



2020 ANNUAL REPORT

MISSION STATEMENT

To provide healing retreats and ongoing support for adolescent girls and young women with burn/trauma injuries to achieve their optimum potential and develop meaningful relationships for themselves, their families, and their communities.

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OVERVIEW

In January, we made a big step into the future. We (perhaps intuitively) decided to not renew our three-year office lease (up for renewal in February), scanned nearly all our files of eighteen years in doing retreats into a secure cloud, sold our heavy office furniture, desks and bulky file cabinets, located and moved to small offices with minimal furniture such as stand-up desks. This reduced our overhead by 38%. Our work environment shifted to laptops and a vision for efficiency in streamlining operations for a more effective outcome.

We dove into planning the most comprehensive retreat in 18 years involving the upper echelon of professionals in the field of trauma. Then, COVID hit. The world shut down, but we could not. As the negative effects of previous traumatic injuries remained and, in many cases, magnified. Social distancing can feel isolating and depressing, add a trauma experience and you have a serious situation bubbling over. As an organization whose focus is on healing from trauma, the need was there so we had to reinvent our delivery.

During this uncharted territory, the board and I encouraged our Angel Faces family of staff, donors, volunteers, and participants to hunker down into self-care, mentally, physically, and emotionally. The gratitude of lightening our load of our physical office in January was our saving grace.

COVID forced us to pause our 2020 retreats.

“Never Give Up, Never, Never Give up”

-Winston Churchill

OVERVIEW

We pivoted, transformed, and created our retreat components virtually, delivering tools and lessons through Thinkific, a private web platform. We spent the summer with our laptops in our makeshift home offices, redesigning our programs while watching the world shut itself off. Our new E-Retreat program launched in August and continued through December 2020. The new program consisted of weekly assignments, videos to watch, journaling and self-reflective tests. We monitored the participants daily progress and held weekly zoom sessions with the participants led by licensed mental health professionals.

The E-Retreat program enabled a clear, safe, and private path for the girls and young women to still receive the help they needed. Based on the evaluations of our online program, we learned that their isolation, forced by the pandemic, had brought on even more anxiety. Being alone with their trauma was adding to the complexity that trauma delivers. The positive side to expanding into a virtual program allowed us to reach more participants; patients who would normally never leave their home because of their appearance. I feared we might lose the intimacy and emotional safety the in-person retreats offer; however, I was encouraged at the openness the girls and young women shared through a computer screen, thus realizing they need more of us. We knew our online program needed to continue and expand even when pandemic is over.

OVERVIEW

The topics we covered from August to December were How to Set & Keep Boundaries, Being Assertive, Forgiveness & Self-Compassion, Gratitude & Goals, Acknowledging & Utilizing Internal Personal Gifts.

Encouraged by the success of our new Fall Online Program, in January 2021 we launched a new five-month series called Body Beautiful; educational workshops through Zoom led by highly acclaimed professionals in the field of skincare, hair replacement options, self-care through massage, grief/loss, and Facial Design (formally Corrective Cosmetics). Each workshop, our licensed mental health professional monitored and assisted.

-Lesia Cartelli

OUR PHILOSOPHY

Angel Faces, with a supportive arm around those we serve, encourage self-responsibility, inspiration to take charge of their own healing and to design their future by utilizing the resources that are available to them within Angel Faces and their communities. We teach that although they survived a traumatic event, their path to recovery is reflected by their willingness to create something good from their injury. Often when the girls or young women ask, why did their injury happen to them, I respond, *"So you can transform your pain and create something good in the world, teaching others to love and embrace themselves."* ~L. Cartelli

We need funding to:

- 1** Advance, sustain, and build upon our new extensive online workshops to support girls and young women during and post-pandemic.
- 2** Support and sustain our ongoing research and operations.
- 3** Prepare for our Southwest Regional Retreat.

ABOUT ANGEL FACES

History

This organization (established in 2003) is the brainchild of Lesia S. Cartelli, CEO and award-winning author of Heart of Fire. Cartelli was severely burned at age nine in a gas explosion. She created Angel Faces to empower girls and young women to embrace their trauma and physical appearance with resilience and gratitude. We provide girls and young women opportunities and empowerment strategies to build the courage and inner strength needed to create a future of hope and abundance. Funding is secured from individual donors, grants from corporations and private foundations.

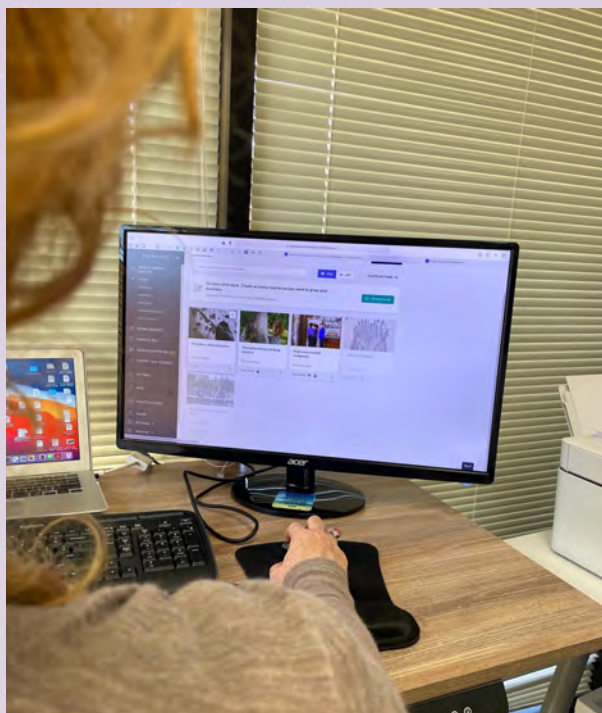
www.LesiaCartelli.com

Why Angel Faces Exist

With medical advancements there are greater survival rates, thus patient's lives are saved but leaving them severely and permanently disfigured. Their difficulty reintegrating into society and back to school seems insurmountable to themselves. Due to our healthcare system limitations, hospitals rely on programs such as Angel Faces to serve the needs of the psychological issues that arise from being disfigured.

E-Retreat (5 Month Intro Series)

While much of the world went into lockdown and businesses closed, we pivoted, pulled our resources together, designed and launched a new program utilizing a private and safe online platform called Thinkific. As the future and longevity of the pandemic was unknown, we initially created an introductory 5-month series of personal workshops, that we called the E-Retreat, to bring those we serve a safe space to share their experiences and help fellow participants to work through specific topics each month. We held weekly Zoom meetings where participants would connect, discuss assignments, and encourage each other's progress while



working on their assignments via reflection and journaling throughout the rest of the week. The response was overwhelmingly positive. Several participants expressed how vital this vehicle of communication was in the depth of isolation, it was a lifeline for their mental health and stability. Throughout the COVID-19 pandemic, the E-Retreat Program was designed to keep giving the participants that sense of community that they would receive at in person retreats, but from the safety of their home.

Because of the positive results, we decided to continue the workshops through 2021 with a new series titled "Body Beautiful".

Research

Over the years we are continuously dedicated to evolve and improve our programs. This is measured by tracking research on how best to help trauma patients. Check out our latest research on our website under our "Resources" tab.

Who We Touched



Dorcas, 17

Bay Area, California

What has been your experience with the NEW Angel Faces online programs?

If you ask me...2020 was a long difficult year. But I made it through with courage, strength, and new things I've learned in the new Angel faces online programs. It helped me big time with the three categories I mentioned. It was so entertaining getting to see everyone again and hearing all the laughs during a sad year. I was so happy that I was part of that. A family who is always there for your lows and highs.

What advice would you give to a new participant that is just beginning her healing journey with Angel Faces?

My advice I would give a new participant is that opening up is part of the healing process. Without doing it, you would be back at your starting point. Speaking up also helps other girls speak up about their situation. Speaking up always starts with one person and that could be you. Another piece of advice I would give is that this is a retreat, not a camp. Of course, you're going to have fun but this is a program about learning new things to help you in life as you get older. Like how to take care of your scars for example. There are many fun activities but have an open mind because there are also some serious topics spoken at this retreat.

But overall, it is an amazing experience to have. I am so blessed with everything I've gained from these programs and I know you will gain as much as I did.

Who We Touched



Kelsay, 21
Iowa

What has been your experience with the NEW Angel Faces online programs?

The new online programs were very wonderful for me during the time of a lot of questioning and craziness. I enjoyed the practicality of the program, where it was not just learning about random topics or things we will never use. Instead, we learned about pieces of self-growth that were a part of everyday life. It never felt like you were alone. Since we could connect to one another and comment to each other, give advice and support in chats and video calls, it allowed us to still be connected as a community.

Who We Touched

What topic helped you the most? TOPICS: Being Alone, Boundaries, Resilience, Forgiveness and Self-compassion.

Self-compassion was a huge piece for me. The Being Alone piece helped me because I was able to really flourish in my time of quarantine and be alone with myself. However, learning how to be compassionate with myself and my struggles is extremely important. I would often get upset with myself when I had a bad day, which would lead to more bad days. But learning how to speak to myself in a way that tells me that bad days don't define me, and I can redirect my mind really helped me transform myself.

What advice would you give to a new participant that is just beginning her healing journey with Angel Faces?

First, congrats for taking that step to healing! I commend you for wanting to take that step in your life. It is not going to be an easy journey, but I truly believe you will find it worth it. I found it worth it! So, here are key tips for the woman about to begin this journey of healing:

Take it slow and respect your journey. We are all on different paths. You are entering into a community of women who are all on different paths. We all have our different struggles and unique traumas. You might have times where you end up going two steps backward. THAT IS OKAY! Just don't give up!

Give yourself the space to grow. This ties into our self-compassion section of the program. It is important to show up for yourself. The healing journey you are about to endure is for YOU. It's not for your family, your doctors, or any other person, even if they forced you to attend. It is FOR YOU.

Just be YOU. You may hear stories from other women that may be different than yours. Don't be afraid to use your own authentic voice. Own your story! There are 7 billion people in the world, but only one you! So above all, be you in the journey ahead because it will not always be easy, but it will be worth it.

Motivational Mondays Instagram Live

Since August 2020, each Monday at 11:00 am PST, Lesia Cartelli, our Founder goes live on the Angel Faces Instagram interface to speak about a topic relating to healing from trauma. These various topics are ones we cover in all our programs as well as thoughts around what is currently trending.

As a motivational speaker, Lesia's positive messages range from daily impacts, kindness, self-confidence, empowerment and highlight any big news happening in the Angel Faces community. Occasionally, she invites experts, professionals, and even some our past participants for a Q&A session. Going live and then promptly posting the videos to Instagram, Cartelli's Motivational Monday videos can reach the many followers on our social media platform. Continuity on social media has helped encourage past participants, has brought new participants to Angel Faces, and revitalized existing donors and volunteers while cultivating new donors to the organization. The growth is very exciting!

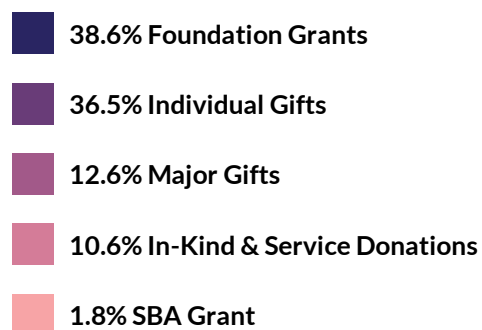
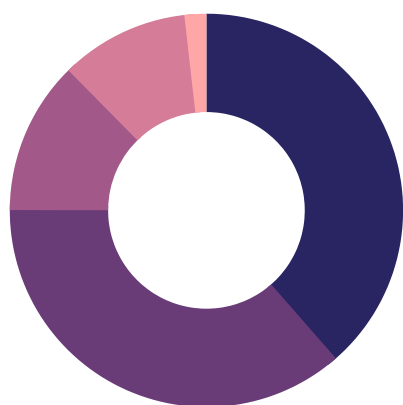


"Hi, Lesia!! I just wanted to let you know how much value I get from your motivational Monday videos. I love watching them as I unwind from a hectic Monday at work. This week you had me in tears I was so touched... Even to hear a few weeks ago that other girls were struggling it helped because I did not feel like I was in this dreadful boat alone. Keep doing them, please!!"

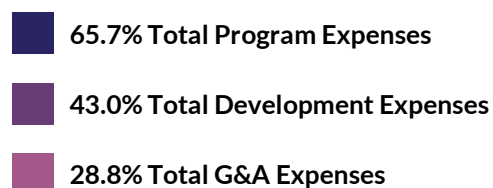
- L.H., Program Participant

BY THE NUMBERS

YTD Contributions



YTD Expense Breakdown*



**Due to the global pandemic, as expected, our contributions and expenses have been extremely effected. With our strategic plan, we foresee the contributions and expense breakdown to return to normal in 2021.*

VOLUNTEER SPOTLIGHT

Miranda Dean

Miranda began volunteering with Angel Faces in 2016/17 as a photographer/videographer. At that time, she was a rising senior in college, studying film production. Her degree focus was on documentary filmmaking; volunteering with Angel Faces gave her the opportunity to use the documentary filmmaking skills she had been learning in school to create something meaningful and beneficial. She was really drawn to the mission of Angel Faces and felt an immediate bond with the organization and all the people in it.

Over the years, Miranda's position in Angel Faces has changed as the organization and her own interests have grown. Volunteering with Angel Faces has allowed her to expand creatively and try new creative outlets. Recently, Miranda has been interested in learning more about marketing and social media content creation; Angel Faces gave her the opportunity to become the social media strategist.

Miranda is excited to continue to grow and contribute to Angel Faces in any way that she can. Angel Faces has always provided her with a strong and stable base to find her truest self, and she loves to give back as much of that as she can.



angel faces

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