



2014 Annual Report



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2014: Ten years on: a year of internal monitoring, evaluation, development & growth

Organizational growth can be measured in many different ways: net profit, revenue, number of employees, physical expansion and programmatic success. However, 2014 was a year for taking stock and deepening TTL's organizational efficiency and effectiveness. In March we invited a group of Business graduates from Notre Dame University to Mokhotlong to help us identify the shortfalls in our programs and structure a more sustainable, impactful, and self-sufficient future. With Notre Dame's help we developed a strategy that would allow us to invest more in our staff and subsequently get the most out of our programs. We are blessed with wonderful employees here at TTL, all committed to and invested in a program they thoroughly believe in. We spent 2014 taking time to explore each of their strengths and weaknesses and to restructure our staff accordingly.

We launched our area-based services in Thaba-Tseka and Mapholaneng, establishing a base for client assessments, expanding our reach and strengthening our relationships with our community partners and clients.

The Outreach program continued working to provide health, nutrition and development support to our infant and child clients, educational and emotional support to caregivers, and educational trainings to Village Health Workers (VHWs). The Safe Home program persisted in providing intensive nutritional and developmental support to our most vulnerable infant and child clients. Along with ongoing work, TTL made strides in the area of integrated early childhood care and development with regard to both staff training and service delivery.

In 2014, TTL supported 375 orphaned and vulnerable children in the Mokhotlong and Thaba-Tseka districts of Lesotho. We provided children and their families with a broad range of services including nutritional assessments, individualized food parcels, assistance with accessing health services and medication as well as child development assessments. Additionally, we provided caregiver training and education about topics related to nutrition, complementary feeding, and child development. TTL made 2550 visits to individual families. TTL's safe-home provided essential rehabilitative care to 46 children.

Our achievements are attributed to the commitment of our leadership and local staff as well as the strength of the children and families that we serve. The knowledge and experience of our 30 local Basotho staff are an integral part of TTL's model, providing an understanding and regional expertise that guides our operations. Though we celebrate the accomplishments of the past year, we are also reminded that there are still many children in Lesotho in need of our services. We will use this knowledge, in conjunction with the insights gained through ongoing internal monitoring and evaluation, as a motivator and guide to grow and hone our services, one child at a time.



TTL Accomplishments in Numbers

- 2550** Visits made to children's homes through the Outreach Program to provide nutritional and medical support, as well as training to caregivers
- 462** Clinic and hospital visits made by TTL clients, facilitated by TTL
- 46** Trainings/site visits to strengthen the Village Health Worker Network and identify children in need of support
- 126** Caregivers living with HIV supported by TTL in their position as caregivers
- 231** New child clients identified and served by TTL
- 120** Child clients who reached health and stability and successfully graduated from the Outreach Program
- 46** Children rehabilitated in the Safe-home
- 375** Total number of child clients supported in 2014

1559 Total number of TTL child clients served to date

* Palesa: Fight for survival

The first time we met Palesa, she was fighting for her life at Mokhotlong hospital. Her mother died in childbirth and her father struggled to provide for her due to AIDS-related illness. We initially tried to support Palesa as an Outreach client after her discharge from hospital, but after a follow up visit to her home one week later, it was clear she needed the intensive support of the TTL Safe Home. She was a very quiet girl and constantly in pain. After several admissions back to the Mokhotlong Government Hospital and numerous outpatient appointments, it was discovered that Palesa was not only severely malnourished and HIV+ but also had both pneumonia and TB.

We are happy to report that over several months, Palesa grew stronger both physically and emotionally. She gained weight and caught up with her developmental milestones. Playing with the other kids in the Safe Home, walking, smiling, and giggling have become favourite pastimes of this happy little girl. By August, Palesa was reunited with her family in her home village where TTL Outreach staff continue to monitor her.

(* Child's name changed to protect privacy.)



TTL's Model at Work

Outreach

Expansion

This year, TTL expanded its Outreach program by launching area-based services in the Mokhotlong and Thaba-Tseka districts. Two members of the Outreach team travel to Thaba-Tseka at the beginning of the month and stay for two weeks, establishing a base to assess clients. Also, another two members of the Outreach team travel to the other side of Mokhotlong (Mapholaneng) and set up base there.

This has helped us to save on fuel costs, gives Outreach workers more time to spend with our clients and helps TTL to establish a name and reputation in both areas.

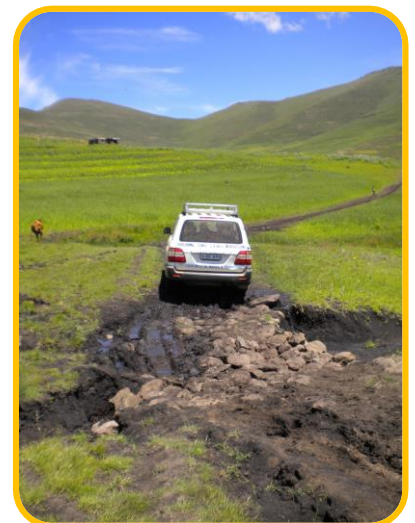


Sustainability

Sustainability is a focus for us here at TTL and we want to ensure that families do not grow too dependent on TTL for long-term survival. We are always looking to improve our program and to ensure that our client's health continues to thrive upon graduation. Therefore, this October, we worked hard as a team to evaluate our care package and make necessary amendments to encourage independence and self-sufficiency. We launched our *Needs for Seeds* project, which incorporated 5 different vegetable seeds into the Outreach monthly food package. We are in the process of reevaluating our graduation package, with the intention to apply for grants that will allow us to give 4 chickens to graduating clients. The idea behind the scheme is to provide TTL families with a reliable source of protein (eggs and meat) and also an income-generating tool through selling extra eggs and chicks. If we are able to secure funding for this, we intend to launch the pilot project mid-2015.

With TTL's support, Outreach clients made 462 visits to local clinics and hospitals. By encouraging and enabling these visits through education and financial support, TTL not only ensures timely and appropriate medical care, but also instills strong treatment-seeking behavior for the future. In certain situations where financial constraints would prevent a child from accessing life-saving medical care and support, Outreach clients continue to receive medical remuneration upon graduation from the program.

Of the 375 clients served, 120 clients were successfully graduated after achieving stable health and nutrition status. Thanks to the support of TTL, through our partner organizations, each of these children overcame a period of vulnerability. They are now thriving with the support of their families and communities.



Want to learn more? Read here: <http://www.ttl-lesotho.org/who-we-are/>

TTL's Model at Work

Safe Home

Over the past year, the Safe Home has provided support to 46 of the most severely malnourished and ill children referred to TTL. Of these children, 31 have been successfully reunified with their families and caregivers in their home villages; they continue to receive services as Outreach clients. We currently have 15 infants and children in the Safe Home and we look forward to reuniting them in the coming year.

We always strive to improve our programs to make them as efficient, effective and sustainable as possible. This year we were lucky enough to host nutritionist, Ms. Gargi Warble, who arrived in May to help us improve our Safe Home program. Over a period of 10 weeks, Gargi improved TTL Safe Home's diet by developing individualized child nutrition & development protocols. In the short time she was here, Gargi:



Our Safe Home staff help to keep tiny lives healthy by ensuring strict adherence to all medications. The Safe Home provides rehabilitative support across all spectrums of development to children from birth to 5 years of age.

- Upgraded MUAC tapes and weighing scales to the latest global standards
- Developed a simple spreadsheet for detailed assessment during intake
- Improved existing diet schedule to ensure daily provision of high-quality protein & micronutrients
- Introduced an *Appetite test* to triage medically complicated SAM cases to the District Hospital
- Introduced an F-100 based diet for clients transitioning from the community to the Safe Home
- Conducted refresher training on how to develop and monitor individualized health, nutrition and development plans, how to chart and analyze weight gain, and last but not the least, how to manage food preparation, child feeding, and structured play time alongside record-keeping with minimal effort and time.

With the support of UNICEF and TTLF, it is our hope that this new individualized, well-rounded childcare plan will result in better and faster recovery of our clients from malnutrition and allow TTL to support many more vulnerable children. We would like to thank Ms. Warble for giving up her time to come and work with us.



TTL Turns 10!

TTL celebrated a huge milestone on May 31st, marking the 10th anniversary of the organization!

Ten years encompasses a full decade of successes and learning opportunities for a growing organization and Touching Tiny Lives is no exception. The achievement is worthy of celebration. And celebrate we did!

On the last chilly, windy morning in May, community members in Mokhotlong turned out for a fun walk through the main street of town from the Senqu Hotel to TTL's front door where a series of speakers – beginning with our own 'M'e Nthabeleng Lephoto – recounted TTL's remarkable history and extolled some highlights of significant progress to date

Representatives from major partners (Public Health Nurse, DMO Mokhotlong hospital, Office of Child and Gender Protection Unit) and donors (Sentebale) arrived to show their support and to call for a continuation of TTL's good work in Mokhotlong and Thaba-Tseka districts.

But of course, no celebration would be complete without food, music, and DANCE! Guests enjoyed a community lunch, courtesy of TTL staff, and still more dancing continued long into the evening.

The next milestone birthday may be some time off, but the euphoria of ten years will probably last quite a while. Thanks to all of our supporters who have stood by us over the years. We are proud of the services we deliver and are grateful that through your generosity, such quality care is made possible.

TTL recognized the wonderful work 'M'e Manthati (Cook/Cleaner) does for TTL. She is one of our most dedicated, hardworking and cheerful members of staff and for this, we presented her with an Outstanding Performance award.



TTL Managing Director, Nthabeleng Lephoto, joins the Bo'm'e in a traditional Basotho dance to celebrate 10 years of hard work and achievements.

High Impact Care, One Child at a Time: TTL's tiny twins

These two little guys entered the world under extremely difficult circumstances. Their mother was caught unawares at home when little *Thabang forced his



way into world prematurely. With nobody around, she gave birth to him alone and carried him 14 miles to the Mokhotlong district hospital before giving birth to her second son, *Thuso. This horrific ordeal not only affected the development of the second twin, but also had a severe mental impact on the poor mother. She was unable to cope with the experience and has been receiving psychiatric care at the hospital since the day of her sons' birth. When TTL learned of the twins, they were one month old and weighed no more than a bag of flour between the two of them. They had been receiving intensive care at the hospital for 4 weeks but were deemed stable for discharge. With the mother still incapable of taking care of the babes, TTL stepped in and took them off the hospital's hands.



TTL has been working very hard with both the twins and the mother. The babies are doing extremely well in the Safe Home. They have grown into huge babes



(weighing 4.2kg and 4.8kg respectively) and *Thabang has already started to lift his head when placed on his stomach. 'M'e Lehela (Safe Home Supervisor) has also been visiting their mother on a regular basis to keep track of her progress and to give her updates on her babies.

We are doing everything possible to aid both Mum and babes' progress in the hope that they will soon be able to return home!

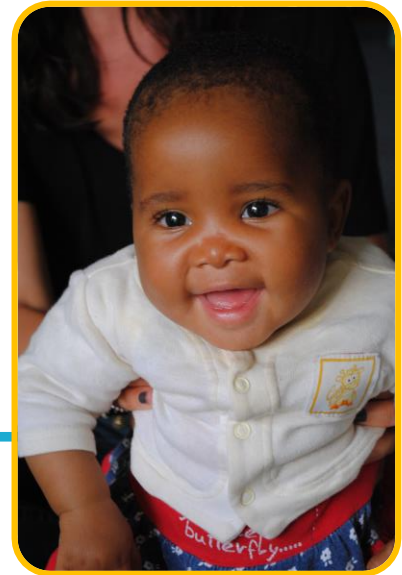


(* Child's name changed to protect privacy.)

Programmatic Improvements

- Following a report published by Business on the Frontlines, Notre Dame University, our Outreach program was restructured to an area-based model beginning in August 2014. The report assessed TTL staff structure, sustainability, processes and to improve our programs. This follows an internationally proven model of field officers intended to cut down on transportation time and costs, while improving length and quality of time spent with clients. This program restructure allows TTL to focus on individualized service delivery.
- TTL collaborated with local database consultants to develop and implement a new database system targeted specifically for our program needs. Tracking, monitoring, and evaluating data will now be a more seamless process.

- TTL has implemented several income-generating activities to help sustain our program. We received training by an anonymous donor on the benefit of utilizing social media to raise money and on how to set up our very own online fundraising platform. See here: <http://ttlorg.givengain.org/>
- TTL strengthened its infection control policies this year with the addition of a single bedroom in the Safe Home. This serves as an isolation room for children who arrive at the Safe Home with respiratory symptoms that have not yet been diagnosed and confirmed by our colleagues at Baylor Clinic and Mokhotlong Government Hospital.



Staff Development

We believe that a progressive and effective work environment can only be realized through the proper training and education of our staff. With this in mind, TTL partnered with ELMA to provide leadership training for TTL management and supervisors. A team of ten spent one week in Mokhotlong with the trainers from the Maseru-based Institute of Development Management. Training topics included change and conflict management, effective communication and teamwork, leadership management, and developing and executing organizational strategy. TTL staff and Board Members participants returned from the training enthusiastic, motivated, and ready to put their new knowledge into practice.

Additionally, TTL continued to build its relationship with the Baylor Clinic in Mokhotlong. Safe Home and Outreach staff attended regular training sessions geared toward healthcare providers on topics ranging from HIV staging, to HIV testing and promoting medication compliance, to nutrition recommendations for the exposed infant.

TTL also continues to support the individual educational goals of our staff with the help of our partners TTLF and Sentebale, three of our staff members completed the 18-month course 'Community-based work with children and youth' offered through the University of KwaZulu-Natal this year. We were so impressed by the quality of the course, two more staff members began the same course this January. We are very proud of the TTL staff members for their dedication to further education.

Several staff have also moved internally into positions better suited for their skill sets. Our Finance Officer, 'M'e Liepollo Letooane, is now the Outreach Supervisor for Thaba-Tseka district, as we prepare for our program expansion. Additionally, our Administration Officer 'M'e Puleng Lempane is now a staff member on the Outreach team, utilizing her background in early childhood education. We welcomed a new Administration Officer just after the New Year and aim to have the Finance Officer position filled by March 2015.

TTL has always aimed to provide our staff with compensation which is in line with the current government labor recommendations and standards. In light of this, along with the growing staff workloads, TTL provided all of our staff members with wage increases to reflect their skills, education, and commitment to the organization.

Special Visits!

This year TTL has played host to a few very special guests. To name but a few, we hosted Prince Harry of Wales and Prince Seeiso of Lesotho in December for a very special visit to review TTL's progress. We started the day in a village past Malefiloane and introduced the Princes to a few of our Outreach clients (past and present). The Princes spoke to the community caregivers and asked them to explain how TTL has helped their families. Our clients were happy to oblige and invited the Princes into their homes to talk about their experience with us. The Princes



were really impressed and happy to hear that Sentebale's support was helping TTL to reach families like them. They then travelled back to Mokhotlong and spend a couple of hours playing with the children in the Safe Home. A few of the children took a shine to them immediately, and so we spent a pleasant afternoon answering the Princes' questions about the work of the Safe Home and the individual stories of those being cared for by TTL.



Also, on November 12th 2014, TTL and our partners Sentebale hosted a fantastic event at the Mokhotlong Hotel to show our combined appreciation for a generous donation by Gem Diamonds. We were very honoured to host Prince Seeiso of Lesotho, Dr Pinkie Manamolela- Minister of Health, Ms Mazvi Maharasoa- CEO of Gem Diamonds, Mr Motsamai Mokoto- Mokhotlong District Administrator, Representatives from the Ministry of Education, Health Officials from Mokhotlong Hospital, The Child Protection Officer of the Lesotho Police Headquarters and group of honoured guests from Sentebale at the event. TTL was thrilled to have our guests visit our campus in Mokhotlong camp town in order to see the many ways in which the generous

donation from Gem Diamonds will help local children and families. A tour of the Safe Home and some play time with the kids was a highlight of the day.



Financial Details

1 January 2014 – 31 December 2014

ZAR 10 = ~USD 1

	ZAR	USD
Total Income	R 3,256,520.29	\$ 325,652.03
Total Expenditures	R 3,268,082.68	\$326,808.27
<i>Administration</i>	R 149,032.74	\$14,903.27
<i>Audit</i>	R 8,000.00	\$800.00
<i>Baby care Supplies</i>	R 89,731.09	\$8,973.11
<i>Bank Fees</i>	R 26,409.36	\$2,656.58
<i>Building</i>	R 56,515.72	\$5,651.57
<i>Education</i>	R 33,895	\$3,389.50
<i>Food</i>	R 755,855.10	\$75,585.51
<i>Medical Support</i>	R 26,786.42	\$2,678.64
<i>Personnel</i>	R 1,020,902.76	\$102,090.28
<i>Transport</i>	R 1,052,082.74	\$105,208.3
<i>Utilities</i>	R 48,841.75	\$4,884.2

Our 2014 Partners & Supporters

Touching Tiny Lives Foundation

Sentebale

UNICEF

Ministry of Social Development (Government of Lesotho)

Aktionsgruppe Gummersbach für die Welthungerhilfe/Initiative für Kinder in Lesotho

SHARED, Inc.

Roses and Rosemary

GEM Diamonds

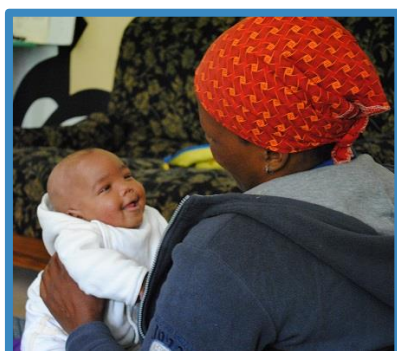
Our Outreach Team goes to great lengths to ensure vulnerable children receive the services they need. It can take us up to 9 hours to reach just 5 clients because the roads are so difficult to traverse.



When TTL Outreach staff brought 18-month old Itumeleng* to the Safe Home, she was at a dangerous level of severe malnutrition and was not receiving ARV medication to manage her HIV+ status. She was assessed by the staff at nearby Baylor Clinic, where she was started on ARVs and continues to be monitored at monthly appointments. Itumeleng has shown huge improvements both physically and developmentally while at the Safe Home. She is heading back to her family and village soon and will continue to be followed by our Outreach team.

*Child's name changed to protect privacy

Thank you to all the volunteers and friends of TTL, both near and far, who have supported us during 2014.



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