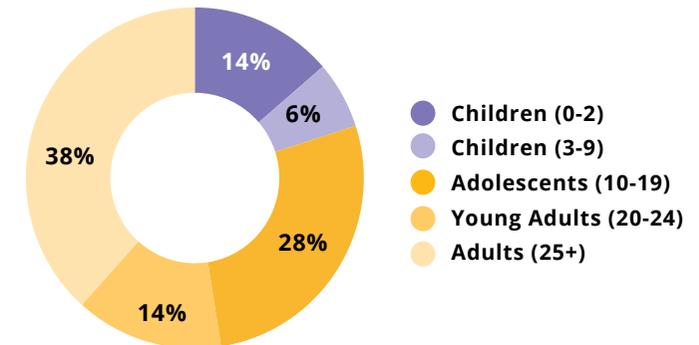
COVID has disrupted our reach, but our pivot to digital and focus on vulnerable groups is mitigating the impact. In 2020, we attained 70% of our total reach target. This shortfall is attributable to the fact we had to suspend or dramatically scale back community-based services for almost six months of the year. However, we met or exceeded our reach targets for two priority groups: children living with HIV and adolescents. Meanwhile, we scaled our eServices offering from zero in May to a cumulative reach of over 200,000 by year-end.

A strong financial performance, and healthy reserves as we enter 2021. Our year-end revenue of \$25.98M is 10% under budget, a performance we are satisfied with given the global recession. We are taking forward assets of \$9.5M into the new year, and are proud that there have been no frontline redundancies this year.

Number of New Clients Reached (Direct Service Delivery) Q4 2020	Q3	Q4	Progress Towards 2020 Targets		
	Actuals***	Actuals***	Annual Target	Cumulative Reach (Year To Date)	% Target Reached*** (Preliminary)
Children (ages 0-2)	39,662	36,559	239,340	145,274	61%
Children (ages 3-9)	14,397	17,027	96,166	65,022	68%
Adolescents (ages 10-19)	68,540	73,449	204,578	266,122	130%
Young Adults (ages 20-24)	38,141	37,790	261,247	160,921	62%
Adults (ages 25+)	92,216	102,502	691,206	407,126	59%
TOTAL	252,956	267,327	1,492,537	1,044,465	70%

Our In-Person Service Reach in Quarter 4: 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+)	34,270	36,688	491,440	133,401	27%
HIV-negative (ages 10+)	125,636	120,095	549,760	502,156	91%
Unknown Status at enrolment (ages 10+)	39,155	58,262	117,411	200,217	171%
Subset of total: Clients 10+ reached by HIV status	199,061	215,045	1,158,611	835,774	72%
Children Ages 9 and Under (disaggregated by HIV exposure/status) Newly Enrolled					
HIV-exposed children (ages 0-2)	24,343	22,952	89,127	84,429	95%
HIV-unexposed children (ages 0-2)	12,200	11,304	118,455	49,244	42%
Children of Unknown Exposure at enrolment (ages 0-2)	77	68	9,993	463	5%
HIV-positive children (0-9)	3,060	5,242	1,782	12,602	707%
HIV-negative children (0-9)	11,470	8,934	53,023	42,615	80%
Children of Unknown Status at enrolment or status not documented (ages 0-9)	2,746	3,782	61,546	19,336	31%
Subset of total: Children 0-9 reached by HIV exposure and HIV status	53,896	52,282	333,926	208,689	62%

New Clients Enrolled by Age (Q4 2020)



* 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 208,321 clients were reached through this channel. The VMMP was soft launched, in English only, on 10 June, and 3,092 clients were enrolled through 31 December 2020.

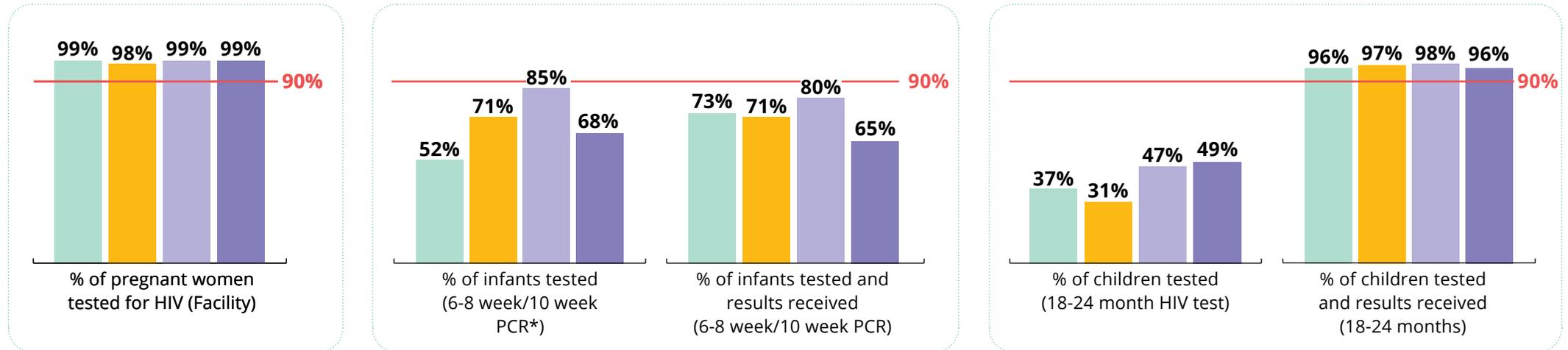
*** Preliminary results, subject to further data audits.

Progress Towards the Three 90s

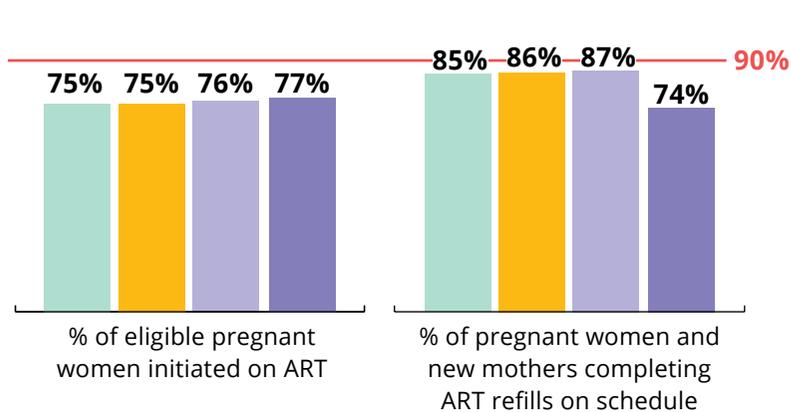
As well as measuring the scale of our programme, we measure quality and impact by working towards the UN's 90-90-90 targets—a framework for the global HIV response. **Please note:** Owing to the COVID-19 pandemic, clinical services such as viral load testing or HIV PCR testing have been de-prioritised in some health facilities, negatively impacting the data below.

1st 90 - Know Your Status

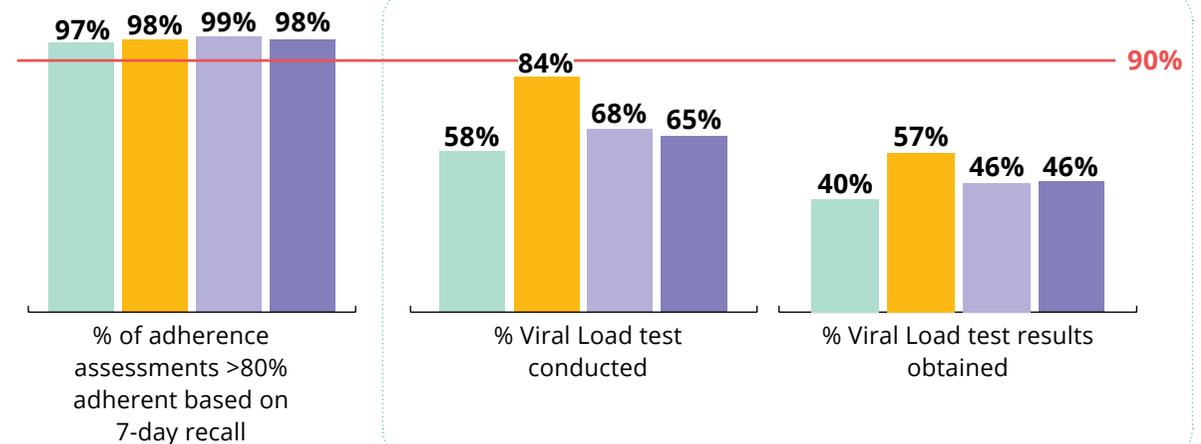
● Q1 2019 ● Q2 2020 ● Q3 2020 ● Q4 2020 — Target



2nd 90 - On Antiretroviral Therapy



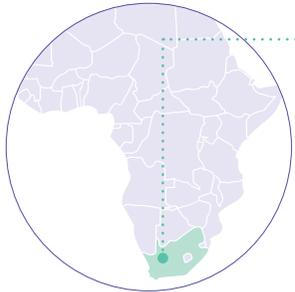
3rd 90 - Adherent and Virologically Suppressed



* 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

Despite the challenges caused by new protocols to respond to the COVID-19 pandemic, m2m's investment into new technologies is paying off. By the end of this quarter, 211,413 clients were reached through eServices, since its inception in April. Our eServices platform allows Mentor Mothers to connect remotely with clients using a smartphone. They share educational messages, offer support, and motivate clients to stay in care and continue on their treatment journey. m2m is exploring new ways of growing our eService delivery platform to reach more clients. We continue to prioritise the safety and wellbeing of our staff, with continued provision of Personal Protective Equipment (PPE), regular education, and wellness services.



SOUTH AFRICA

New Clients Enrolled: **83,580**

Mentor Mothers Employed: **250**

- We continue to expand our USAID-funded programme, “Children and Adolescents Are My Priority (CHAMP)” in Mpumalanga. The CHAMP project started in 2018; in October 2020, significant funds were allocated to CHAMP for the DREAMS (Determined, Resilient, Empowered, AIDS-free, Mentored and Safe) initiative—aimed at reducing the HIV rate among adolescent girls and young women. From October, 80 DREAMS facilitators were recruited, trained and on-boarded, and two evidence-based curricula for parental programmes (Let’s Talk and Sinovuyo) are being rolled out in the districts of Ehlanzeni, Nkangala, and Gert Sibande districts. CHAMP also distributed 251 tablets to be used by both Family Mentors and DREAMS Facilitators. The tablets are loaded with information that is required for service delivery and will improve the quality of services offered to clients. With technical support from CHAMP consortium partner Zoë-Life, field staff are currently receiving training, mentoring, and coaching on tablet usage.
- In the Western Cape, our our Non-Communicable Diseases (NCD) project, funded by the Medtronic Foundation, was extended from December 2020 to July 2021. The Project is focusing on prevention and management of NCDs and is being implemented in two health facilities in the Western Cape. m2m is piloting the effectiveness of Community Healthcare Workers’ support in the management of chronic diseases. During the reporting period, 580 clients were enrolled into the study and were provided with an integrated service package, including peer-based face-to-face interactions, as well as Peer-via-Phone services.
- In Gauteng, thanks to support from British Airways and Comic Relief, staff received additional training on m2m’s Early Childhood Development programme. Teams are now implementing integrated services at two health facilities. At these facilities, in the last quarter, 667 antenatal and postnatal mothers were reached, and 26 closed support group sessions for those living with HIV were facilitated, reaching 159 newly diagnosed and returning antenatal and postnatal clients.

Highlights by Country This Quarter (Continued)



LESOTHO

New Clients Enrolled: **21,434**

Mentor Mothers Employed: **348**

- Mpolokeng Mohloai was appointed as Country Director. She holds a Master's Degree in Community Nursing, specialising in Primary Health Care, Health Care Management, and HIV/AIDS Care, and has been with m2m since 2008.
- In Q4, m2m Lesotho exceeded the UNAIDS 95-95-95 targets. 100% of all pregnant and breastfeeding women (PBFW) and their exposed infants knew their HIV status. 100% of all HIV-positive PBFW and their infants were on antiretroviral therapy (ART), and 97% of PBFW and their infants on ART were virally suppressed. This shows great progress towards reaching epidemic control.
- To address ART retention challenges caused by the COVID-19 pandemic, m2m Lesotho implemented a new strategy of targeted community ART distribution. Convenient pick-up points were set up in communities for clients who missed their refill appointments.



ANGOLA

New Clients Enrolled: **3,560**

Mentor Mothers Employed: **46**

- Dr. Francisco Ngongo was appointed as Country Director. Francisco has a PhD in Peace and Development studies and has 15 years of experience in human development, peacebuilding, and human rights, with special attention to the rights of women, girls, and children.
- Seventeen additional Mentor Mothers were trained in Cunene Province and will begin work in the next quarter. This will increase m2m's reach to 14 health facilities across three provinces.
- 507 women living with HIV were offered index testing services during the period under review, all of whom (100%) accepted services and were enrolled into the m2m programme. This was the highest number of index clients of any quarter since the m2m programme began in Angola.

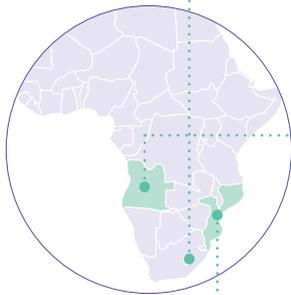


MOZAMBIQUE

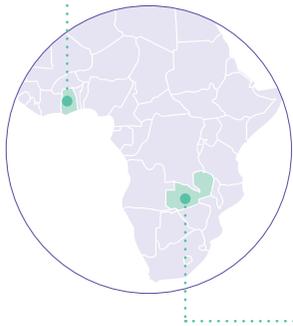
New Clients Enrolled: **23,731**

Mentor Mothers Employed: **318**

- Mentor Mothers focused on conducting one-on-one sessions, providing clients with education and psychosocial support to ensure early and increased uptake of antenatal care (ANC). Ninety-nine percent of women who came for their first ANC visit were tested for HIV, while 98.9% of newly diagnosed HIV-positive ANC clients were initiated on life-long treatment.
- Seventy-seven Mentor Mothers were recruited and trained to work in six additional health facilities (HFs) in Nampula Province. m2m is now operating in 31 HFs in Mozambique.



Highlights by Country This Quarter (Continued)



GHANA

New Clients Enrolled: 989

Mentor Mothers Employed: 19

- With funding from Comic Relief/British Airways, m2m Ghana hosted two regional community dialogues attended by a cross-section of 50 key stakeholders including tribal leaders, representatives of government, and local non-governmental organisations. The dialogues aimed to strengthen partnerships and to discuss ways of how m2m's programme is supporting Ghana's objective of achieving an HIV-free generation.
- m2m Ghana also held two in-depth training sessions for frontline staff focused on COVID-19 and pregnancy, allowing them to ensure their clients have up-to-date and trusted information on this topic.
- To curb dwindling client enrolments at the Atua Hospital site due to the pandemic, m2m Ghana also deployed Facility Mentor Mothers to satellite facilities in communities to identify and enroll new clients. Sixty-five new clients were identified and are being supported on their treatment journey.



ZAMBIA

New Clients Enrolled: 6,274

Mentor Mothers Employed: 176

- At our model site in Lusaka, supported by Gilead, m2m achieved 100% ART linkage for women testing positive and 98.5% adherence during the quarter under review, resulting in a viral load suppression rate of 97% percent.
- Under the USAID SAFE project, Mentor Mothers are conducting nutrition guidance, screening, and counselling for families of HIV-exposed infants. Mentor Mothers even provide cooking demonstrations during household visits. These interventions are paying off—of the 651 infants screened this quarter, none were at risk of malnutrition.

Highlights by Country This Quarter (Continued)



KENYA

New Clients Enrolled: 2,139

Mentor Mothers Employed: 21

- With funding from Johnson & Johnson, m2m Kenya held a three-day in-service training in October for 20 Mentor Mothers to ensure frontline staff are kept abreast of latest developments in the HIV/AIDS and COVID-19 domains, as well as on organisational programme improvements. Later in December, the cohort of Mentor Mothers attended a workshop which coincided with World AIDS Day. The team reflected on the effectiveness of the m2m programme, and were provided with tools to address psychosocial issues that could impact their performance.
- m2m served 536 new and 1,041 returning HIV-positive and HIV-negative pregnant and breastfeeding women at Mathare North Health Centre. Five hundred and sixty-two other family members (including children, adolescents, and partners) were also enrolled in this quarter. In addition, 44 new clients were enrolled in our programme through eServices. There was a remarkable improvement in the performance of active-client follow-up for the quarter under review—86%, up from 45% in the previous quarter.

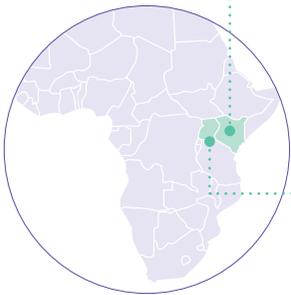


UGANDA

New Clients Enrolled: 28,788

Mentor Mothers Employed: 89

- With funding from the Debbie Bickerstaff Family Foundation, the Girls4Change project continues to empower adolescent girls and provide opportunities to them to realise their full potential through increased access to accurate sexual reproductive health information. Despite 2020 being an unstable and challenging year for the project due to COVID-19, m2m reached 66% of its annual targeted clients with most critical services.
- UNICEF Uganda has awarded m2m with \$170,000 for a new programme to prevent child marriages in the districts of Kamuli and Kasese. The project will implement integrated interventions to ensure that children and adolescents vulnerable to teenage pregnancy, child marriage, and abuse, are kept safe, healthy, and resilient. Twenty-three staff, (20 Mentor Mothers, 1 Monitoring & Evaluation Assistant, and 2 Consultant Project Officers) were hired in the month of December.



Highlights by Country This Quarter (Continued)



MALAWI

New Clients Enrolled: 96,832 **Mentor Mothers Employed: 430**

- This quarter, Mentor Mothers in Mulanje began working with adolescent champions to help improve access and connect other young people to health services in Sexual Reproductive Health, Prevention of Mother-to-Child Transmission of HIV, and Early Childhood Development in communities and at health centres. This initiative is being supported through funding from UNICEF.
- The U.S. Centers for Disease Control and Prevention (CDC), via the Elizabeth Glazer Pediatric AIDS Foundation (EGPAF), renewed a sub-award agreement to fund a one year “back-to-care initiative” led by our Expert Clients to ensure those who have fallen out of care are brought back into the health system. The project is being implemented in four districts (Blantyre, Chiradzulu, Thyolo, and Zomba) covering 79 facilities.
- The CDC-funded Expert Client project, supported via a sub-award by EGPAF, is m2m Malawi’s largest in-country programme. There was a 78% improvement this quarter in the overall proportion of clients who were traced after missing appointments, compared to 49% in the previous quarter. This was due to the resumption of physical tracing allowed by the government after it had been suspended due to COVID-19.



TANZANIA

Technical Assistance Services Only

- In 2021, m2m Tanzania is providing implementation support to clinical partners to enhance PMTCT continuum of care services (focused on the Morogoro Region), while continuing to provide technical assistance services to the Government. In preparation for this exciting development, m2m Tanzania conducted site assessments in ten facilities to explore the services available for pregnant and breastfeeding women living with HIV. A site improvement plan was developed and shared with stakeholders.
- Forty Mentor Mother Champions were selected for training, and training materials were reviewed, updated, and adapted for the local context. Training and deployment will begin next Quarter.

Combined Financials (m2m Global) 2020

All figures are in US Dollars.

	2020 Annual Budget	Draft Actuals through Dec-20	Actual vs Budget Variance \$	Actual vs Budget Variance %
TOTAL - ALL SOURCES				
Opening Net Assets	7,661,362	7,661,362		
Revenue	28,754,617	25,980,355	(2,774,262)	(10%)
Expenditure	28,913,143	24,132,509	(4,780,634)	(17%)
Change in Net Assets	(158,526)	1,847,846		
Closing Net Assets	7,502,836	9,509,208	2,006,372	27%
RESTRICTED FUNDING				
Opening Net Assets	4,080,019	4,080,019		
Revenue	23,535,576	21,602,528	(1,933,048)	(8%)
Expenditure	24,145,462	20,688,521	(3,456,941)	(14%)
Change in Net Assets	(609,885)	914,007		
Closing Net Assets	3,470,134	4,994,026	1,523,892	44%
UNRESTRICTED FUNDING				
Opening Net Assets	3,581,343	3,581,343		
Revenue	5,219,041	4,377,827	(841,214)	(16%)
Expenditure	4,767,682	3,443,988	(1,323,694)	(28%)
Change in Net Assets	451,359	933,839		
Closing Net Assets	4,032,702	4,515,182	482,480	12%

mothers2mothers (m2m) is proud to report revenues of \$25.98M for the 2020 fiscal year. While revenue is 10% under budget, and represents a small decline from 2019 revenue of \$26.5M, we are pleased with this outcome given the impact of COVID-19 on the global economy.

We are also proud to report that 86% of our expenses went directly to supporting programmes and programme activities, with 4% to management and general costs, and 10% on fundraising.

We ended the year with Global Net Assets totalling \$9.5M (\$5M restricted assets, \$4.5M unrestricted assets), an increase of \$1.8M from the start of the year, and providing us with a strong platform as we enter 2021.

Q4 Fundraising Highlights

The Stavros Niarchos Foundation continued their support of m2m, with a £150,000 award to our COVID-19 response.

Gilead Sciences re-committed to supporting pregnant women and young mothers living with HIV in Zambia with a renewal grant of \$200,000.

UNICEF Uganda awarded \$170,000 to m2m for a new programme targeting children and adolescents in the districts of Kamuli and Kasese.

2020: A Year of Growth and Impact

At this end of this quarter, most of us felt a great sense of relief that 2020 was coming to an end. This time last year, few could have imagined the global disruption and challenges that lay ahead. Yet, amid the fear and hardship, there have been many positives that have kept us going and given us hope for a healthier tomorrow.



COVID-19: Meeting the Needs of our Team and Clients

When COVID-19 began spreading across the African continent, we acted quickly to protect our frontline health workers—who were designated as essential workers throughout the pandemic—while making sure that our clients continued to receive support and services to stay healthy and safe. This included expanding our eServices support provided by phone and replacing some in-person appointments with structured calls, underpinned by mHealth apps for both delivery and measurement. m2m also accelerated the development and launch of the Virtual Mentor Mother Platform (VMMP)—an interactive tool run on the WhatsApp messaging platform—that enables users in nine countries to access on-demand health information and service referrals on COVID-19 and other important health topics in their preferred language. Through these approaches, we have been able to reach more than 200,000 people who may otherwise have been at risk of falling out of care.

As well as serving our clients, protecting our frontline teams has been our priority. We have made sure that Mentor Mothers are equipped with appropriate personal protective equipment (PPE) across our 10 countries of operation. We also screened our team for co-morbidities, introduced changes to working practices (such as split shifts) to reduce risk, and delivered regular trainings and updates.

In Focus (Continued)

Programme Expansion and Innovation

In 2020, we also launched our programme in Angola and Tanzania, bringing the total number of our country operations to 10. Together with the start of operations in Ghana at the end of 2019, we surpassed our strategic goal of reaching two new countries between 2018 and 2021, almost two years early.

We celebrated a clinical care milestone as we officially began employing nurses to work alongside Mentor Mothers in Lesotho to help clients overcome barriers to accessing vital health services. Providing clinical services, aligned with global policy best practices, was one of the goals laid out in our Strategic Plan.

For the first time in our 19-year history, thanks to support from the Medtronic Foundation, Mentor Mothers began providing services to prevent and manage hypertension, diabetes, and other noncommunicable diseases (NCDs). This service innovation is critical—NCDs are a large and growing public health issue in sub-Saharan Africa, especially for individuals living with HIV, and they increase the risk of serious health challenges from COVID-19.



A Word of Thanks

Even in the face of not one, but two pandemics—HIV and COVID-19—our commitment to the over one million women, children, and adolescents who depend on our services each year has not wavered. We are proud and grateful that we have been able to evolve and grow our programme in significant ways to meet their needs, while protecting the jobs of the 1,700 women living with HIV we employ as Mentor Mothers across ten countries.

We are incredibly grateful for the flexible support of existing and new donors and partners who helped us meet critical emergency pandemic funding needs over the course of the year. Your partnership and unwavering support have been invaluable, and your generosity has been even more incredible given that you have faced challenges of your own.



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