

2020 ANNUAL REPORT

In It Together

A Year of Innovation & Resilience



transforming
faces



A MESSAGE FROM THE EXECUTIVE DIRECTOR

International travel restrictions haven't limited Transforming Faces' (TF) support for children with cleft worldwide.

Commitment to local professionals has been woven into our ethos from the start. Now in our third decade of promoting Comprehensive Cleft Care (CCC), the strong roots of our global network nurture our shared vision amidst the disruption and challenges of the pandemic.

For families facing lockdowns and delays, tele-health is an indispensable tool in making care more accessible. Undeterred by the pandemic, TF also promoted the safety of patients receiving in-hospital care, empowering families, like Sofia's, to reach their rehabilitative goals (pg. 5). The story of a newborn's recovery from COVID in India, and the commitment of his local cleft team, continues to inspire us (pg. 4).

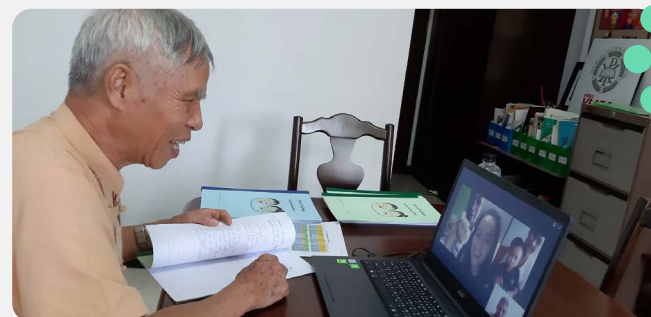
The kindness of TF's supporters was also an incredible highlight from the past year. Your financial partnership has enabled us to keep faith with our partners, whose motivation to see each child experience a happier and healthier life is undimmed.

Overall, we emerge from Year 1 of the pandemic disquieted by its disproportionate impact upon the most vulnerable. And yet, we remain grateful for how the TF community, near and far, demonstrates its commitment to be *In It Together*.

Ps. Read TF's online report to gain further insight into TF's achievements in 2020. Visit: transformingfaces.org/2020-annual-report



Hugh Brewster
Executive Director
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Local partner NWDF carries out virtual counselling to reach rural and remote patients in Thailand, Laos and Myanmar.



OUR MISSION

We equip local teams to provide comprehensive cleft lip and palate care that is accessible for all. Together we are building happier, healthier lives for children and families in Africa, Asia, the Americas and beyond.

OUR VISION

Our vision for children with cleft lip and palate is full inclusion into their community, so they can pursue their hopes and dreams.

TF's Global Family

HIGHLIGHTS FROM 2020

We are local health partners, families, staff and volunteers from around the world dedicated to providing a full circle of cleft care.

CONTEXT FOR CLEFT CARE:

Africa

Ethiopia

TF partnered with three additional cleft organizations focused on newborn nutrition, speech therapy and community outreach. In response to the pandemic, TF's Ethiopian partners pivoted to provide virtual counselling, speech therapy and support groups to families at different stages of their cleft care journeys.

Uganda

TF worked with local partner *CoRSU Rehabilitation Hospital* to assist families experiencing heightened food insecurity due to the pandemic. Community mobilizers also played an important role in supporting families who live far from the capital city, as well facilitating their transportation to essential cleft appointments.

DISCOVER TF'S CIRCLE OF CLEFT CARE



A Fateful Discovery in Ethiopia



Though Sabira looked like other newborns when she was released from the hospital, her parents were soon overcome with concern. Sabira experienced repeated respiratory and ear infections, and feeding would often cause her to aspirate.

Distressed, the family travelled to hospitals and clinics across the city of Addis Ababa for treatment of Sabira's symptoms, which seemed invariably to recur. By Sabira's sixth birthday, her father was heartbroken that she could not even draw enough air to blow out the candles on her cake.

Determined to find the source of Sabira's ailments the family was at last referred to TF's partner *Yekatit 12 Hospital*. Incredibly, it was this public hospital closest to their home that provided a definitive solution: though Sabira's lips were intact, no one had previously noted that she had been born with a cleft palate!

A huge weight was lifted from their shoulders when they learned how they could finally help Sabira make a full recovery! Following her palate repair surgery, Sabira's life has changed for the better. She now eats without issue, and speech therapy has opened a world of opportunity to her at school. Sabira counts English and math among her favourite subjects.

Overcoming Cleft and COVID in India



When Rekha discovered that her son would be born with a cleft, she wrapped her devastation in a stoic exterior. She hid the news from her husband and in-laws, sheltering them from the stigma associated with giving birth to a child with a facial difference.

Thankfully, Rekha was eventually referred to TF's local partner *ABMSS and Rangadore Memorial Hospital*, where she experienced compassionate care and received practical advice. Beginning with nutritional and pre-surgical support, *ABMSS* helped Rekha map a clear path for her son's rehabilitation. Rekha finally felt equipped to accept her son wholeheartedly.

It was the beginning of a long journey to full recovery.

Undeterred by the pandemic, Rekha managed to visit the cleft centre for periodic pre-surgical treatments. This care took a sudden turn once her newborn began to experience symptoms of COVID.

The **CCC** team in Bangalore rallied to offer their full support, ensuring he was promptly admitted to the intensive care unit.

It would take time for her son to recover from the coronavirus and to receive a cleft repair surgery, but Rekha joyfully reports that her son is now happy, healthy and has been fully accepted into the family. Her son carries the given name Toshit, which means "satisfaction" in Sanskrit.

CONTEXT FOR CLEFT CARE:
Asia

India

TF's local partners were determined to reach rural and remote communities amidst the pandemic. To increase remote access to services, speech therapy was provided virtually and educational videos promoting cleft awareness were widely distributed. We also celebrated the launch of two new projects in partnership with *ABMSS*, helping centres in Bangalore and Kolkata embrace a **CCC** approach.

Thailand & Myanmar

Over half of the *Northern Women's Development Foundation's* (NWDF) patients live in Myanmar and Laos, across Thailand's borders that have remained closed since early 2020 due to the pandemic. As a social worker-led organization, *NWDF* has been very effective at supporting families remotely, through tele-speech therapy, Facebook groups, instant messaging and virtual family camps.



"A proactive approach and constant communication from TF led to all around support for Comprehensive Cleft Care activities at our centres!"

- Dr. Jayanth, India



CONTEXT FOR CLEFT CARE:
Latin America

Argentina

In response to the government-imposed lockdown in early March 2020, TF's local partner, *Fundación Gavina*, quickly implemented COVID protocols to promote the safety of families and staff. Over 70% of patients have been able to continue their rehabilitation treatments virtually.

Chile

TF's local partner, *Fundación Gantz*, was impacted by government lockdown measures, which suspended in-person services and caused a backlog of appointments once restrictions were lifted. With the support provided by TF to upgrade its facilities and medical database, *Fundación Gantz* was able to safely meet the increase in demand for in-person care.

Costa Rica

In early March 2020, the government declared a state of emergency, halting all non-essential public services. *Asociación LPH* thus closed its in-person facilities and began to provide remote speech and psychosocial counselling to 130 families in partnership with TF.

Peru

Just one week after the government declared a curfew, the cleft team at *Universidad Peruana Cayetano Heredia* (UPCH) launched virtual care, including psychological counselling and speech therapy.

Promoting Social Distancing in Chile



"We want to thank Transforming Faces for the expansion of the waiting room. It was ready just in time to help parents and their children socially distance, so we all feel much more safe."

- Valeska, Sofia's Mother

RETURNING TO BULGARIA

TF has a long history of supporting the vision of **CCC** in Bulgaria, in partnership with *Association ALA* and the *European Cleft Organisation*.

In 2020, TF was pleased to formally support the team of parents and cleft professionals at *Association ALA* to build a future where Bulgarian children born with cleft experience full inclusion.

TF has a podcast series called *Caring for Cleft*. Listen to Episode 7 to hear directly from TF's local partners about the development of **CCC** in Bulgaria.



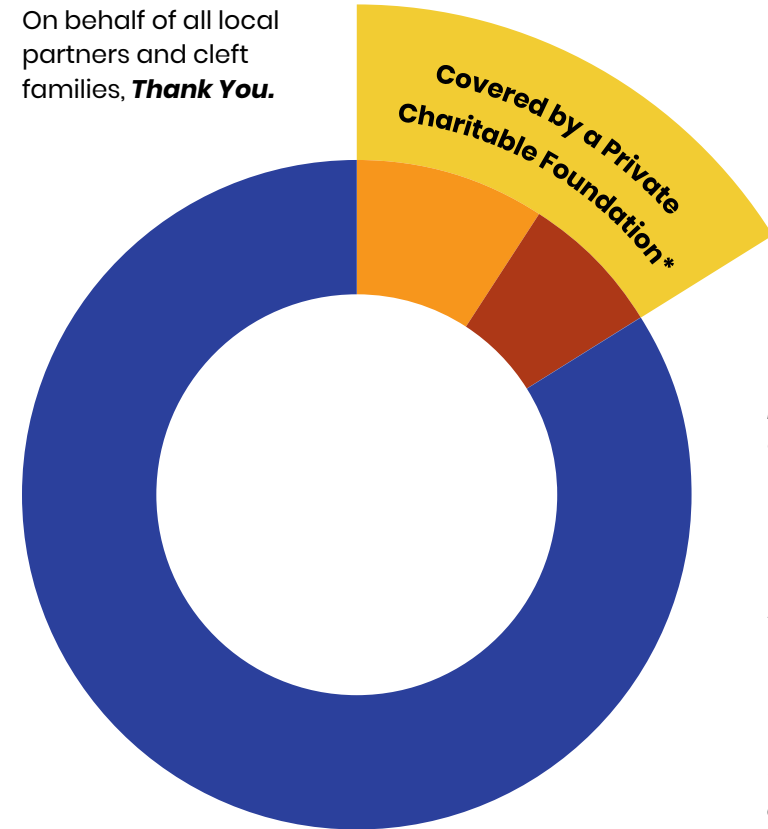
2020 Financial Statements

Despite the disruptions of the pandemic, TF's supporters truly demonstrated that we are *In It Together*.

REVENUE & EXPENSES	2020	2019
Total Revenue		
Grants, Donations & Other Income	\$1,597,738	\$1,442,662
Total Expenses	\$1,638,381	\$1,556,451
Cleft Care	\$953,857	\$862,149
Partner Medical Training & Capacity Building	\$432,634	\$412,696
Administration and Fundraising	\$251,890	\$281,606
Excess of Revenue over Expenses	(\$40,643)	(\$113,789)
NET ASSETS	2020	2019
Balance, Beginning of Year	\$384,697	\$498,486
Excess (Deficiency), Revenue over Expenses	(\$40,643)	(\$113,789)
Balance, End of Year	\$344,054	\$384,697

YOUR GIFTS AT WORK

On behalf of all local partners and cleft families, **Thank You.**



84%

Programs

Local partners deliver life-changing care to children and families thanks to your support.

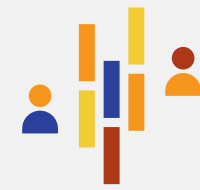
9%

Administration

7%

Fundraising

This allows us to direct **100% of your donations to cleft care!*



Extending Comprehensive Cleft Care (CCC)

In 2020, TF built new pathways to extend **CCC** to over **3,788** families. Here's a regional breakdown of the number of families we reached with your support.



Our Work in 2020

CLEFT TREATMENTS



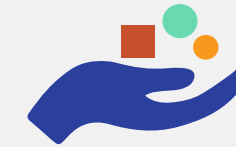
20,782

Treatments in 2020
(26% increase from 2019)

360,239

Treatments Since 1999

IMPACT OF YOUR GIFT



\$335

Average Cost* per Patient in 2020

**Costs vary annually based on the country, the patient and the treatment required.*

CHILDREN SUPPORTED



1,261

New Patients in 2020

7

Average Age of Patients in 2020

A cleft treatment includes any element of rehabilitative care, such as counselling, speech therapy, surgery, orthodontics, dental care and nutritional support.

Thank You!

Thank you for making life-changing, Comprehensive Cleft Care (CCC) possible in 2020.



LEADERSHIP

TF's Board of Directors are committed to upholding the highest standards of accountability, transparency and efficiency in all aspects of our work; you can read our Accountability Statement by visiting our website.

Board of Directors

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INTERNATIONAL STRATEGIC PARTNERS

TF is proud to work in collaboration with:

- ▶ Akila Bharatha Mahila Seva Samaja (ABMSS)
- ▶ Deutsche Cleft Kinderhilfe (DCKH)
- ▶ Face Equality International
- ▶ The Dr. Martin Andreas Trust
- ▶ The Circle of Cleft Professionals (CoCP) and World Cleft Coalition (WCC)
- ▶ Operation Smile
- ▶ Project Harar UK
- ▶ Smile Train
- ▶ Toronto Addis Ababa Academic Collaboration (TAAAC)



View TF's digital, interactive annual report with bonus content.

Visit: transformingfaces.org/2020-annual-report

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TF thanks those whose images appear in this report. All photos are courtesy of TF staff, volunteers and partners.

Edited by Rachel Winer.