



FACE

for Children in Need

من أجل مستقبل أفضل للأطفال



Annual Report 2020



FACE teams reached over 30,000 children
since 2003

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Key Figures

FACE teams' main achievements in 2020

FACE teams reached
**6110 children and
3600 family members**
in 2020

FACE teams were composed of
140 Egyptian staff
for 2020 (63% females)



2 Outreach teams
operating 5 days/nights per week
with increased staff during COVID-19

1 Transitional Home
for street children

1 Drop-In Center
opened 5 days per week

3 Homes
for abandoned children, orphans
and victims of abuse



FACE Outreach Team reached 1700 children on the streets.



FACE Outreach Team reached and supported 810 children in Ministry of Social Solidarity institutions.



FACE Outreach Team provided emergency support (food, equipment) to 300 families and 600 children.



265 former street children, orphans and abandoned children stayed in residence in the FACE Street Children Transitional Home.



250 street children accessed services in the FACE Drop-In Center (closed from March 2020 due to COVID-19).



3175 children accessed recreational, sports, arts activities.



3925 children received medical care on the streets, in detention centers, in communities and in the FACE centers.



31 children reintegrated their family, extended family or Kafala family.



Over 6000 children accessed non-formal education (including information about COVID-19 and protective equipment).



3 youth accessed vocational training.



529 street children, orphans and abandoned children were supported to remain or to be reintegrated into school.



381 children in detention received legal support.



4 families received support to start an income-generating activity (25 children indirect beneficiaries).



30 young people have been trained as peer educators to provide information about COVID-19 in slums and poor communities.

All FACE accounts are audited annually by independent auditors - Deloitte.
FACE follows very strict financial procedures to ensure the best use of its funds.

A Word

from FACE Executive Director

Overijse, September 2021

“

Dear Friends of FACE,

I sincerely hope that you and your loved ones are all well and in good health.

I am writing to share our 2020 results after what has been a difficult year for us all. The massive and global health crisis has of course affected our organisation but we are however extremely proud of the capacity of adaptation and of the reaction of our teams, who have showed amazing commitment along the year.

It is essential that FACE's management acknowledge the courage and commitment of all of our carers, social workers, outreach workers and all those who have maintained the projects running and have contributed to maintain essential safety nets for the most vulnerable children during this difficult year. I also need to address a special thanks to our two head directors in Cairo, Mrs Nabila El Galabawy and Mr Hisham Regal for their incredible dedication in this difficult time.

FACE had encountered financial difficulties along 2019 and the Covid-19 Pandemic brought additional pressure. Despite this, we managed the situation thanks to the immense generosity of our supporters, sponsors and partners, who helped us tremendously during these unprecedented times.

We have not only managed to maintain our activities but we have also managed to achieve impressive results, and to actually increase our social impact. Our teams have continued to bring support, on a daily basis, to the most marginalised children, on the streets of Cairo, in poor urban communities and slums, in detention centers and in the FACE centers, reaching the beneficiaries and providing them adequate support in their environment, to adapt to the situation of curfew and of physical distancing measures.

Our work was considerably adapted from the very beginning of the pandemic in Egypt in March 2020. The early start of the pandemic in Europe allowed FACE headquarters to help local teams in Egypt to prepare, with a few weeks in advance, before the beginning of the pandemic in Egypt. This was done with teams being trained, new curriculums, prevention and information materials and very importantly, all the protection equipment required for field teams to work in safety and to avoid putting beneficiaries at risk.

FACE doubled the size of its outreach team from April 2020, in order to provide information about Covid-19 and emergency support to several thousands of children in street situation, in detention centers, in poor communities and slums and in the 3 FACE Homes.

To do all this, FACE was able to mobilise extra financial resources thanks to the support of several private donors as well as the European Union, the Swiss and German Embassies in Egypt as well as several companies in Cairo and in Europe.

In parallel to this emergency relief work, we continued our work in direct support of children and also to provide support to local and national authorities by putting in place and reinforcing a Child Protection System in Egypt.

The Covid-19 Pandemic has created a new situation of emergency in Egypt and at the moment a 4th wave of the pandemic is hitting Egypt at a massive scale. After more than a year, FACE is still in the front line fighting against the Covid-19 Pandemic in Egypt to protect extremely vulnerable children and responding to situations of abuse that are increasing, as in most countries affected by confinement and curfews.

We are preparing ourselves for a very difficult time where we will face increasing needs from children and families. I am confident our experience, the immense dedication of our teams, and our strong network of generous supporters will help us to face this period of unprecedented uncertainty.

I would like to express to all of you my deepest thanks and all my gratitude for your past and future support to FACE.

Warmest regards,

Flavia Shaw-Jackson
Founder & Executive Director



Highlights



End of the four-years action aiming at improving Child Protection in Ministry of Social Solidarity Institutions

2020 was the final year of the European Union supported action started by FACE in 2017 to improve Child Protection in the Ministry of Social Solidarity (MOSS) detention centers in Cairo. Despite the difficult context, FACE was able to achieve the 4-years project objectives. A new Child Protection Policy manual was created and adopted by MOSS for its childcare institutions in Egypt. A ministerial decree was adopted in June 2020 to make this manual a requirement for all childcare institutions. This is an important success for all FACE teams who worked hard on this essential program since 2017.



FACE's Emergency response to the COVID-19 Pandemic

We wanted to share some highlights about the response implemented by FACE to the COVID-19 Pandemic in Egypt since March 2020. FACE's emergency response aimed both at providing emergency support to children and families to remain protected from the COVID-19 Pandemic, but also to support children and families to face the indirect socio-economic effects of the pandemic.

Safety measures

FACE decided rapidly to place its 4 residential centers in confinement, with 215 children and 55 staff members. Specific standards of procedures and trainings were designed to help center managers to implement new procedures (interdiction of visits, creation of quarantine rooms, reinforcement of child protection procedures). Systems of online training and logistics were set up to organise purchase and deliveries for each center.

All field teams were asked to reduce their transports to the strict minimum, and were equipped with protective means (masks, hand-gel, protective glasses).

Direct support to children and families

FACE also quickly organised an emergency

response to support FACE beneficiaries to remain protected from the pandemic and to face its indirect socio-economic effects caused by the curfew and the economic slow-down.

In 2020, after organising its teams to work in safety, FACE started to organise a child protection- oriented response to the pandemic:

- Support to over 1700 children in street situations to access information about COVID-19, to receive protective equipment and emergency support (food, health, counseling and support for protection and referral)
- Support to over 800 children in MOSS institutions to access information about COVID-19, to receive protective equipment and emergency support (food, health, counselling)
- Support to over 3600 children and family members in poor communities and slums to access information about COVID-19, to receive protective equipment and emergency support (food, health, counselling)
- Emergency support services initiated by FACE were further developed from June, thanks to the support of the European Union who provided urgent financial support to FACE for the most vulnerable children and families in Cairo.

Salam Street Children Program

Outreach Team

was in 2020 at the basis of most of the emergency support provided by FACE during the COVID-19 Pandemic. From March 2020, the 2 Outreach Teams expanded their work (15 staff in total) on a daily basis on the streets of Cairo, in MOSS institutions and in poor communities in Cairo, in order to provide support to children and families to remain safe and find alternatives to their lives on the streets, and to provide emergency support and protection during this very unusual year.

In 2020, the Outreach Team considerably developed its activities in some of the poorest slums and communities in Cairo, where the team provided support to children and families, and provided systematic information about COVID-19 and protection equipment to children and families. Over 7000 children and family members were reached in 2020 by the Outreach Team and received support and protection. The team showed incredible flexibility and was able to adapt very quickly to provide new services and emergency support directly to beneficiaries.



Drop-in Center (DIC)

is located in Cairo's suburbs. The center is open daily and provides street children and youth with a wide range of services aimed at facilitating their reintegration including education, medical, counselling, legal support, arts, sports and games, etc. 2050 contacts were made in the FACE DIC during 2020 with 350 individuals (25% females). This number is lower than in previous years because the DIC had to be closed from end March 2020 due to authorities requesting to close day centers. The Outreach Team ensured follow up of children who used to attend the DIC in their locations in order to keep contact and continue working with them despite the situation.



Transitional Home (TH)

looks to offer a transitional shelter to children and youth wishing to pursue a life away from the streets and to follow either vocational training or full-time education, whilst being prepared for social reintegration into a family or alternative setting: 51 children stayed in the TH over 2020.

Despite very strict precaution measures, several staff members were contaminated during the year, but the clear procedures in the FACE homes allowed quarantine and limited the contaminations. In September, a special trip was organised at the seaside for the TH children, to give them an opportunity to have a holidays after the end of the confinement.

An evaluation of the Transitional Home by its beneficiaries was conducted end 2020 and will be used to analyse children feedbacks and recommendations to improve the project.



Reintegration Team

opened 79 individual new case management files (32% females) and 15 family case management files during the year.

Only 16 children received support towards their reintegration during 2020: 7 children reintegrated into their family, 2 youth have been placed independently and 7 children were reintegrated into school. The lower number of reintegration's in 2020 is directly due to the closing or slowdown of most administrations, but also to the increasing difficulties to travel to visit families and conduct assessments.

387 children received support to remain in school and prevent drop-out during 2020 and 186 children received legal support. 4 families received support from FACE through a grant aimed at starting up a small business, profiting indirectly 20 children. 2542 follow up visits were conducted by FACE social workers visiting children in their families, schools, and places of work.

Abandoned Children Program



Prevention - Gatekeeping

FACE Abandoned Children Program works to prevent family break up and to prevent child abandonment or unnecessary placement into institutional care. FACE Case Management Teams ensure children referred to FACE Centers are placed as a last resort, after all possibilities of family/community-based placement have been assessed.

Reinforcement of family/Kafala placement within FACE Projects and other public/private institutions

6 Case Managers/Social Workers are working full time on the in-depth assessment of the possibilities of placement into family and Kafala families for all children staying in FACE centers.

37 children were placed or reintegrated during 2020. FACE teams reintegrated 16 children into Kafala (foster families) and 6 children into their families (or extended family). 15 children have been placed in other centers (including one NGO specialised in the care for children with special needs).

FACE Case Management Teams managed to organise the reintegration of 2 children with their father in Jordan after several years of difficult and patient work with Egyptian and Jordanian authorities.



FACE Homes

3 FACE Homes provide high quality care to orphans, abandoned children and children victims of abuse.

Children receive support to reintegrate their family when possible, or to be placed in a Kafala (Egyptian adoption system) family. Long-term institutional stay is only considered as a last resort.

- 214 children (40 females) stayed in the 3 FACE Centers.
- 27 children joined the Abandoned Children Program Centers for the first time, which represents a 50% decrease compared to 2019, mainly due to the fact that FACE Centers had reached full capacity and could not receive more children.
- 95 babies (0 to 2 years) stayed in the Maadi Home (10 girls).
- 61 children stayed in the Obour Home (28 girls).
- 58 children stayed in the new Obour 2 Home (all males).
- All children received access to regular medical check-ups, medical care and vaccinations.
- FACE provided 849 medical acts (579 in-house and 270 through referrals to specialised hospitals).
- Children benefited from over 4000 psychomotricity / psychological sessions. Maadi Center psychometricians provided 1200 massages during the year.
- All children under 3 and a half years have accessed non-formal education, 115 children from the age of 3 and a half years attended full-time schooling.



FACE Homes during COVID-19

From March to July 2020, the 3 homes were placed in confinement and specific procedures were put in place to prevent risk of contamination of teams and children. A system of purchase and delivery was set up and the centers were organised to reduce contacts with non-sleeping staff.

All children and staff members received several trainings on COVID-19 and how to remain protected. A group of 10 children from Obour were trained as peer educators to teach their friends and all children and staff received protection equipment.

FACE teams ensured all children could continue their schooling like other children in their schools and that all children could attend their exams. A special focus was put on reinforcing recreational, sports and arts activities to help children to cope with the difficult situation of confinement.

The centers were reopened gradually from July-August, but have continued to apply precautionary measures to limit the risk of contamination.

National Family Reintegration Program

Besides its direct work to protect and support children, FACE works actively to support local and national authorities in charge of child protection in Egypt to improve the child protection system in the country and create a positive impact for a much larger number of children in the long term.



Support to families

FACE Kafala officers are receiving a growing number of questions and requests or information from families willing to take children into Kafala. FACE trainers have also conducted a number of workshops and sessions of introduction to parenting with over 200 Kafala families referred by MOSS through 2020. Under this collaboration, families approved by MOSS to take children into Kafala receive introduction to parenting from FACE trainers.



Support to Government, civil society and foster (Kafala) families

to create and improve the existing legal framework and to create operational procedures to reinforce family-based care in Egypt. FACE is a member of the MOSS High Committee for Alternative Care (Kafala), in charge of improving the current system of placement into Kafala for children living outside of parental care, and to re-evaluate and discuss the complaints made by rejected families applying to take children into Kafala. FACE started working since 2018 in collaboration with the local NGO Wataneya to create new improved procedures for the Kafala placement system in Egypt. Both NGOs have provided ongoing support to MOSS to improve the Kafala procedures and implementing tools. FACE and Wataneya have created a set of forms to support MOSS teams in charge of Kafala placement preparation and monitoring in order to create unified and safer procedures for the placement of children into Kafala in Egypt. Several trainings on Kafala procedures have been conducted in 2020 by FACE and its partner with staff of Ministry of Social Solidarity. A number of online training sessions have been organised due to the COVID-19 Pandemic. 3 FACE Trainers participated in the training of 54 MOSS staff on the new system for 4 pilot governorates (Alexandria, Giza, Assiut and Sharkia) through 3 courses of training (28 days in total).

FACE has kept an active role in the MOSS High Committee for Alternative Care (Kafala) during 2020 and was involved in different workshops related to Kafala and Alternative Care.

Collaboration with other organisations

In February 2020 FACE took part in a workshop with Kafala families organised by MOSS and was asked with its partner Wataneya to answer the families' inquiries about the new proposed system of Kafala.

FACE conducted a webinar with Pedia Egypt congress to discuss the latest updates of the Kafala system and laws in Egypt. The webinar was held on 1st September 2020. The webinar was facilitated by Dr Cherif Ali Abdel Aal, Consultant of Pediatric University in Cairo.

During 2020, FACE also started to collaborate with Yalla Kafala, a young organisation aiming at raising awareness about Kafala in Egypt. FACE teams participated in a number of meetings and workshops organised with Kafala families and FACE participated in a webinar in November 2020 about the main questions raised by Kafala families. FACE will continue to develop this new collaboration in 2021-22.

Training Program



FACE Training Program ensures continuous and high-quality capacity building for FACE teams for existing and new staff, taking into account the changing landscape and needs, and best practices in child welfare. It also aims at training government and civil society partners. 115 days of training were conducted with FACE Teams in 2020 (360 staff participations). A large part of these trainings consisted in field coaching and training by experienced trainers to provide concrete and on the job training to newly recruited staff members, which is essential for FACE to ensure the highest quality of service by the teams.

Main topics of training

- FACE introduction/Basic training (child development/social work/ communication skills)
- Case Management
- FACE Child Protection Policy
- Non-formal education
- Life skills
- Basic medical care
- Prevention of violence and harassment
- Psycho-social support and learning through art
- Fire safety
- Specific childcare techniques for very young children
- Psychomotricity and massages for newborns
- First Aid
- COVID-19 and ways of protection



Training to partners

- 174 MOSS staff members received training from FACE in 2020.
- In 2020, FACE training team conducted 7 sessions of 3 days (21 days in total) for 88 MOSS institutions staff members and members of the classification/ orientation unit. The training was conducted under the European Union supported action to improve MOSS Child Protection Policy.
- 6 days training were conducted for 9 MOSS institutions Child Protection Officers in charge of monitoring child protection policy implementation in their centers.
- 23 staff and managers of MOSS institutions received training on child friendly approaches and positive reinforcement techniques.
- 54 MOSS staff of 4 Governorates were trained on the new Kafala system and procedures.

COVID-19

In March 2020 FACE training team was mobilised to create and produce information and training materials about the COVID-19 and the ways of prevention/protection.

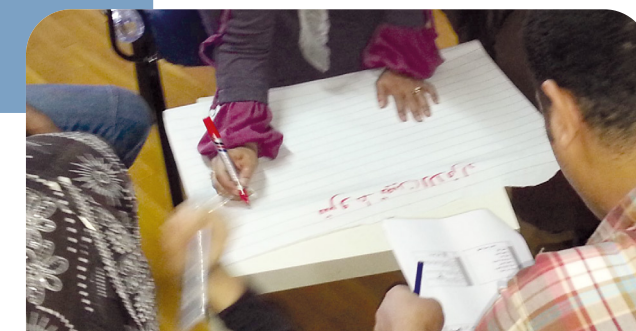
FACE created materials to target different groups (children, adults, and childcare staff).

One of the main activities in 2020 consisted in providing systematic, quality (and age appropriate) information and training on COVID-19 and the ways of protection.

All 140 staff members of FACE were trained in March-April 2020, all (214) children in FACE Homes received several trainings and information sessions, peer educators have also been trained in FACE Homes to help spreading information among other youth.

Online training by FACE's trainer on COVID-19 was conducted for all teams. The training was recorded and shared among all FACE staff during the quarantine that started from 17th March 2020.

Over 1600 Children on the streets of Cairo, 800 children in MOSS detention centers and 100 staff, and over 7000 children/family members in poor communities and slums have all received training and protection materials from FACE in 2020.



Finance and Administration

Income and Charges Statement (in €)

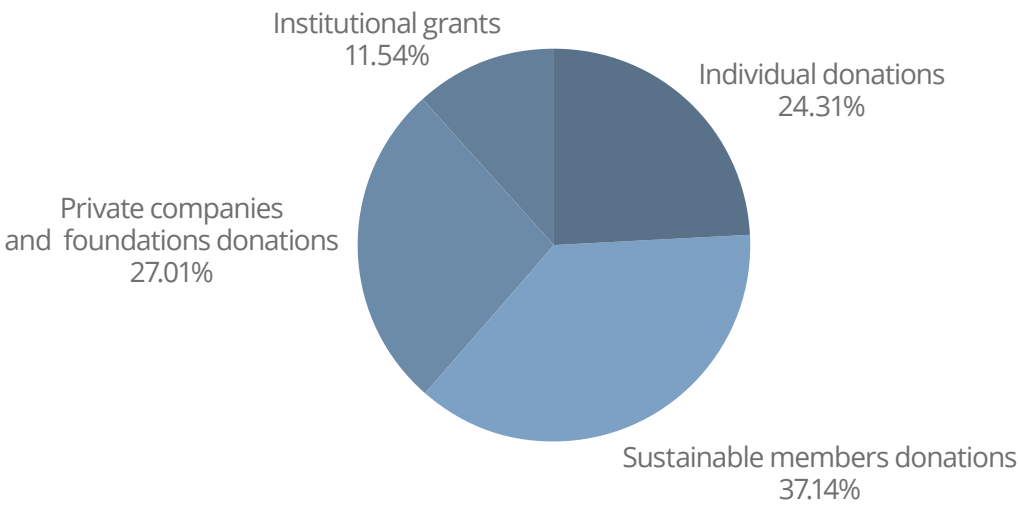
Income	2020	2019
Operating income	1,064,635.33	915,467.70
Individual donations	258,840.30	254,199.16
Sustainable Members donations	395,418.07	329,840.99
Events and sponsorship	0.00	0.00
Private companies and foundations donations	287,530.93	210,144.54
Institutional grants	122,846.03	121,283.01
Other interest and financial income	359.99	9,237.54
Other income	122.41	228.04
Total Income	1,065,117.73	924,933.28

Charges	2020	2019
Operating charges	827,630.92	961,614.22
Program services	780,505.19	901,406.82
Fundraising, Communication and Events	9,970.95	22,802.14
Administration and General	37,154.78	37,405.26
Value adjustments on fixed assets	707.89	911.33
Other interest and financial charges	6,797.07	3,664.61
Other charges	313.71	2,231.71
Total Charges	835,449.59	968,421.87

Surplus/(Deficit) for the financial year	229,668.14	(43,488.59)
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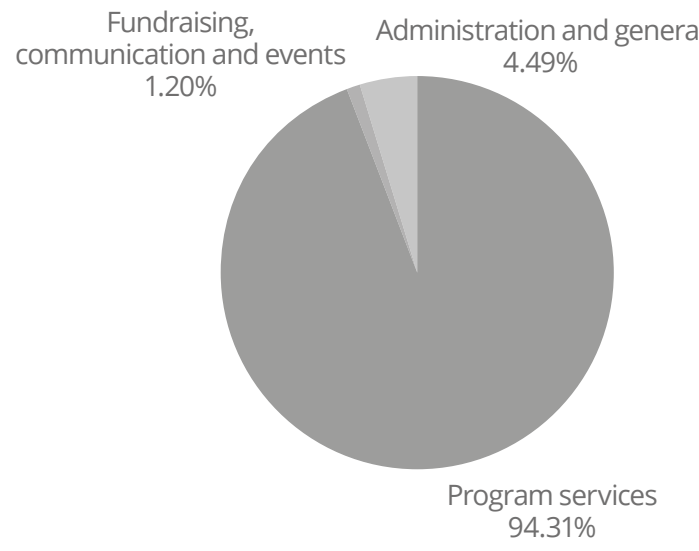
Operating income repartition

(as at 31 December 2020)



Operating charges repartition

(as at 31 December 2020)



Board of Directors

President: Flavia Shaw-Jackson
Trustees: Nicolas Hollanders de Ouderaen, Patrick Staar

The Way Forward

2020 was a difficult year for our organisation as for most organisations in Egypt and around the world. Since then, the 3rd wave of the COVID-19 Pandemic has affected Egypt very badly and we are already preparing and anticipating a 4th wave end 2021.

Despite these unprecedented difficulties, we remain confident in our capacity of adaptation and in our resilience, and we need here to express our immense gratitude to all those who have supported our work in these difficult moments and come forward spontaneously.

Despite these difficulties we are also very proud to see some of our long-term objectives progressing in the Egyptian Government agenda and in the Egyptian society.

Our work to improve child protection in Ministry of Social Solidarity's institutions has created important changes and achievements that are already benefiting thousands of children in the country.

We will continue to work closely with national authorities by improving social work and case management in these institutions, with the objective to help children to prepare their reintegration more effectively, and to create solutions of deviations for children who need support more than detention.



We have also seen immense progresses in the awareness about placement of children into Kafala in Egypt and we are working hard to improve the system of Kafala to make it safer and more respectful for the children. We are working on new partnerships and actions in 2021 and in coming years and we are extremely proud to observe the growing awareness and interest about Kafala in Egypt after initiating this with the authorities in 2014.

These successes, and the incredible support of all our partners and supporters are the best encouragements for all our teams and they are a confirmation of the importance of our work in favor of child protection in Egypt.



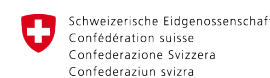
Our Huge Thanks



Sustainable Members



Other Supporters



Institutional Donors



Networks/Alliances





IN MEMORIAM

It is with an immense sadness that we are sharing with you the loss of our dear colleague Ms Amal Al-Saadi who passed away in the beginning 2021.

Ms Amal had been with FACE for five years and was a much-loved colleague. Her work in setting up the psychosocial program and activities room as well as her constant support and care in helping countless children was appreciated by all.

Ms Amal will be greatly missed, and we send our sincere and heartfelt condolences to her family.



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