



A Tale of Two Pandemics: COVID-19 and HIV

Select 2020 Impact and Insights

July 2021

The disruption and fear caused by the COVID-19 pandemic significantly affected mothers2mothers' (m2m) work in 2020. Yet, thanks to m2m's flexible model, the dedication and skill of our staff, and innovations across the organisation, m2m was able to achieve growth and impact, while protecting our frontline team and clients from COVID-19. This factsheet provides data and insights on m2m's reach and scale, and impact of our HIV work. Broader impact data will be released later in 2021.

Remarkably, **we grew our reach and scale in 2020**, even amid COVID-19 restrictions and lockdowns. We also protected the economic wellbeing for our team, **employing 1,698 women** living with HIV in 2020.

m2m REACHED

1,331,449

new and returning clients in 2020 through direct services and technical assistance, a 4% increase over 2019.

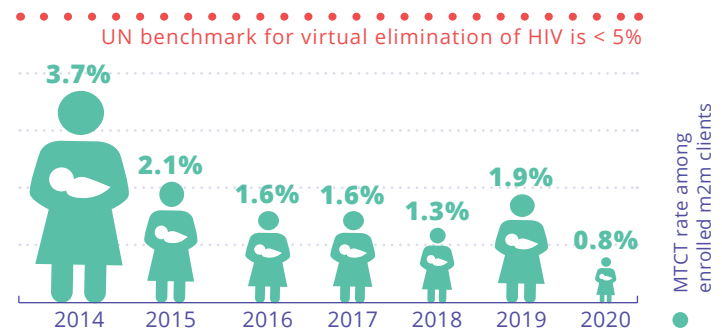
OUR GEOGRAPHIC FOOTPRINT IS BIGGER THAN EVER.

m2m expanded into **Tanzania** and began full implementation in **Angola** and **Ghana** in 2020, bringing the total countries of operation to 10 across Eastern, Southern, and Western Africa.



SIGNIFICANT PROGRESS ON THE JOURNEY TO END HIV BY 2030

We are proud to achieve virtual elimination of mother-to-child transmission of HIV among enrolled clients for the **seventh consecutive year**—with a transmission rate of just 0.8% in 2020 across three representative countries (Lesotho, South Africa, and Uganda).¹ This is the **first time** this critical rate has dipped below 1%.



m2m met UNAIDS Fast-Track Targets, including:

TARGET 1: 95% of people living with HIV **know their HIV status**

98%

of m2m's pregnant clients at health facilities were tested for HIV, compared to the 91% benchmark for Eastern and Southern Africa.²

TARGET 2: 95% of people who know their status **are on treatment**

97%

of m2m's pregnant and breastfeeding clients living with HIV accessed antiretroviral therapy (ART), exceeding the UNAIDS benchmark of 85% in Eastern and Southern Africa.³

TARGET 3: 95% of people on treatment with **suppressed viral loads**

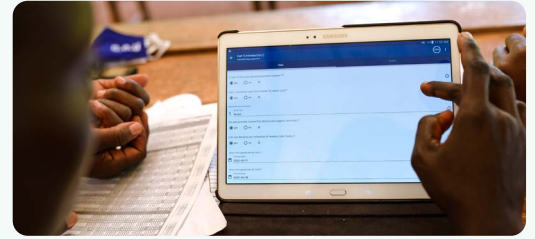
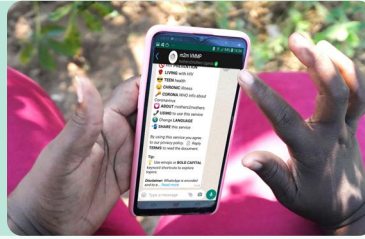
95%

of m2m's clients across all age groups who received a viral load test were virally suppressed, which means the virus cannot be transmitted.

OUR eSERVICES ARE DELIVERING IMPACT

In response to COVID-19, we rapidly innovated and adapted our services to a hybrid approach of in-person services and support provided by phone. This includes the Virtual Mentor Mother Platform, a WhatsApp chatbot available in over 20 languages.

Through eServices, we reached more than
200,000
people in 2020 who might otherwise have been at risk of falling out of care.



Our eServices contributed to sustained, and even improved, health outcomes among our clients:

94%

of eServices clients took their treatment more than 95% of the time

87%

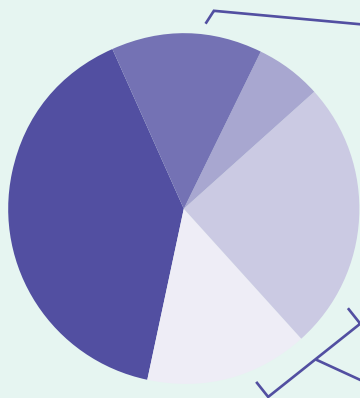
of eServices clients had a viral load test done

93%

of eServices clients were virally suppressed

m2m IS CREATING HEALTH AND WELL-BEING FOR CLIENTS AT ALL STAGES OF LIFE, IN LINE WITH OUR COMMITMENT TO INCREASE ACCESS TO HEALTHCARE FOR EVERYONE

Clients served through direct service delivery, by age group:



CHILDREN

m2m reached **16%** more children (ages 0-2) in 2020, compared to 2019.

ADOLESCENTS AND YOUNG ADULTS

Adolescent girls and young women continue to be one of the most at-risk populations for contracting HIV, and our strategic decision in 2018 to tailor youth-friendly services for this group is paying dividends:

m2m reached **31%** more adolescents (ages 10-19) and **16%** more young adults (ages 20-24) in 2020, compared to 2019.

ADULTS (25+) **39%**

CHILDREN (AGES 0-2) **13.9%**

CHILDREN (AGES 3-9) **6.2%**

ADOLESCENTS (AGES 10-19) **25.5%**

YOUNG ADULTS (AGES 20-24) **15.4%**

Our services include visiting our clients at home. When we visit the homes of women living with HIV, we are also successful in supporting other family members living with HIV to access treatment, including:

95%

of children (ages 0-9)

99%

of adolescents (ages 10 to 19)

94%

of male partners

We are grateful to our team, whose resilience and dedication has made these remarkable results possible. We thank our partners who have supported us on this journey. Together, we will deliver our vision of health, hope, and an HIV-free future.



1. We benchmarked the MTCT rate for our enrolled clients across these three diverse countries in 2020, as we had access to comprehensive digital data for the full cohort period in these nations.
2. [UNAIDS, 2019 Data](#)
3. [UNAIDS, 2019 Data](#)

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